PrimeWest Health

Membership & Program Development
Membership & Program Development (M&PD)

- Enrollment
- Member Contact Center
- Program Development
Minnesota Health Care Programs (MHCP)

- Families and Children
  - Children, Families, Single Adults ages 0 – 64
- MinnesotaCare
  - Children, Families, Single Adults ages 0 – 64
- Minnesota Senior Care Plus (MSC+)
  - Age 65 and over
- Special Needs BasicCare (SNBC)
  - People with disabilities ages 18 – 64
- PrimeWest Senior Health Complete (MSHO)
  - Age 65 and over
  - Includes Medicare
- Prime Health Complete (SNBC Integrated)
  - People with disabilities ages 18 – 64
  - Includes Medicare
Enrollment in MHCP

Eligibility for Medicaid is determined by:
• County Financial Workers
• MNsure

PrimeWest Heath receives all enrollment and disenrollment information directly from the State each month.

PrimeWest Health does not determine eligibility or disenroll members.
Covered Services in MHCP

- Medical
  - Professional
  - Inpatient
  - Pharmacy
- Mental Heath and Substance Use Disorder
- Long-Term Care
- Durable Medical Equipment
- Dental
- Transportation
Member Contact Center

- Trained to be advocates for members
- Do not use interactive voice recognition (IVR) software
  - Members always reach a live agent
- Average time to reach a live agent in 2017 was 16 seconds
- Averages 2,000+ incoming calls per month
- Averages 1,800+ outbound calls per month
  - New member calls
  - Wellness reminder calls
  - Dental reminder calls