

MNsure Coverage Scenarios for January 2015

What do I do if I don't have an ID card?

I need to:

- **refill a prescription**
- **schedule a doctor's appointment**
- **go to an ER**
- **confirm I have coverage**

Minnesota's health plans are working to mail invoices, plan materials and ID cards to Minnesotans who have applied for coverage through MNsure. It takes at least 10 days from the time a health plan receives complete enrollment information from MNsure for that enrollment to be processed. With the MNsure enrollment deadline extension to Dec. 31, there will be individuals who do not have plan materials at the start of 2015. In addition individuals may be invoiced for January and February premiums at the same time, depending on the timing of enrollment data transfers. Here's what you need to know.

You received notice that you qualify for Medical Assistance or MinnesotaCare.

- You are covered.
- You will receive a packet of information in the mail that includes health plans from which you may choose.
- Select a health plan from the packet and return your selection card as instructed. Your health plan will send you an insurance card and other member materials.
- Use this card when you need health care services.

You have applied through MNsure yet haven't paid a premium and do not have a card.

- If you enrolled toward the end of the month or MNsure had difficulty processing your enrollment, your selected health plan may not know you have enrolled with them. You may call the health plan if you have questions and your plan will share with you information it has received from MNsure. If needed, your plan will work with MNsure to reconcile any issues as soon as possible in order to finalize your enrollment. Phone numbers are included below.
- Your health plan will send you an invoice. You must pay the invoice by the due date in order for your coverage to be effective Jan. 1. Even if you do not receive care in January, you must pay the January premium. Upon receipt of the enrollment and payment information, your health plan will mail the ID card within seven to 10 business days.
- If you need care and do not have a card, contact the health plan's customer service team. If the plan has received your enrollment from MNsure, you may be able to receive your member number or a temporary ID card or online ID card if you need care.
- If your payment is not received by the due date on your invoice, your coverage will not begin until after Jan. 31, 2015, and you will need to pay for any medical care received in January.

Customer Service	Contact Numbers	Hours
Blue Cross Blue Shield of MN	651- 662-5030 800-531-6685 888-878-0137 TTY	7 a.m. to 8 p.m. Monday through Friday
HealthPartners	952-967-7540 866-232-1166	7 a.m. to 7 p.m., Monday through Friday
Medica	888-592-8211	8 a.m. to 6 p.m. Monday, Tuesday, Wednesday, Friday; 9 a.m. to 6 p.m., Thursday
UCare	612-676-6600 877-903-0070 800-688-2534 TTY	8 a.m. to 6 p.m., Monday through Friday
DHS	651-431-2670 800-657-3739 800-627-3529 TTY	8 a.m. to 6 p.m. Monday through Friday.



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