



**Member & Enrollment
Services**

Presented By:

Matt Magnuson

Enrollment Process

MA/ GAMC/ MSC+

Members go directly to the County Office.

The County:

- Determines eligibility
- Assigns appropriate program
- Assists members to select Primary Care Clinic (PCC). If the member does not select a PCC one will be assigned.
- Submits enrollment data to the State

Enrollment Process

MSHO

- Members must be eligible for Medicaid; and both Medicare parts A and B or neither.
- Members Part D benefits are also managed through PrimeWest
- Members can fill out MSHO enrollment form at the County or through PrimeWest

Enrollment Process

MinnesotaCare

- Members can complete enrollment through the State or in select counties
- The State determines the benefit set based on income and family status.

Newborn Process Enrollment

- Hospitals notify PrimeWest Medical Administration with the gender, DOB and mother's name and PMI
- PrimeWest assigns a temporary ID to the newborn to allow access to services such as pharmacy
- PrimeWest notifies counties on a weekly basis

Member ID Cards

- **PrimeWest Health System**

All Members

- **Minnesota Health Care Programs**

All Members

- **Medicare**

MSHO Members

- **Separate Part D Plan**

MSC+ Members

Important Numbers

Member Services Call Center	1-866-431-0801
Member Services Senior Line	1-800-366-2906
Provider Relations Call Center	1-866-431-0802
Service Authorization Medical	1-866-431-0803
Pharmacy Help Desk	1-800-821-4795
Pharmacy Benefit Questions	1-888-642-0447
Pharmacy Formulary Exception/Service Authorization	1-866-202-3474
Dental Eligibility Benefit and Service	1-888-588-4420
Dental Claims Issues/Questions	1-877-999-5394