

FREQUENTLY ASKED QUESTIONS

Call: [651-565-3351](tel:651-565-3351)

1. Where do I find which health plans I choose from?

- Your health plan choices are listed on the enrollment form enclosed with this mailing.
- The DHS website <https://mn.gov/dhs/health-plan-resources/> lists plans available in each county.

2. Can I see which doctors and clinics are part of the health plan online?

- The DHS website <https://mn.gov/dhs/health-plan-resources/> has the provider care network listings and links for each health care plan.

3. Do I have coverage before I am enrolled in a health plan? I was told I have Medical Assistance.

- If you are open on Medical Assistance but have not yet been enrolled in a health care plan, you are receiving fee-for-service (also referred to as "Straight MA"). This means that your medical bills are being paid directly by DHS until you get enrolled in a health plan.

4. Where can I find fee-for-service Medical Assistance (MA) providers?

- Go to <http://mhcpproviderdirectory.dhs.state.mn.us/>
- Call the Minnesota Health Care Programs Member Help Desk at 1-800-657-3739.
- Ask your clinic or doctor if they accept Medical Assistance.

5. When can I change health plans?

- Once each year during the annual health plan selection period. Annual health plan selection notices are mailed in the fall. If you change your health plan during this period, the change will take effect January 1 of the following year.
- You may be able to change your health plan outside the annual health plan selection period in certain circumstances. Please contact your Managed Health Care Team at one of the numbers listed at the top of this page.

6. I was approved for Medical Assistance. Can I drop my insurance through my work?

- Do NOT drop other health insurance through your employer until after we have complete the cost-effective insurance review on your other insurance. If you need the cost effective forms to have this review completed, please contact your Medical Assistance Representative at one of the number listed at the top of this page.

7. I lost my health plan or Minnesota Health Care Program ID card. How do I get a replacement?

- For replacement of your health plan card, you will need to contact your health plan. The DHS website <https://mn.gov/dhs/health-plan-resources/> has the provider care network listings and links for each health care plan.
- If you are on fee for service Medical Assistance, you can contact either your Managed Health Care Team at one of the numbers at the top of this page or contact the Minnesota Health Care Programs Member Help Desk at 1-800-657-3739.

8. I received a bill; what number should I call for help with getting this paid?

- If you were enrolled in a health plan on the date of service, contact your health plan.
- If you were on Medical Assistance fee-for-service on the date of service, call the Minnesota Health Care Programs (MHCP) Member Help Desk at 1-800-657-3739.
- If the bill(s) still have not been resolved, call your Managed Care Health Care Team at the number listed at the top of this page.

9. Can I get rides to doctor's appointment and other medical transportation?

- Yes. If you have fee-for-service medical Assistance and are not yet enrolled in a health plan, see the information contained in the Health Care Access Plan information included in this packet or call your Medical Assistance Representative at the number listed at the top of this page.
- If you are already enrolled in a health plan, call the health plan's customer service number located online at <https://mn.gov/dhs/health-plan-resources/> or found on the back of your health plan member ID card.