



**South Country Health Alliance**

**SeniorCare Complete (HMO SNP) Enrollment Form**

**South Country Health Alliance Member Services**

**1-866-567-7242 ♦ TTY 1-800-627-3529 or 711**

Hours of service are:

October - March, 7 days a week, 8 a.m. - 8 p.m.;

April - September, Monday - Friday, 8 a.m. - 8 p.m.

The call is free.

**Return the completed form, page numbers 1 to 4, to:**

South Country Health Alliance

6380 W Frontage Rd

Medford, MN 55049

Fax: 507-431-6328

SeniorCare Complete (HMO SNP) is a health plan that contracts with both Medicare and the Minnesota Medical Assistance Program (Medicaid) to provide benefits of both programs to enrollees. Enrollment in SeniorCare Complete depends on contract renewal.

H2419\_5800\_Approved



**1-866-567-7242, TTY 1-800-627-3529 or 711**

Attention. If you need free help interpreting this document, call the above number.

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ملاحظة: إذا أردت مساعدة مجانية لترجمة هذه الوثيقة، اتصل على الرقم أعلاه.

သတိ။ ဤတွဲရက်စာတမ်းအားအခမဲ့ဘာသာပြန်ပေးခြင်း အကူအညီလိုအပ်ပါက၊ အထက်ပါဖုန်းနံပါတ်ကိုခေါ်ဆိုပါ။

កំណត់សំគាល់ ។ បើអ្នកត្រូវការជំនួយក្នុងការបកប្រែឯកសារនេះដោយឥតគិតថ្លៃ សូមហៅទូរសព្ទតាមលេខខាងលើ ។

請注意，如果您需要免費協助傳譯這份文件，請撥打上面的電話號碼。

Attention. Si vous avez besoin d'une aide gratuite pour interpréter le présent document, veuillez appeler au numéro ci-dessus.

Thov ua twb zoo nyeem. Yog hais tias koj xav tau kev pab txhais lus rau tsab ntaub ntawv no pub dawb, ces hu rau tus najnpawb xov tooj saum toj no.

ဟ်သူဉ်ဟ်သးဘဉ်တက့ၢ်. ဝဲနမ့ၢ်လိဉ်ဘဉ်တၢ်မၤစၢၤကလီၤလၢတၢ်ကကျိးထံဝဲဒၣ်လံာ် တီလံာ်မိတခါအံၤန့ၣ်,ကိးဘဉ် လိတဲစိနီၢ်ဂံၢ်လၢထးအံၤန့ၣ်တက့ၢ်.

알려드립니다. 이 문서에 대한 이해를 돕기 위해 무료로 제공되는 도움을 받으시려면 위의 전화번호로 연락하십시오.

ໂປຣດຊາບ. ຖ້າຫາກ ທ່ານຕ້ອງການການຊ່ວຍເຫຼືອໃນການແປເອກະສານນີ້ພຣີ, ຈົ່ງ ໂທໂປທີ່ໝາຍເລກຂ້າງເທິງນີ້.

Hubachiisa. Dokumentiin kun tola akka siif hiikamu gargaarsa hoo feete, lakkoobsa gubbatti kenname bilbili.

Внимание: если вам нужна бесплатная помощь в устном переводе данного документа, позвоните по указанному выше телефону.

Digniin. Haddii aad u baahantahay caawimaad lacag-la'aan ah ee tarjumaadda (afcelinta) qoraalkan, lambarka kore wac.

Atención. Si desea recibir asistencia gratuita para interpretar este documento, llame al número indicado arriba.

Chú ý. Nếu quý vị cần được giúp đỡ dịch tài liệu này miễn phí, xin gọi số bên trên.

## Civil Rights Notice

**Discrimination is against the law. South Country Health Alliance (South Country)** does not discriminate on the basis of any of the following:

- race
- color
- national origin
- creed
- religion
- sexual orientation
- public assistance status
- age
- disability (including physical or mental impairment)
- sex (including sex stereotypes and gender identity)
- marital status
- political beliefs
- medical condition
- health status
- receipt of health care services
- claims experience
- medical history
- genetic information

You have the right to file a discrimination complaint if you believe you were treated in a discriminatory way by South Country. You can file a complaint and ask for help filing a complaint in person or by mail, phone, fax, or email at:

Civil Rights Coordinator

South Country Health Alliance

6380 West Frontage Road, Medford, MN 55049

Toll Free: 866-567-7242    TTY: 800-627-3529 or 711    Fax: 507-444-7774

Email: [grievances-appeals@mnscha.org](mailto:grievances-appeals@mnscha.org)

**Auxiliary Aids and Services: South Country** provides auxiliary aids and services, like qualified interpreters or information in accessible formats, free of charge and in a timely manner to ensure an equal opportunity to participate in our health care programs. **Contact** Member Services at [members@mnscha.org](mailto:members@mnscha.org) or call 866-567-7242, TTY 800-627-3529 or 711.

**Language Assistance Services: South Country** provides translated documents and spoken language interpreting, free of charge and in a timely manner, when language assistance services are necessary to ensure limited English speakers have meaningful access to our information and services. **Contact** Member Services at [members@mnscha.org](mailto:members@mnscha.org) or call 866-567-7242, TTY 800-627-3529 or 711.

## Civil Rights Complaints

You have the right to file a discrimination complaint if you believe you were treated in a discriminatory way by South Country. You may also contact any of the following agencies directly to file a discrimination complaint.

### U.S. Department of Health and Human Services Office for Civil Rights (OCR)

You have the right to file a complaint with the OCR, a federal agency, if you believe you have been discriminated against because of any of the following:

- race
- color
- national origin
- age
- disability
- sex
- religion (in some cases)

Contact the **OCR** directly to file a complaint:

Office for Civil Rights, U.S. Department of Health and Human Services

Midwest Region

233 N. Michigan Avenue, Suite 240 Chicago, IL 60601

Customer Response Center: 800-368-1019, TTY: 800-537-7697

Email: [ocrmail@hhs.gov](mailto:ocrmail@hhs.gov)

**Minnesota Department of Human Rights (MDHR)**

In Minnesota, you have the right to file a complaint with the MDHR if you have been discriminated against because of any of the following:

- race
- color
- national origin
- religion
- creed
- sex
- sexual orientation
- marital status
- public assistance status
- disability

Contact the **MDHR** directly to file a complaint:

Minnesota Department of Human Rights  
540 Fairview Avenue North, Suite 201, St. Paul, MN 55104  
651-539-1100 (voice), 800-657-3704 (toll-free), 711 or 800-627-3529 (MN Relay), 651-296-9042 (fax)  
[Info.MDHR@state.mn.us](mailto:Info.MDHR@state.mn.us) (email)

**Minnesota Department of Human Services (DHS)**

You have the right to file a complaint with DHS if you believe you have been discriminated against in our health care programs because of any of the following:

- race
- color
- national origin
- religion (in some cases)
- age
- disability (including physical or mental impairment)
- sex (including sex stereotypes and gender identity)

Complaints must be in writing and filed within 180 days of the date you discovered the alleged discrimination. The complaint must contain your name and address and describe the discrimination you are complaining about. We will review it and notify you in writing about whether we have authority to investigate. If we do, we will investigate the complaint.

DHS will notify you in writing of the investigation's outcome. You have the right to appeal if you disagree with the decision. To appeal, you must send a written request to have DHS review the investigation outcome. Be brief and state why you disagree with the decision. Include additional information you think is important.

If you file a complaint in this way, the people who work for the agency named in the complaint cannot retaliate against you. This means they cannot punish you in any way for filing a complaint. Filing a complaint in this way does not stop you from seeking out other legal or administrative actions.

Contact **DHS** directly to file a discrimination complaint:

Civil Rights Coordinator  
Minnesota Department of Human Services  
Equal Opportunity and Access Division  
P.O. Box 64997  
St. Paul, MN 55164-0997  
651-431-3040 (voice) or use your preferred relay service

American Indians can continue or begin to use tribal and Indian Health Services (IHS) clinics. We will not require prior approval or impose any conditions for you to get services at these clinics. For elders age 65 years and older this includes Elderly Waiver (EW) services accessed through the tribe. If a doctor or other provider in a tribal or IHS clinic refers you to a provider in our network, we will not require you to see your primary care provider prior to the referral.



Member Name: \_\_\_\_\_ Medical Assistance ID #: \_\_\_\_\_

<b>11</b>	<b>Do you want to get information by email?</b> <input type="checkbox"/> <b>Yes</b> <input type="checkbox"/> <b>No</b> If Yes, provide your email address below. Email: _____
<b>12</b>	<b>Do you work?</b> <input type="checkbox"/> <b>Yes</b> <input type="checkbox"/> <b>No</b> <span style="float: right;"><b>Does your spouse or domestic partner work?</b> <input type="checkbox"/> <b>Yes</b> <input type="checkbox"/> <b>No</b> <input type="checkbox"/> <b>Does not apply</b></span>
<b>13</b>	<b>Name of the primary care clinic/care system you are choosing:</b>

**Section 3. Tell us about your Medicare and Medical Assistance (Medicaid) coverage:**

Fill in your Medicare and Minnesota Health Care Program (MHCP) information below. You can find Medicare information on your red, white, and blue Medicare card or in a letter from Social Security or the Railroad Retirement Board. Also, please put your Minnesota Health Care Program (MHCP) Member Number as it appears on the front of your card. This is also known as your Medical Assistance Member Number.

<b>14</b>	<b>Medicare Number:</b> _____	<b>MHCP Member Number:</b> _____
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**Section 4. Tell us about your health coverage including your prescription drug coverage:**

Some people have other health insurance or drug coverage through private insurance, TRICARE, Employers, Unions, Veterans Affairs, or the State Pharmaceutical Assistance Programs.

<b>15</b>	<b>Do you have other health coverage?</b> <input type="checkbox"/> <b>Yes</b> <input type="checkbox"/> <b>No</b> If Yes, fill in the information below:	
<b>16</b>	<b>Name of your plan (and employer, if applicable):</b>	<b>Group number:</b>
		<b>ID number:</b>

If you have health coverage from an employer or union right now, you or your dependents could lose that coverage when you join SeniorCare Complete. Your employer or union can give you more information about your coverage. If you have questions, talk with the person in your office who takes care of benefits.

**Section 5. Tell us about your enrollment eligibility.**

Please read the following statements carefully and check the box if the statement applies to you. **Check all that apply.** By checking any of the following boxes you are certifying that, to the best of your knowledge, you are eligible for an Enrollment Period. If we later determine that this information is incorrect, you may be disenrolled.

- I am applying during the Medicare Advantage plan annual enrollment period from October 15 through December 7 and want my enrollment effective January 1.
- I am new to Medicare.
- I have both Medicare and Medical Assistance (Medicaid) (or my state helps pay for my Medicare premiums) or I get Extra Help paying for my Medicare prescription drug coverage, but I haven't had a change.
- I recently had a change in my Medical Assistance (Medicaid) (newly got Medicaid or had a change in level of Medicaid assistance) on (date) \_\_\_\_\_.
- I recently had a change in my Extra Help paying for Medicare prescription drug coverage (newly got Extra Help, had a change in the level of Extra Help, or lost Extra Help) on (date) \_\_\_\_\_.
- I am moving into, live in, or recently moved out of a long-term care facility (for example, a nursing home). I moved or will move into or out of the facility on (date) \_\_\_\_\_.
- I recently moved outside of the service area for my current plan, or I recently moved and this plan is a new option for me. I moved on (date) \_\_\_\_\_.
- I am leaving employer or union coverage on (date) \_\_\_\_\_.
- I am enrolled in a Medicare Advantage plan and want to make a change during the Medicare Advantage Open Enrollment Period (MA OEP).

Member Name: \_\_\_\_\_ Medical Assistance ID #: \_\_\_\_\_

- I recently involuntarily lost my creditable prescription drug coverage (coverage as good as Medicare's). I lost my drug coverage on (date) \_\_\_\_\_.
- My plan is ending its contract with Medicare, or Medicare is ending its contract with my plan.
- I was enrolled in a plan by Medicare (or my state), and I want to choose a different plan. My enrollment in that plan started on (date) \_\_\_\_\_.
- I recently was released from incarceration. I was released on (date) \_\_\_\_\_.
- I recently returned to the United States after living permanently outside of the U.S. I returned to the U.S. on (date) \_\_\_\_\_.
- I recently obtained lawful presence status in the United States. I got this status on (date) \_\_\_\_\_.
- I was affected by a weather-related emergency or major disaster as declared by the Federal Emergency Management Agency (FEMA). One of the other statements here applied to me, but I was unable to make my enrollment because of the natural disaster.

If none of these statements apply to you or you're not sure, please contact SeniorCare Complete at 1-866-567-7242 (TTY users should call 1-800-627-3529 or 711) to find out if you're eligible to enroll. We are open 7 days a week, 8 a.m. - 8 p.m. (October - March) ; Monday - Friday, 8 a.m. - 8 p.m.(April - September). TTY users can call 1-800-627-3529 or 711.

### **Information and Acknowledgement Statements**

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- My response to this form is voluntary. I understand that my enrollment in SeniorCare Complete may be affected if I don't respond.
- I must keep Medicare Part A and Part B and Medical Assistance (Medicaid) to stay in SeniorCare Complete.
- By joining SeniorCare Complete, I acknowledge that the plan will share my information with Medicare, who may use it to track my enrollment, to make payments, and for other purposes allowed by federal law that authorize collection of this information (refer to the Privacy Act Statement below).
- On the date SeniorCare Complete coverage begins, I must get my medical and prescription drug benefits from SeniorCare Complete.
- Benefits and services SeniorCare Complete provides and contained in my *Member Handbook* are covered. Neither Medicare nor SeniorCare Complete will pay for benefits or services that are not covered.
- I understand that SeniorCare Complete doesn't usually cover people while they're out of the country except under limited circumstances.
- If I am now getting Elderly Waiver services through the county, I am aware that my case manager may be replaced by a different county case manager or a health plan care coordinator.
- If I move, I need to tell my County Worker.
- I can choose to leave SeniorCare Complete at certain times of the year. I understand that I will be enrolled in SeniorCare Complete through the last day of the month. I understand that I will be automatically enrolled in the Minnesota Senior Care Plus (MSC+) plan, which will cover my Medical Assistance (Medicaid) benefits. If I ask in writing, I will be enrolled in my previous MSC+ plan.
- If I get a medical spenddown while enrolled in SeniorCare Complete and do not pay it to the State, I will be disenrolled from SeniorCare Complete.
- The information on this enrollment form is correct to the best of my knowledge. I understand that I will be disenrolled from SeniorCare Complete if I intentionally give false information on this form.
- My signature (or my authorized representative's signature) on this form means that I've read and understood this form. If an authorized representative signs, the person's signature means that they are authorized under State law to complete this enrollment, and documentation of this authority is available upon request from Medicare and/or Medical Assistance (Medicaid).

Member Name: \_\_\_\_\_ Medical Assistance ID #: \_\_\_\_\_

**Please read the information on pages 2 and 3 and sign below.**

When you sign this form, it means that you understand the information you read.

\_\_\_\_\_  
Name of Applicant (Please print)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Today's Date

If you are the authorized representative, **you must sign above** and provide the following information.

\_\_\_\_\_  
Name (Print)

\_\_\_\_\_  
Relationship to Enrollee

\_\_\_\_\_  
Address (Print)

\_\_\_\_\_  
Telephone Number

**When the form is complete, mail or fax page numbers 1 to 4 to South Country Health Alliance. Our address and fax number are on the cover.**

### PRIVACY ACT STATEMENT

The Centers for Medicare & Medicaid Services (CMS) collects information from Medicare plans to track beneficiary enrollment in Medicare Advantage (MA) Plans, improve care, and for the payment of Medicare benefits. Sections 1851 and 1860D-1 of the Social Security Act and 42 CFR §§ 422.50 and 422.60 authorize the collection of this information. CMS may use, disclose, and exchange enrollment data from Medicare beneficiaries as specified in the System of Records Notice (SORN) "Medicare Advantage Prescription Drug (MARx)", System No. 09-70-0588. Your response to this form is voluntary. However, failure to respond may affect enrollment in the plan.

<Office Use Only:	
Date: _____	
Name of Authorized Sales Person: _____	>
[Effective Date of Enrollment _____	
Election Code _____	
LIS Copay Level _____	
LIS Copay Effective Date _____	
Approved by _____	]