

Chapter 11

Sample Member ID Cards

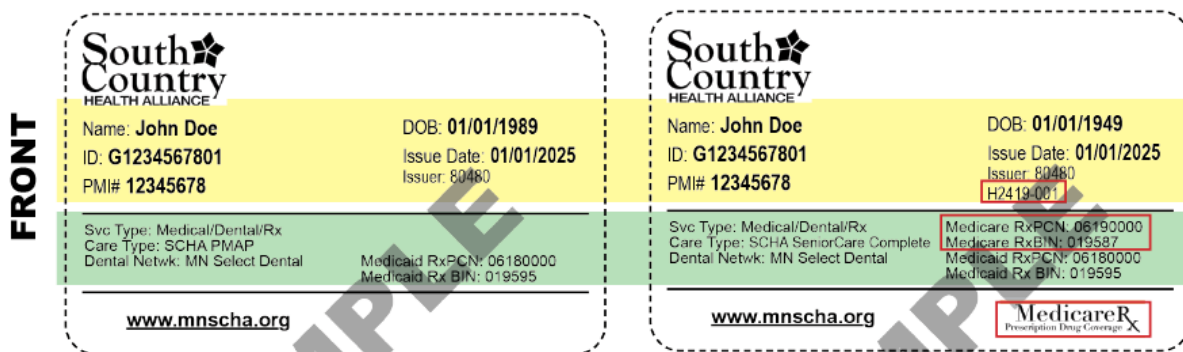
South Country Health Alliance (South Country) Identification Cards (ID) are very similar in design for all programs.

THE FRONT OF THE CARD

The YELLOW highlighted section shows member information: Name, Date of Birth, South Country ID and PMI numbers, Issue date and Issuer, and Medicare contract number.

The GREEN highlighted section shows plan benefit information: Service Type, Care Type (South Country Program), dental network, and pharmacy codes.

Cards issued after June 1, 2021 will have the new South Country logo with the star. Advise members presenting cards with a logo that differs from the one below to request a new ID card **ASAP** as other information on the card has changed as well.






THE BACK OF THE CARD (shown on next page)

The BLUE highlighted section shows member support information: Phone numbers for Member Services, Dental Services, Nurse Advice Line, and Grievance & Appeal contacts.

The RED highlighted section shows provider support information: Provider support numbers for medical, dental, and pharmacy; and where to submit claims.

The **card on the left of the sample** will be used by South Country PMAP (aka Medical Assistance or Families and Children), MinnesotaCare, MSC+ (Minnesota Senior Care Plus), SingleCare SNBC, and SharedCare SNBC.

The **card on the right of the sample** will be used by SeniorCare Complete (MSHO), and AbilityCare (Integrated SNBC). The areas circled in RED show Medicare information and are exclusive to South Country Medicare Advantage plans.

FRONT	 <p>Name: John Doe DOB: 01/01/1989 ID: G1234567801 Issue Date: 01/01/2025 PMI# 12345678 Issuer: 80480</p>	 <p>Name: John Doe DOB: 01/01/1949 ID: G1234567801 Issue Date: 01/01/2025 PMI# 12345678 Issuer: 80480 H2419-001</p>
	<p>Svc Type: Medical/Dental/Rx Care Type: SCHA PMAP Dental Netwk: MN Select Dental Medicaid RxPCN: 06180000 Medicaid Rx BIN: 019595</p> <p>www.mnscha.org</p>	<p>Svc Type: Medical/Dental/Rx Care Type: SCHA SeniorCare Complete Dental Netwk: MN Select Dental Medicare RxPCN: 06190000 Medicare RxBIN: 019587 Medicaid RxPCN: 06180000 Medicaid Rx BIN: 019595</p> <p>www.mnscha.org </p>
BACK	<p>Authorization is not required for emergency care.</p> <p>Member Services: 1-866-567-7242 TTY 1-800-627-3529 or 711 Dental: Delta Dental of MN 1-866-398-9419 TTY 711 24/7 Nurse Advice: 1-866-538-1226 TTY 1-877-777-6534</p> <p>Plan Grievance & Appeals: 1-866-567-7242, or write SCHA, Grievance & Appeals Dept, 6380 W Frontage Rd, Medford, MN 55049. State Appeal: DHS Appeals Unit, PO Box 64941, St. Paul, MN 55164. Ombudsperson: 1-651-431-2260 (metro) or 1-800-657-3729 (greater MN) TTY 711.</p>	<p>Authorization is not required for emergency care.</p> <p>Member Services: 1-866-567-7242 TTY 1-800-627-3529 or 711 Dental: Delta Dental of MN 1-866-398-9419 TTY 711 24/7 Nurse Advice: 1-866-538-1226 TTY 1-877-777-6534</p> <p>Plan Grievance & Appeals: 1-866-567-7242, or write SCHA, Grievance & Appeals Dept, 6380 W Frontage Rd, Medford, MN 55049. State Appeal: DHS Appeals Unit, PO Box 64941, St. Paul, MN 55164. Ombudsperson: 1-651-431-2260 (metro) or 1-800-657-3729 (greater MN) TTY 711.</p>
	<p>Provider Services: Medical 1-888-633-4055 Dental 1-866-398-9419 Medicaid Pharmacy: 1-866-935-8874 Medical claims to SCHA, Electronic Payer ID# 81600. Dental claims to Delta Dental of Minnesota, PO Box 9120, Farmington Hills, MI 48333-9120</p>	<p>Provider Services: Medical 1-888-633-4055 Dental 1-866-398-9419 Medicare Pharmacy 1-866-935-668 Medicaid Pharmacy: 1-866-935-8874 Medical claims to SCHA, Electronic Payer ID# 81600 Dental claims to Delta Dental of Minnesota, PO Box 9120, Farmington Hills, MI 48333-9120</p>

PMAP (aka Medical Assistance or Families and Children) from South Country is health care coverage for families and children. Medical Assistance eligibility is determined by a financial worker in the member’s county of residence.

MinnesotaCare from South Country is for people age birth and up. A monthly premium may be charged based on income and is determined by the state.

Minnesota Senior Care Plus (MSC+) is for people 65 years of age and over. Medical Assistance eligibility is determined by a financial worker in the member’s county of residence.

SeniorCare Complete (HMO D-SNP) is a Medicare Advantage plan for people 65 years and over, enrolled in Medical Assistance and eligible for both Medicare Part A and B. SeniorCare Complete is South Country’s Minnesota Senior Health Options (MSHO) product. SeniorCare Complete includes Medicare Part D.

AbilityCare (HMO D-SNP) is a Medicare Advantage plan for people ages 18 to 64, who are certified disabled (certified through Social Security Administration (SSA), State Medical Review Team (SMRT) or through the County for the purposes of MR/RC waiver) or blind. They are enrolled in Medical Assistance and eligible for Medicare Part A and B. AbilityCare includes Medicare Part D.

SingleCare – SNBC is for people ages 18 to 64, who are certified disabled (certified through Social Security Administration (SSA), State Medical Review Team (SMRT) or through the County for the purposes of MR/RC waiver) or blind. They are enrolled in Medical Assistance, but not eligible for Medicare Part A and B.

SharedCare – SNBC is for people ages 18 to 64, who are certified disabled (certified through Social Security Administration (SSA), State Medical Review Team (SMRT) or through the County for the purposes of MR/RC waiver) or blind. They are enrolled in Medical Assistance, and eligible for Medicare Part A and B, but Medicare is not administered through South Country Health Alliance.