

Chapter 13

Member Enrollment

Overview

SCHA recommends that providers verify member eligibility prior to providing services and submitting claims for SCHA members. This chapter outlines options for providers to verify individual's enrollment in South Country Health Alliance.

Eligibility in Minnesota Health Care Programs

SCHA administers benefits for the following Minnesota Health Care Programs:

- Prepaid Medical Assistance Program (PMAP)
- MinnesotaCare
- SeniorCare Complete (MSHO)
- Ability Care (SNBC)
- Minnesota Senior Care Plus (MSC+)
- Single Care
- Shared Care

Eligibility for these programs is determined at the prospective member's county and/or through the Minnesota Department of Human Services (DHS). Additionally, some of the above listed programs require eligibility for Medicare. Please refer to the MN DHS website for additional detail on program eligibility guidelines.

Verification of Enrollment

To verify member enrollment through MN-Its:

Providers can verify member enrollment in South Country Health Alliance, through MN-ITS. MN-ITS is the Minnesota Department of Human Services (DHS) eligibility verification and billing system for Minnesota Health Care Programs (MHCP) claims and other transactions. Providers must be MHCP-enrolled and MN-ITS registered to use MN-ITS. MN-ITS has the most current eligibility information and may contain changes in member eligibility before the health plan is notified. Providers must use MN-ITS to verify member eligibility on the working day before or the day services are provided within the current month. To register for MN-ITS visit the link listed below and click on the registration link.

<http://mn-its.dhs.state.mn.us>

To verify member enrollment through one of SCHA's TPAs:

Call one of the following phone numbers or visit their website/provider portals.

- MMSI (Medical) 800-995-4543
www.mayoclinichealthsolutions.com
- 2018 enrollment – Delta Dental 1-866-567-7242
www.deltadentalmn.org/providers/
- 2017 enrollment - DentaQuest (Dental) 800-341-8478
www.DentaQuest.com
- PerformRx (Pharmacy) Medicaid 866-935-8874
 Medicare 866-935-6681