

SeniorCare Complete (HMO D-SNP) Enrollment Form

South Country Health Alliance Member Services Telephone Numbers

1-866-567-7242.

TTY for the hearing impaired at 1-800-627-3529 or 711.

Hours of service are:

October - March, 7 days a week, 8 a.m. - 8 p.m.; April - September, Monday - Friday, 8 a.m. - 8 p.m.

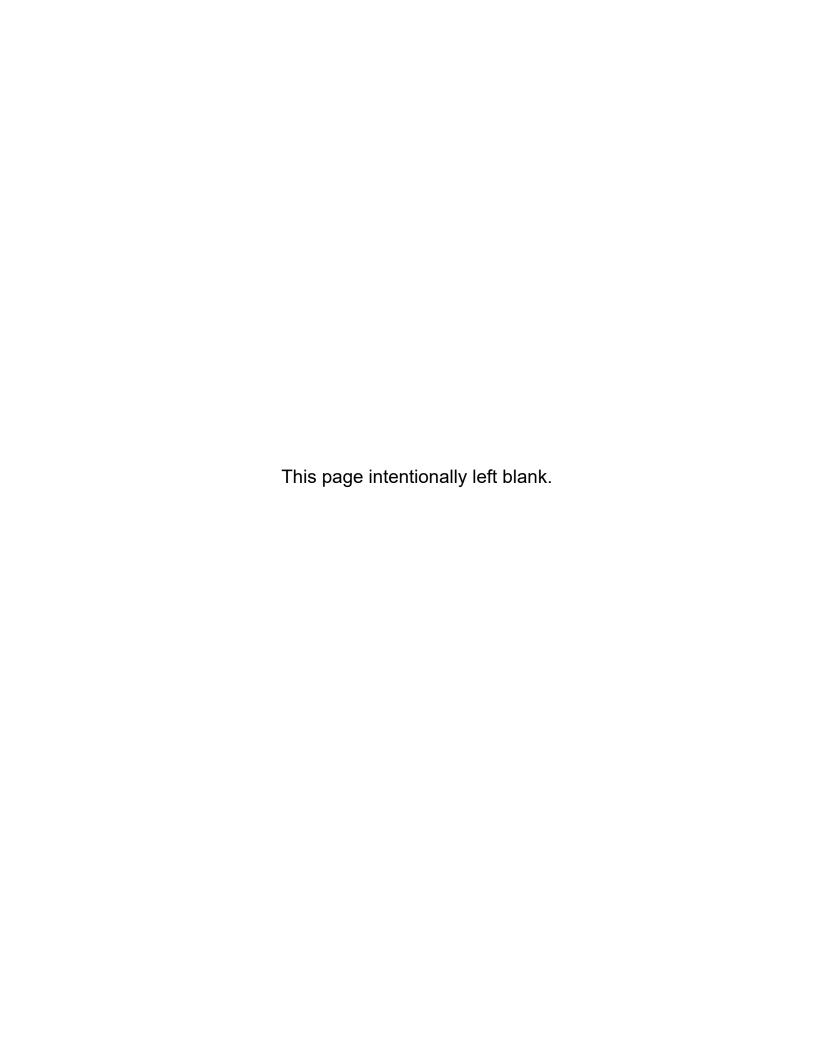
The call is free.

Return the completed form, pages 1 to 5, to:

South Country Health Alliance 6380 W Frontage Rd Medford, MN 55049

Fax: 507-431-6328

H2419_7384_C SeniorCare Complete (HMO D-SNP) is a health plan that contracts with both Medicare and the Minnesota Medical Assistance Program to provide benefits of both programs to enrollees. Enrollment in SeniorCare Complete depends on contract renewal.







1-866-567-7242 TRS: 711

ATTENTION: If you speak English, free language assistance services are available to you free of charge and without unnecessary delay. Additionally, appropriate auxiliary aids and services to provide information in accessible formats are available free of charge and in a timely manner. Please call the number above or speak to your provider. English

ማሳሰቢያ፦ አማርኛ ተና*ጋሪ* ከሆኑ ፤ ነጻ የቋንቋ ድጋፍ አንልግሎቶች ካለምንም ክፍያ እና ካለአላስፈላጊ መዘግየት ማግኘት ይችላሉ። በተጨጣሪም መረጃን በቀላሉ ለማግኘት በሚያስችል ቅርጻት ለማቅረብ ተገቢ የሆኑ የመስማት ድጋፍ እና አገልግሎቶች ከክፍያ ነጻ በሆነ እና ግዜውን በጠበቀ መልኩ ማግኘት ይችላሉ። እባክዎ ከላይ ባለው ቁጥር ይደውሉ ወይም አቅራቢዎን ያነጋግሩ። Amharic

تنبيه: نقدم لمتحدثي اللغة العربية خدمات مساعدة لغوية مجانية وفورية، بالإضافة إلى وسائل وخدمات مساعدة مناسبة، وبصيغة معلومات سهلة بدون تكلفة وبشكل سريع. يرجى التواصل على الرقم الموضح أعلاه أو مراجعة مقدم الخدمة المباشرة. Arabic

သတိပြုရန် – အကယ်၍ သင်သည် မြန်မာဘာသာစကား ပြောဆိုသူဖြစ်လျှင် အခမဲ့ ဘာသာစကားဆိုင်ရာ ပံ့ပိုးထောက်ပံ့ပေးမှု ဝန်ဆောင်မှုများအား မလိုအပ်သည့် နှောင့်နှေးကြန့်ကြာမှုများ မရှိစေဘဲ သင် အခမဲ့ ရရှိနိုင်မည် ဖြစ်သည်။ ထို့ပြင် အချက်အလက်များအား အလွယ်တကူ ဝင်ရောက်ရယူနိုင်စေသော ဖောမတ်ပုံစံများဖြင့် ထောက်ပံ့ပေးထားသည့် သက်ဆိုင်ရာ ဖြည့်စွက် ထောက်ပံ့မှုများနှင့် ဝန်ဆောင်မှုများကိုလည်း အခမဲ့၊ အချိန်မ ရရှိနိုင်စေရန် စီမံပေးထားပါသည်။ ကျေးဇူးပြုပြီး အထက်ဖော်ပြပါ ဖုန်းနံပါတ်သို့ ခေါ်ဆိုပါ သို့မဟုတ် သင်၏ ထောက်ပံ့သူဖြင့် ပြောဆိုဆွေးနွေးပါ။ မြန်မာဘာသာစကား Burmese

យកចិត្តទុកដាក់៖ ប្រសិនបើអ្នកនិយាយភាសាខ្មែរ (ខ្មែរ) សេវាកម្មជំនួយភាសាឥតគិតថ្លៃមានផ្ដល់ជូនអ្នកដោយមិនគិតថ្លៃ និងដោយគ្មានការពន្យារពេលមិនចាំបាច់ឡើយ។ លើសពីនេះ ជំនួយ និងសេវាកម្មដែលសមស្របក្នុងការផ្ដល់ព័ត៌មានក្នុង ទម្រង់ដែលអាចចូលប្រើបានគឺអាចរកបានដោយឥតគិតថ្លៃ និងទាន់ពេលវេលា។ សូមហៅទូរសព្ទទៅលេខខាងលើ ឬនិយាយជាមួយអ្នកផ្ដល់សេវារបស់អ្នក។ ភាសាខ្មែរ (ខ្មែរ) Cambodian (Khmer)

注意:如果您說簡體中文,您可以免費獲得語言協助服務,且不會有不必要的延誤。此外,還能免費及時獲取以無障礙格式提供資訊的適當輔助工具和服務。請撥打上面的電話號碼,或與您的服務提供商溝通。Cantonese (Traditional Chinese)

ATTENTION : Si vous parlez français, des services d'assistance linguistique gratuits sont à votre disposition, sans frais et sans délai. En outre, des aides et services auxiliaires appropriés pouvant fournir des informations dans des formats accessibles sont disponibles gratuitement et rapidement. Veuillez appeler le numéro ci-dessus ou contacter votre fournisseur. French

CEEB TOOM: Yog koj hais lus Hmoob, muaj kev pab txhais lus dawb rau koj siv. Koj tsis tas them nqi thiab yuav tsis qeeb. Kuj muaj cuab yeej thiab kev pab los pab koj nyeem cov ntaub ntawv kom yooj yim nkag siab. Koj hu tau rau tus xov tooj saum toj no lossis nrog koj tus kws kho mob tham.

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1-866-567-7242 TRS: 711

ဟ်သူဉ်ဟ်သး – နမ့်၊ကတိၤကညီကျိာ်အယိ, နမၤန့်၊ ကျိာ်တါဆီဉ်ထွဲမၤစၤၤ လၢတလင်္ကဘူဉ်လင်္ဂစ္ ၤ ဒီးတအိဉ်ဒီး တါမၤယာမၤနီးသးဘဉ်နှဉ်လီၤ. အါန့်၊အနှဉ်, တါအိဉ်စ့်၊ကီးဒီး တါမၤစၤၤတါနာ်ဟူဒီး တာ်မၤစၤၤတာမၤတဖဉ် လၢကဟ့ဉ်တါဂ့်၊တါကျိၤ လၢပ္၊အါဂၤနာ်ပါးအီးသဲ့ လၢတအိဉ်ဒီးအဘူးအလဲ ဒီးချူးဆာချူးကတိဳ်၊နှဉ်လီၤ. ဝံသးစူၤ ကိုးနီဉ်ဂ်ံးလာထး မဲ့တမ့်၊ တဲသကိုးတါဒီး ပုၤလာအဟ့ဉ်နၤတာမၤစၤၤ တက္စ္ပါ. ကညီကျိုာ် Karen

안내: 한국어를 사용하시는 분께는 언어 지원 서비스를 무료로, 지체 없이 제공해 드립니다. 또한, 정보접근성을 위한 적절한 보조 기구 및 서비스가 무료로, 시의적절하게 제공됩니다. 위에 있는 번호로전화하시거나 담당자에게 말씀해 주십시오. Korean

ໝາຍເຫດ: ຖ້າທ່ານເວົ້າພາສາລາວ, ທ່ານຈະໄດ້ຮັບບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາໂດຍບໍ່ເສຍຄ່າ ແລະ ບໍ່ມີການຊັກຊ້າ ທີ່ບໍ່ຈຳເປັນ. ນອກຈາກນັ້ນ, ເຄື່ອງມືຊ່ວຍເຫຼືອແລະ ບໍລິການເສີມທີ່ເໝາະສົມເພື່ອໃຫ້ຂໍ້ມູນໃນຮູບແບບທີ່ເຂົ້າເຖິງໄດ້ ໂດຍບໍ່ເສຍຄ່າໃຊ້ຈ່າຍ ແລະ ທັນເວລາ. ກະລຸນາໂທຫາເບີໂທລະສັບຂ້າງເທິງ ຫຼື ສົນທະນາກັບຜູ້ໃຫ້ບໍລິການຂອງທ່ານ.

HUBADHAA: Yoo Afaan Oromoo dubbattu ta'e, tajaajila gargaarsa turjumaana afaanii biliisaan akkasumas turtii barbaachisaa hin taane hambisu danda'u isiniif dhihaatee jira. Dabalataanis, odeeffannoo haala salphaan argamuu danda'an dhiyeessuuf gargaarsa fi tajaajiloota deeggarsaa qama midhamtootaaf mijatoo ta'an, kaffaltii tokko malee fi yeroo isaa eeggatee kennamu dhihaatee jira. Odeeffanno dabalataaf lakkoofsa armaan oliitti fayyadamuun namoota gargaarsa kana isiniif kennan qunnamaa. Oromo

ВНИМАНИЕ: Если вы разговариваете на русском языке, воспользуйтесь услугами языковой поддержки бесплатно и без лишних проволочек. Также бесплатно и незамедлительно предоставляются соответствующие вспомогательные средства и услуги по обеспечению информацией в доступных форматах. Позвоните по указанному выше номеру или обратитесь к своему поставщику услуг. Russian

FIIRO GAAR AH: Haddii aad ku hadasho Soomaali, waxaa si bilaash ah kuugu diyaar ah adeegyada caawinada luuqadeed oo aan lahayn daahitaan aan munaasib ahayn. Intaas waxaa dheer, waxaa la heli karaa adeegyada iyo kaabitaanka naafada ee haboon si macluumaadka loogu bixiyo qaabab la adeegsan karo oo bilaash ah laguna bixinayo waqqigeeda. Fadlan wac lambarka kore ama la hadal adeegbixiyahaaga. Somali

ATENCIÓN: si habla español, tiene a su disposición los servicios gratuitos de traducción sin costo alguno y sin demoras innecesarias. Además, se encuentran disponibles de forma gratuita y oportuna ayuda y servicios auxiliares adecuados con el fin de brindarle información en formatos accesibles. Llame al número indicado anteriormente o hable con su proveedor. Spanish

LƯU Ý: Nếu bạn nói tiếng Việt, bạn có thể được hỗ trợ ngôn ngữ miễn phí mà không phải chờ đợi lâu. Ngoài ra, các thiết bị hỗ trợ và dịch vụ phù hợp để cung cấp thông tin ở định dạng dễ tiếp cận cũng có sẵn miễn phí và kip thời. Vui lòng gọi số điện thoại phía trên hoặc trao đổi với nhân viên y tế của ban. Vietnamese

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Civil Rights Notice

Discrimination is against the law. South Country Health Alliance (South Country) does not discriminate on the basis of any of the following:

- race
- color
- national origin
- creed
- religion
- sexual orientation
- public assistance status
- age
- disability (including physical or mental impairment)
- sex (including sex stereotypes and gender identity)
- marital status
- political beliefs
- medical condition
- health status
- receipt of health care services
- claims experience
- medical history
- genetic information

You have the right to file a discrimination complaint if you believe you were treated in a discriminatory way by South Country. You can file a complaint and ask for help filing a complaint in person or by mail, phone, fax, or email at:

Civil Rights Coordinator

South Country Health Alliance

6380 West Frontage Road, Medford, MN 55049

Email: grievances-appeals@mnscha.org

Auxiliary Aids and Services: South Country provides auxiliary aids and services, like qualified interpreters or information in accessible formats, free of charge and in a timely manner to ensure an equal opportunity to participate in our health care programs. **Contact** Member Services at members@mnscha.org or call 866-567-7242, TTY 800-627-3529 or 711.

Language Assistance Services: South Country provides translated documents and spoken language interpreting, free of charge and in a timely manner, when language assistance services are necessary to ensure limited English speakers have meaningful access to our information and services. Contact Member Services at members@mnscha.org or call 866-567-7242, TTY 800-627-3529 or 711.

Civil Rights Complaints

You have the right to file a discrimination complaint if you believe you were treated in a discriminatory way by South Country. You may also contact any of the following agencies directly to file a discrimination complaint.

U.S. Department of Health and Human Services Office for Civil Rights (OCR)

You have the right to file a complaint with the OCR, a federal agency, if you believe you have been discriminated against because of any of the following:

race

national origin

disability

religion (in

some cases)

color

age

sex

Contact the OCR directly to file a complaint:

Office for Civil Rights, U.S. Department of Health and Human Services

Midwest Region

233 N. Michigan Avenue, Suite 240 Chicago, IL 60601

Customer Response Center: 800-368-1019, TTY: 800-537-7697

Email: ocrmail@hhs.gov

Minnesota Department of Human Rights (MDHR)

In Minnesota, you have the right to file a complaint with the MDHR if you have been discriminated against because of any of the following:

race

color

national origin religion

creed sex

public assistance status

disability

sexual orientation

marital status

Contact the **MDHR** directly to file a complaint:

Minnesota Department of Human Rights

540 Fairview Avenue North, Suite 201, St. Paul, MN 55104

651-539-1100 (voice), 800-657-3704 (toll-free), 711 or 800-627-3529 (MN Relay), 651-296-9042 (fax) Info.MDHR@state.mn.us (email)

Minnesota Department of Human Services (DHS)

You have the right to file a complaint with DHS if you believe you have been discriminated against in our health care programs because of any of the following:

race

color

 religion (in some cases)

physical or mental impairment)

disability (including • sex (including sex stereotypes and gender identity)

national origin

age

Complaints must be in writing and filed within 180 days of the date you discovered the alleged discrimination. The complaint must contain your name and address and describe the discrimination you are complaining about. We will review it and notify you in writing about whether we have authority to

DHS will notify you in writing of the investigation's outcome. You have the right to appeal if you disagree with the decision. To appeal, you must send a written request to have DHS review the investigation outcome. Be brief and state why you disagree with the decision. Include additional information you think is important.

If you file a complaint in this way, the people who work for the agency named in the complaint cannot retaliate against you. This means they cannot punish you in any way for filing a complaint. Filing a complaint in this way does not stop you from seeking out other legal or administrative actions.

Contact **DHS** directly to file a discrimination complaint:

investigate. If we do, we will investigate the complaint.

Civil Rights Coordinator Minnesota Department of Human Services **Equal Opportunity and Access Division** P.O. Box 64997 St. Paul, MN 55164-0997 651-431-3040 (voice) or use your preferred relay service

American Indians can continue or begin to use tribal and Indian Health Services (IHS) clinics. We will not require prior approval or impose any conditions for you to get services at these clinics. For elders age 65 years and older this includes Elderly Waiver (EW) services accessed through the tribe. If a doctor or other provider in a tribal or IHS clinic refers you to a provider in our network, we will not require you to see your primary care provider prior to the referral.

Member Name:	MHCP Member Number:
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2026 SeniorCare Complete (HMO D-SNP) Enrollment Request Form

To join SeniorCare Complete, you must have <u>Medicare Part A</u>, <u>Medicare Part B</u>, and <u>Medical Assistance without a medical spenddown</u>, and be age 65 or over, and live in SeniorCare Complete's service area. You must also be a United States citizen or be lawfully present in the U.S.

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	STAMP AREA - OFFICE USE ONLY - DATE

Section 1. Tell us about yourself:

		, carconi						
1	Name: (first, middle	e, last)						
2	Date of birth: (//) M M D D Y Y Y Y			Sex: □ Fe	Sex: □ Female □ Male			
3	Phone number:				Another phone number (optional):			
	(()_	(
4								
	City:		State	:	ZIP code:		County:	
5	5 Address where you get mail (if different from where you live):							
	City:		State		ZIP code:		County:	
6	Do you live in a long-term care facility? Yes No If Yes, fill in the information below:							
	Name of the facility:			Phone number: ()			_	
7	Do you need an interpreter? ☐ Yes ☐ No If Yes, check the language below:							
	□ 01 Spanish	□ 06 Russian		□ 10	□ 10 Arabic		□ 20 Korean	
	□ 02 Hmong	□ 07 Somali		□ 12	Oromo		21 Karen	
	□ 03 Vietnamese			□ 14 Burmese			98 Other	
	□ 04 Khmer (Cambodian)	(American Si Language)	ign □ 15		Cantonese	_	_	
	□ 05 Lao	□ 09 Amharic		☐ 16 French				
8	Authorized Represe	entative:		Authorized Representative phone number:				
						•		
				()		_	

Sec	tion 2. Tell us more about yourself:				
	are not required to answer questions or give a re this information with us. We can't deny you c				
9	Do you want us to send you information in a language other than English? ☐ Yes ☐ No				
	If Yes, write language:				
10	Do you want us to send you information in an If Yes, check format below.	n accessib	le format	i? □ Yes □ No	
	□ Braille □ Large print	□ Audio	CD	□ Data CD	
	Please contact SeniorCare Complete at 1-866-567 other than what's listed above. Our office hours are Monday - Friday, 8 a.m 8 p.m. (April - Septembe	e 7 days a v	veek, 8 a.ı	m 8 p.m. (October – March);	
11	Do you want to get information by email?	Yes □ No	If Yes, pr	ovide your email address below.	
	Email:				
12			VOLUE 000	una wark?	
12	Do you work? ☐ Yes ☐ No	·		use work? □ Does not apply	
13	Name of the primary care clinic/care system			117	
		, c a. a. c a			
Fill in nforr Retire	your Medicare and Minnesota Health Care Programation on your red, white, and blue Medicare card ement Board. Also, please put your Minnesota Hears on the front of your card. This is also known as	am (MHCP or in a letto alth Care F) informat er from So Program (I	cion below. You can find Medicare ocial Security or the Railroad MHCP) Member Number as it	
14	Medicare Number:	MHCP Member Number:			
Some	Section 4. Tell us about your health coverage including your prescription drug coverage: Some people have other health insurance or drug coverage through private insurance, TRICARE, Employers, Unions, Veterans Affairs, or the State Pharmaceutical Assistance Programs.				
15	Do you have other health coverage? ☐ Yes	□ No	If Yes, fill	in the information below:	
16	6 Name of your plan (and employer, if applicable):		Group number:		
			Policy o	r ID number:	
•	u have health coverage from an employer or union erage when you join SeniorCare Complete. Your e	•			

your coverage. If you have questions, talk with the person in your office who takes care of benefits.

Member Name: _____ MHCP Member Number: _____

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Member Name:	MHCP Member Number:
Section 5. Tell us about your enro	ollment eligibility.
that apply. By checking any of the	is carefully and check the box if the statement applies to you. Check all following boxes you are certifying that, to the best of your knowledge, eriod. If we later determine that this information is incorrect, you may be
☐ I am applying during the Medicare December 7 and want my enrollm	e Advantage plan annual enrollment period from October 15 through ent effective January 1.
☐ I am new to Medicare.	
	I Assistance (or my state helps pay for my Medicare premiums) or I get e prescription drug coverage, but I haven't had a change.
	cal Assistance benefits. I want to join or switch to a plan that coordinates and Medical Assistance managed care plans (called an integrated Dual NP)).
☐ I recently had a change in my Me of Medical Assistance) on (date) _	dical Assistance (newly got Medical Assistance or had a change in level
	ra Help paying for Medicare prescription drug coverage (newly got Extra Extra Help, or lost Extra Help) on (date)
	tly moved out of a long-term care facility (for example, a nursing home). I he facility on (date)
☐ I recently moved outside of the se options available to me. I moved o	ervice area for my current plan, or I recently moved and have new on (date)
☐ I am leaving employer or union co	overage on (date)
☐ I am enrolled in a Medicare Advar Open Enrollment Period (MA OEF	ntage plan and want to make a change during the Medicare Advantage
☐ I recently involuntarily lost my cre lost my drug coverage on (date) _	ditable prescription drug coverage (coverage as good as Medicare's). I
☐ My plan is ending its contract with	Medicare, or Medicare is ending its contract with my plan.
☐ I was enrolled in a plan by Medica that plan started on (date)	are (or my state), and I want to choose a different plan. My enrollment in
☐ I recently was released from incar	rceration. I was released on (date)
☐ I recently returned to the United S on (date)	States after living permanently outside of the U.S. I returned to the U.S.
☐ I recently obtained lawful present	e status in the United States. I got this status on (date)
Management Agency (FEMA) or b	ed emergency or major disaster as declared by the Federal Emergency by a Federal, State, or local government entity. One of the other at I was unable to make my enrollment because of the natural disaster.
	you or you're not sure, please contact SeniorCare Complete at 1-866-800-627-3529 or 711) to find out if you're eligible to enroll. We are open

7 days a week, 8 a.m. - 8 p.m. (October - March); Monday - Friday, 8 a.m. - 8 p.m.(April - September).

Member Name: MHCP Member Number:

Information and Acknowledgement Statements

- My response to this form is voluntary. However, failure to respond may affect enrollment in the plan.
- I must keep Medicare Part A and Part B and Medical Assistance to stay in SeniorCare Complete.
- I understand that I can be enrolled in only one MA plan at a time – and that enrollment in this plan will automatically end my enrollment in another MA plan (exceptions apply for MA PFFS, MA MSA plans).
- By joining SeniorCare Complete, I acknowledge that the plan will share my information with Medicare, who may use it to track my enrollment, to make payments, and for other purposes allowed by Federal law that authorize collection of this information (refer to the Privacy Act Statement below).
- I understand that when my SeniorCare Complete coverage begins, I must get my medical and prescription drug benefits from SeniorCare Complete.
- Benefits and services provided by SeniorCare Complete and contained in my *Member Handbook* are covered. Neither Medicare nor SeniorCare Complete will pay for benefits or services that are not covered.
- I understand that SeniorCare Complete doesn't usually cover people while they're out of the country except under limited circumstances.

- I can choose to leave SeniorCare Complete any month of the year. I understand that I will be enrolled in SeniorCare Complete through the last day of the month. I understand that I will be automatically enrolled in the Minnesota Senior Care Plus (MSC+) plan, which will cover my Medical Assistance benefits. If I ask in writing, I will be enrolled in my previous MSC+ plan.
- If I get a medical spenddown while enrolled in SeniorCare Complete and do not pay it to the State, I will be disenrolled from SeniorCare Complete.
- The information on this enrollment form is correct to the best of my knowledge. I understand that if I intentionally provide false information on this form, I will be disenrolled from the plan.
- I understand that my signature (or my authorized representative's signature) on this form means that I've read and understood this form. If an authorized representative signs, this signature means that: 1) this person is authorized under State law to complete this enrollment, and 2) documentation of this authority is available upon request from Medicare and/or Medical Assistance.

Member Name:	MHCP Member Number:
Pleas	se read the information on page 4 and sign below.
When you sign this form, it m	neans that you understand the information you read.
Name of Applicant (Please p	rint)
Signature	Today's Date
If you are the authorized rep	resentative, you must sign above and provide the following information.
Name (Print)	Relationship to Enrollee
Address (Print)	Telephone Number
For individuals helping e	enrollee with completing this form only
Complete this section if you'r other third parties) helping ar	re an individual (i.e. agents, brokers, SHIP counselors, family members, or n enrollee fill out this form.
Name:	Relationship to enrollee:
Signature:	National Producer Number (Agents/Brokers only):

When the form is completed, mail or fax pages 1 to 5 to South Country Health Alliance. Our address and fax number are on the cover.

PRIVACY ACT STATEMENT

The Centers for Medicare & Medicaid Services (CMS) collects information from Medicare plans to track beneficiary enrollment in Medicare Advantage (MA) Plans, improve care, and for the payment of Medicare benefits. Sections 1851 and 1860D-1 of the Social Security Act and 42 CFR §§ 422.50 and 422.60 authorize the collection of this information. CMS may use, disclose, and exchange enrollment data from Medicare beneficiaries as specified in the System of Records Notice (SORN) "Medicare Advantage Prescription Drug (MARx)", System No. 09-70-0588. Your response to this form is voluntary. However, failure to respond may affect enrollment in the plan.