



## Pre-Enrollment Checklist

Before making an enrollment decision, it is important that you fully understand our benefits and rules. If you have any questions, you can call and speak to a customer service representative at 1-866-567-7242 (TTY users call 1-800-627-3529 or 711). Call Center hours are from 8 a.m. to 8 p.m., 7 days a week from October – March, or, Monday through Friday from April – September. The call is free.

This plan is a dual eligible special needs plan (D-SNP). Your ability to enroll will be based on verification that you are entitled to both Medicare and Medical Assistance from a state plan under Medicaid.

Additional requirements are as follows:

- You live in our service area; and
- You have both Medicare Part A and Medicare Part B; and
- You are a United States citizen or are lawfully present in the United States; and
- You are age 65 or over.

### Understanding the Benefits

- The *Member Handbook*, provides a complete list of all coverage and services. It is important to review plan coverage, costs, and benefits before you enroll. Visit [www.mnscha.org](http://www.mnscha.org) or call 1-866-567-7242 (TTY users call 1-800-627-3529 or 711) to view a copy of the *Member Handbook*.
- Review the *Provider and Pharmacy Directory* (or ask your doctor) to make sure the doctors you see now are in the network. If they are not listed, it means you will likely have to select a new doctor.
- Review the *Provider and Pharmacy Directory* to make sure the pharmacy you use for any prescription medicine is in the network. If the pharmacy is not listed, you will likely have to select a new pharmacy for your prescriptions.
- Review the Formulary (*List of Covered Drugs*) to make sure your drugs are covered.

### Understanding Important Rules

- Benefits, premiums and/or copayments/co-insurance may change on January 1, 2022.
- Except in emergency or urgent situations, we do not cover services by out-of-network providers (doctors who are not listed in the provider directory).

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