

# Chapter 12

## Member Services

### **For Providers:**

All questions should be directed to the Provider Service Line at 1-800-995-4543.

### **Member Services Contact Information**

1-866-567-7242 (toll-free)  
1-877-824-5611 (TTY toll free)  
Monday–Friday; 8:00am to 8:00pm (Central Time)

### **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 you will speak with a knowledgeable Member Services Specialist. They are there to help with many questions such as (but not limited to):

### **Questions Relating to Benefits and Coverage**

Requests for additional copies of member materials  
Filing a complaint, grievance and appeals  
Interpreter services  
High-level inquires  
Claims questions  
Request Primary Care Clinic Change  
Request New member cards  
Questions related to Health Promotion vouchers  
Can I see an out of Network Provider?

### **24-Hour Nurse Assistance**

Ask Mayo Clinic® 24-Hr Nurse Helpline  
1-800-504-3451 (toll-free)  
1-877-728-3311 (toll free); Hearing Impaired/TTY  
The Ask Mayo Clinic® 24-Hr Nurse Helpline offers assistance at no charge. SCHA members can call the Nurse Helpline for helpful advice or to determine if a visit to Urgent Care or the ER is recommended.

## **Frequently Asked Questions about SCHA**

- 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
- Q.** What if the 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
- Q.** How does a member choose a Primary Care Clinic?  
**A.** Refer to the Primary Care Provider book. The member may choose any provider that is listed in the directory. Remind the member that their Primary Care Clinic is where they will receive most of their medical care so they should choose a clinic they can get to easily.
- 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.
- Q.** What if the member is having difficulty finding a dentist?  
**A.** Call DentaQuest Customer Services at 1-800-516-2940. Make sure to tell them the person is a SCHA member. DentaQuest will assist the member with scheduling an appointment.
- Q.** What if the member needs transportation to a medical appointment?  
**A.** Have them contact their county financial worker.
- 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. Eligibility and enrollment are 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?  
**A.** Call SCHA Member Services at 1-866-567-7242
- 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 (the number is located on the back of the members card) as soon as possible after receiving the care to notify them of these emergency services.