SingleCare/SharedCare (SNBC MA37) 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.
8 a.m. to 5 p.m., Monday through Friday. The call is free.

You can speak to someone about getting this information for free in other languages. Call 1-866-567-7242. TTY users should call 1-800-627-3529 or 711, 8 a.m. to 5 p.m., Monday through Friday. The call is free.

Return the completed form, pages 1 to 3, to:

South Country Health Alliance
6380 West Frontage Road
Medford, MN 55049

Fax: 507-431-6328

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NO ENGLISH ☎ 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 ተናጋሪ ከሆኑ ፤ ነጻ የቋንቋ ድጋፍ አገልግሎቶች ካለምንም ክፍያ እና ካለአላስፈላጊ መዘግየት ማግኘት ይችላሉ። በተጨማሪም መረጃን በቀላሉ ለማግኘት በሚያስችል ቅርጸት 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

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យកចិត្តទុកដាក់៖ ប្រសិនបើអ្នកនិយាយភាសាខ្មែរ (ខ្មែរ) សេវាកម្មជំនួយភាសាឥតគិតថ្លៃមានផ្តល់ជូនអ្នកដោយមិនគិតថ្លៃ និងដោយគ្មានការពន្យារពេលមិនចាំបាច់ឡើយ។ លើសពីនេះ ជំនួយ និងសេវាកម្មដែលសមស្របក្នុងការផ្តល់ព័ត៌មានក្នុងទម្រង់ដែលអាចចូលប្រើបានគឺអាចរកបានដោយឥតគិតថ្លៃ និងទាន់ពេលវេលា។ សូមហៅទូរសព្ទទៅលេខខាងលើ ឬនិយាយជាមួយអ្នកផ្តល់សេវារបស់អ្នក។ 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. Hmong

NO ENGLISH ☎ **1-866-567-7242**

TRS: 711

ဟ်သူဉ်ဟ်သး– နမ့ၢ်ကတိၤကညီကျိာ်အဃိ, နမၤန့ၢ် ကျိာ်တၢ်ဆီဉ်ထွဲမၤစၢၤ လၢတလၫ်ဘူဉ်လၫ်စ့ၤ ဒီးတအိဉ်ဒီး တၢ်မၤယဲာ်မၤနီၢ်သးဘဉ်နၣ်လီၤ. အါန့ၢ်အနၣ်, တၢ်အိဉ်စ့ၢ်ကီးဒီး တၢ်မၤစၢၤတၢ်နၢ်ဟူဒီး တၢ်မၤစၢၤတၢ်မၤတဖဉ် လၢကဟ့ဉ်တ့ၢ်ဂ့ၢ်တၢ်ကျိၤ လၢပှၤအါဂၤနၢ်ပၢၢ်အီၤသ့ လၢတအိဉ်ဒီးအဘူးအလဲ ဒီးချူးဆၢချူးကတြၢ်နၣ်လီၤ. ဝံသးစူၤ ကိးနိဉ်ဂံၢ်လၢထး မ့တမ့ၢ် တဲသကိးတၢ်ဒီး ပှၤလၢအဟ့ဉ်နၤတၢ်မၤစၢၤ တက့ၢ်. ကညီကျိာ် Karen

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

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

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 kịp thời. Vui lòng gọi số điện thoại phía trên hoặc trao đổi với nhân viên y tế của bạn. Vietnamese

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
Toll Free: 866-567-7242 TTY: 800-627-3529 or 711 Fax: 507-444-7774
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
- color
- national origin
- age
- disability
- sex
- religion (in some cases)

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
- sexual orientation
- marital status
- public assistance status
- disability

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
- national origin
- religion (in some cases)
- age
- disability (including physical or mental impairment)
- sex (including sex stereotypes and gender identity)

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

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:

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.

South Country HEALTH ALLIANCE

OFFICE USE ONLY - DATE STAMP AREA - OFFICE USE ONLY - DATE STAMP AREA - OFFICE USE ONLY - DATE

Office Use Only
Date:_____
Name of Authorized Sales Person _____
Effective Date of Enrollment _____
LIS Copay Level_____ LIS Copay Eff Date _____
Tracking #_____
Approved By_____

Reset Form

SINGLECARE/SHAREDCARE ENROLLMENT FORM

Last name	First name	MI (optional)	Birth date (____/____/_____) MM / DD / YYYY	Gender ❑ M ❑ F
County you live in	Phone number (____) ____-_____	Another phone number (____) ____-_____		
Street address (where you live)	City	State	Zip code	
Mailing address (if different from where you live)	City	State	Zip code	
Email address (optional)				
Medical Assistance ID number (PMI)	Case number			

Do you need an interpreter? ❑ YES ❑ NO

If Yes, check one of the boxes below:

❑ Spanish (01) ❑ Hmong (02) ❑ Vietnamese (03) ❑ Khmer Cambodian (04)

❑ Lao (05) ❑ Russian (06) ❑ Somali (07) ❑ ASL (American Sign Language 08)

❑ Amharic (09) ❑ Arabic (10) ❑ Oromo (12) ❑ Burmese (14)

❑ Cantonese (15) ❑ French (16) ❑ Korean (20) ❑ Karen (21)

❑ Other (98) explain _____

Do you have a disability that has been certified by the Social Security Administration or State Medical Review Team (SMRT)? ❑ YES ❑ NO

Do you live in a long-term care facility? ❑ YES ❑ NO
If Yes, fill in the information below:

Name of the facility: _____ Phone number: (____) ____- _____

Do you have Medicare coverage? ❑ YES ❑ NO If Yes, complete the information below.

Medicare number: _____

Hospital (Part A) Begin Date: _____ Medical (Part B) Begin Date: _____

Do you have *other* medical coverage or private insurance?

❑ YES ❑ NO

If Yes, insurance company name: _____

Policyholder's name: _____ Group number:_____

Policy/ID number: _____

Is this insurance through an employer? ❑ YES ❑ NO

YOU ARE CHOOSING HOW YOU WILL GET YOUR HEALTH CARE COVERAGE

Enrolling in a SNBC health plan is voluntary. You can request to change to Medical Assistance fee-for-service and the change will occur for the next available month.

Please read and sign the back of this form

Under South Country Health Alliance (South Country) SingleCare/SharedCare, I understand that:

South Country SingleCare/SharedCare will be providing my health care covered by Medical Assistance
I have the right to appeal if services are denied, reduced, or stopped, or if **South Country SingleCare/SharedCare** denies paying for services.
I will be notified through a mailed letter by the Department of Human Services (DHS) in advance of when my coverage will start with South Country SingleCare/SharedCare.
When my **South Country SingleCare/SharedCare** coverage begins, I must use **South Country SingleCare/SharedCare** doctors and other providers. I can only see other doctors in emergencies, urgently needed care, open access services, out-of-area dialysis, or if I get **South Country SingleCare/SharedCare** approval to see other providers.
I will read the Member Handbook from **South Country SingleCare/SharedCare**. It will tell me the rules I need to follow and explain the services my plan covers. Services contained in **South Country Health Alliance SingleCare/SharedCare's** Member Handbook will be covered.
Some services require authorization from **South Country SingleCare/SharedCare**. Without authorization, **South Country SingleCare/SharedCare** will not pay for these services.
My **South Country SingleCare/SharedCare** benefits cannot be canceled if I get sick or use health care services. This means you will keep your coverage even if you need to use it often.
I can choose to leave **South Country SingleCare/SharedCare** and change back to Medical Assistance fee-for-service. The health plan change will start based on when my request is received at DHS. I will stay enrolled in **South Country SingleCare/SharedCare** through the last day of the month.
My health care services will be coordinated through **South Country SingleCare/SharedCare**.
To be enrolled and stay enrolled in **South Country SingleCare/SharedCare**, I must: ● Be certified disabled by the Social Security Administration or State Medical Review Team (SMRT) ● Be at least 18 years old and under 65 years old ● Be eligible for health care through Medical Assistance without a medical spenddown ● Either have no Medicare, **OR** have both Medicare Parts A **and** B ● Live in a county serviced by **South Country SingleCare/SharedCare** If anything changes, I will notify my county worker and **South Country SingleCare/SharedCare**.

If I am enrolled in SNBC and later get a medical spenddown that I **do not pay to DHS**, I will be disenrolled from South Country SingleCare/SharedCare.
If I am on Medical Assistance for Employed Persons with Disabilities (MA-EPD), I must continue to pay my MA-EPD premium.

By enrolling in South Country SingleCare/SharedCare, I authorize:

The sharing of information about my Medical Assistance eligibility status and the information on this form among the state, its representatives, the county where I live, and **South Country SingleCare/SharedCare**.
The information on this enrollment form is correct to the best of my knowledge.

I understand that my signature (or the signature of the person authorized to act on my behalf under the laws of the state where I live) on this form means that I have read and understand the contents of the form. If signed by an authorized individual (as described above), this signature certifies that: 1) this person is authorized by state law to complete this enrollment form on my behalf, and 2) documentation of this authority is available upon request by the state or South Country Health Alliance (South Country) SingleCare/SharedCare.

Signature of enrollee or authorized representative:		Date:
If you are the authorized representative, you must sign above and provide the following information		
Name (print):	Relationship to enrollee:	Phone number:
Street address, city, state, zip code:		

You or your authorized representative must sign above.

When the form is completed, mail or fax pages 1 to 3 to South Country SingleCare/SharedCare.
Our address and fax number is on the cover.