Chapter 11

Sample Member ID Cards

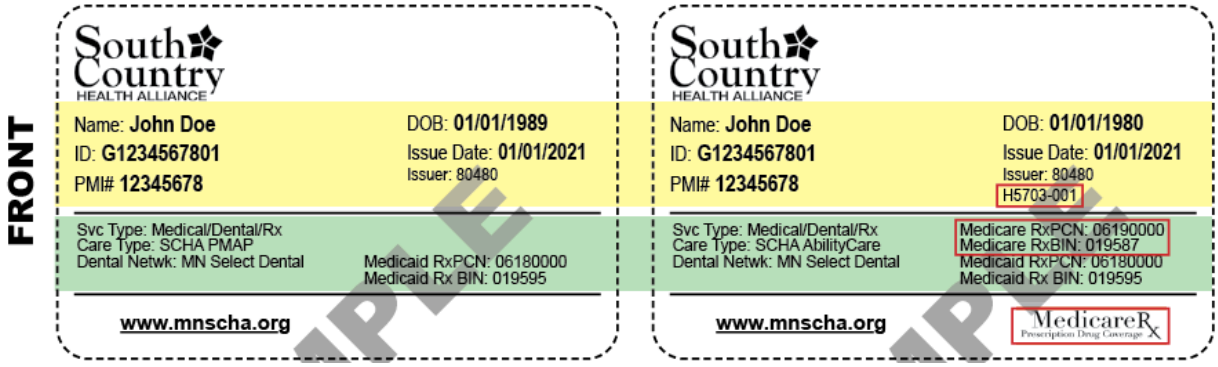
South Country Health Alliance (South Country) Identification Cards (ID) are very similar in design for all programs.

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.



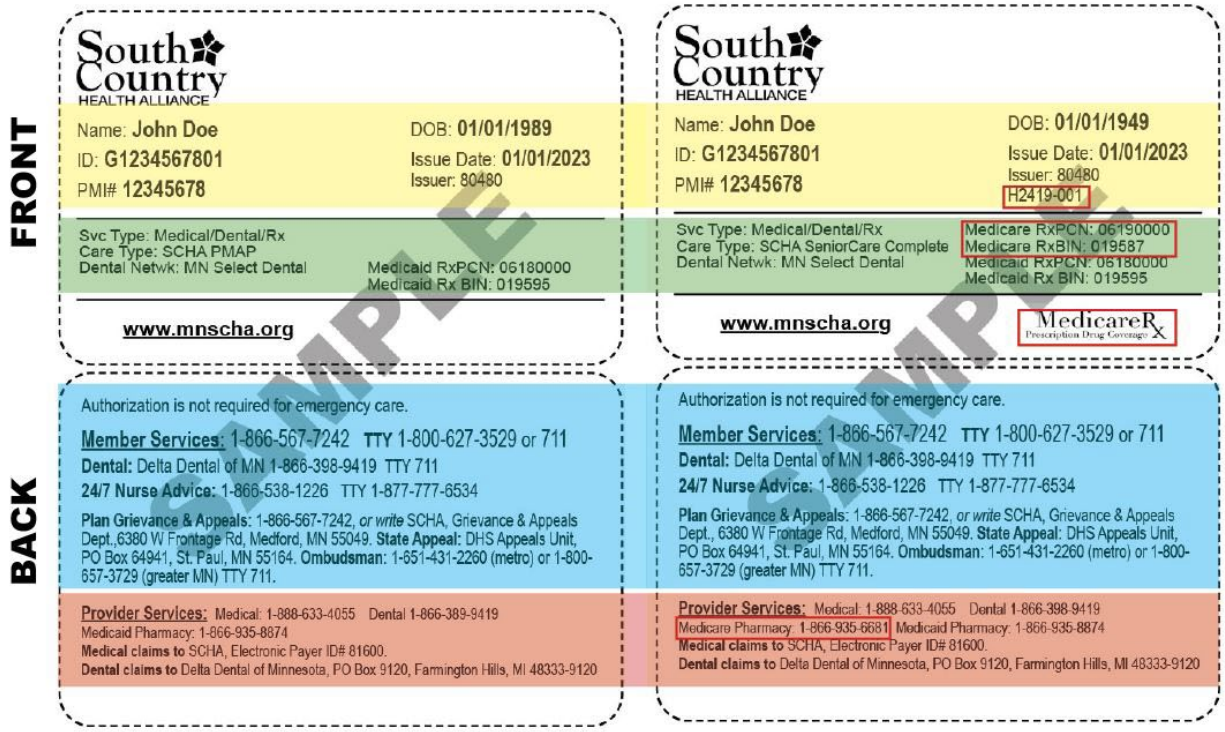
THE BACK OF THE CARD (shown on next page)

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 SNBC. The areas circled in RED show Medicare information and are exclusive to South Country Medicare Advantage plans.



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 is 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 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 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.