

# Chapter 13

## Member Eligibility

### Overview

This chapter outlines the enrollment process for SCHA members and how providers can verify member eligibility.

### Member Verification in Minnesota Health Care Programs

To verify member eligibility in a South Country Health Alliance Minnesota Health Care Program (MHCP), access MN-ITS (<http://mn-its.dhs.state.mn.us>) the Minnesota Department of Human Services (DHS) 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 patient eligibility on the working day before or the day services are provided within the current month.

### Eligibility in Minnesota Health Care Programs

Prepaid Medical Assistance Program (PMAP), and MinnesotaCare are open to Minnesota residents in need of health insurance and meet program guidelines. Eligibility is determined through the prospective member's county financial worker and DHS.

### 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, power of attorney, or responsible party
- Nursing home staff

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 a 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.

### Retroactive Request will be approved as follows:

- Any SCHA member residing in a nursing home
- Any clerical enrollment error by SCHA
- Any Minnesota Health Care Programs member who changes their PCC during the first month of their eligibility or who has been off the plan for two

months and change their PCC within the first month of re-eligibility. The effective date will be the first day of the month the member is enrolled or re-enrolled with SCHA.