

The Advantages of SeniorCare Complete (HMO-SNP)

A Medicare Advantage Plan



What's Covered?	Doctors	Members are covered. All providers in our network accept both Medicare and Medical Assistance. Find providers in our network using the Provider Online Search Tool on our website.
	Hospital	Members are covered. All providers in our network accept both Medicare and Medical Assistance. There is no mandatory 3-day hospital stay before entering a nursing home.
	Prescriptions	Members are covered. South Country Health Alliance covers both Medical Assistance and Part D prescriptions. We are contracted with most major pharmacies.
	Dental	Members are covered. They receive an additional check-up and cleaning every year beyond what's covered by Medical Assistance.
	Behavioral Health	Members are covered. South Country Health Alliance covers mental health and chemical dependency services, including treatment for eating disorders and major depressive disorders.
	Transportation	Members are covered. South Country Health Alliance covers transportation for medical purposes.
	Vision	Members are covered. South Country Health Alliance covers annual eye exams and new eyeglasses every two years.
	Home Care	Members are covered. Benefits include medically necessary intermittent skilled nursing care, home health aide services, rehabilitation services, and personal care assistance.
	Elderly Waiver Program	This program funds home and community-based services for members to help them be independent and stay in their home.
Premiums / Copays	<p>No plan premium or deductible</p> <p>No Part D premium</p> <p>Copays only for Part D prescriptions</p>	
Additional Benefits	<p>Access to the Nurse24 24-Hour Nurse Helpline</p> <p>Members can talk to a registered nurse on the phone or get medical advice online.</p>	
	<p>Access to the EX Program Tobacco Cessation</p> <p>Members get personalized support to quit smoking with this online help and education program.</p>	

See other side for more information.

SeniorCare Complete integrates Medical Assistance and Medicare Parts A, B, and D in one simple plan. It is available to people who are age 65 and older, have Medicare Parts A and B and Medical Assistance, and live in our service area.

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More Additional Benefits	Members can get up to an additional \$300 for PERS (Personal Emergency Response System) that is not otherwise covered by benefit set. This medical alert system is intended to be used to support independent living.
	Our Take Charge!™ Rewards Program offers health club and community education discounts and preventive care rewards to encourage members to take good care of their health.
	Members can get medication support services to help them safely and effectively use their prescribed medications.
	Get a single daily meal delivered to your home for up to 4 weeks following an inpatient hospital stay. Some restrictions apply, see <i>Member Handbook</i> for details.
ONE Source for Services	Members diagnosed with diabetes can receive a A1C Home Monitoring kit and starter set of testing strips. A doctor order is required.
	ONE phone number to call for all member service questions and problems regarding health care benefits
	ONE set of materials that simply describes their benefits
Coordinating Health Care	ONE ID card to use to get health care benefits
	Members have a local Care Coordinator who understands and helps coordinate Medicare and Medical Assistance benefits. Care Coordinators assist members as they make choices regarding their health care.
Simple Processing	Care Coordinators help navigate local health care services and other specialty services to help members receive the right care.
	South Country Health Alliance coordinates all claims for Medical Assistance and Medicare Parts A, B, and D benefits, resulting in less paperwork for members and fewer denials due to lack of information or claims sent to the wrong processing center.
What if there is a problem?	Our Member Services call center works with members or their authorized representatives to resolve questions or problems.

This is not a complete list. The benefit information is a brief summary, not a complete description of benefits. For more information, call Member Services or read the Member Handbook.

South Country Health Alliance Member Services

1-866-567-7242 • TTY users call 1-800-627-3529 or 711

Website: www.mnscha.org

Calls to these numbers are free. Hours of service are:

Oct. - March, 7 days a week, 8 a.m.-8p.m.; April - Sept., Monday-Friday, 8 a.m.-8 p.m.

H2419_6118 Accepted SeniorCare Complete (HMO SNP) is a health plan that contracts with both Medicare and the Minnesota Medical Assistance (Medicaid) program to provide benefits of both programs to enrollees. Enrollment in SeniorCare Complete depends on contract renewal.