

Chapter 12

Member Services

Member Services Contact Information

1-866-567-7242 (toll-free)

Member Services Fax Number: 507-431-6328

TTY users call 1-800-627-3529 or 711

October 1 – February 14, 7 days a week, 8 a.m. – 8 p.m.; February 15 – September 30,
Monday – Friday 8 a.m. – 8 p.m.

Email: members@mnscha.org

Or visit our website: www.mnscha.org

SCHA Member Services Provides Assistance to Members

South Country Health Alliance (SCHA) encourages members to call Member Services as their first point of contact. When you call in, you will speak with a knowledgeable Member Service Specialist. They are there to help with many questions such as:

Questions Related to Medical and Chiropractic Benefits

Prescription Drug Coverage

Requests for additional copies of member materials

File a complaint, grievance or appeal

Interpreter services

Claims questions

Change Primary Care Clinic

Order a replacement Member ID card

Questions related to Take Charge Wellness Programs – incentives to help promote prevention, safety and healthy activities.

Can I see an Out of Network Provider?

Assist with RideConnect Transportation needs

Primary Care Clinic (PCC) Change

The following individuals can request a PCC change either verbally or in writing:

- A member;
- The member's designated representative, medical power of attorney, or responsible party;
- Nursing home staff, on behalf of a member; and/or
- County Care Coordinator, on behalf of a member.

All PCC changes will be effective the first day of the following month. A replacement ID card with the new PCC name and phone number will be sent to the member. At the member's request, if a continuity of care issue exists, SCHA will promote communication between the clinics to ensure continuity of the member's care.

A member can be seen at a different PCC, than the one shown on their Member ID card. South Country Health Alliance values the relationship a Primary Care Clinic has with the member.

Frequently Asked Questions

Q. What if the member did not receive their SCHA member ID card or has lost it?
A. Contact SCHA Member Services at 1-866-567-7242 and request a new card be sent to you.

Q. What if the Primary Care Clinic listed on the SCHA member's ID card is not the clinic they go to?
A. Contact SCHA Member Services at 1-866-567-7242. They will make the change and have a new card mailed to you. Remind the member that their Primary Care Clinic is where they will receive most of their medical care

Q. How does a member choose a Primary Care Clinic?
A. Refer to the Primary Care Network Listing directory. The member may choose any Primary Care Clinic that is listed in the directory. Remind the member that their Primary Care Clinic is where they will receive most of their medical care.

Q. What should the member do if they receive a denial of service or payment?
A. The member should contact SCHA Member Services at 1-866-567-7242. It is very helpful if they have the claim number, provider name and date of service when they call. All of this information is on the top of the DTR notice the member receives. Member Services staff will help the member to better understand what the notice means and assist with resolution.

- Q.** What if the member is having difficulty finding a dentist?
A. Call SCHA Member Services at 1-866-567-7242 and we will help them locate an in-network dental provider.
- Q.** What if the member needs RideConnect transportation to a medical related appointment?
A. Call SCHA Member Services at 1-866-567-7242 for assistance or you can call the transportation company directly to schedule a ride to and from your medical appointment.
- Q.** What if the member has a question about eligibility or enrollment?
A. All questions regarding eligibility and enrollment should be directed to the local county financial worker or MnSure (855-366-7873). Eligibility and enrollment is the responsibility of the county and state. SCHA has no ability to determine if someone can be enrolled, when they will be enrolled, or why they are no longer enrolled.
- Q.** What if the member wants to file an appeal/complaint/grievance?
A. Call SCHA Member Services at 1-866-567-7242 and a Member Services staff will assist the member in filing the appeal/complaint/grievance.
- Q.** What should the member do if they have received emergency services from an out of network provider?
A. The provider should contact Provider Services at 1-800-995-4543 (the phone number is located on the back of the member's ID card) as soon as possible after the care was provided to notify Provider Services of these emergency services.
- Q.** What if a Provider office calls Member Services needing member eligibility and/or benefits?
A. Member Services will direct the Provider's office to call Provider Services at 1-800-995-4543.