

Section 2 - Members

2.1 How to Identify a Senior Health Partners Member

Every enrolled member receives one Senior Health Partners ID card in the mail. See examples below.

Member ID Card FRONT

Member ID Card BACK

2.3 Member Co-payments

Senior Health Partners members do not have co-payments (co-pays) for services they receive. All the services members receive that are covered by Senior Health Partners and are facilitated by a Senior Health Partners network provider will be free to the member. Providers should not seek cost sharing or reimbursement from Senior Health Partner's members. All claims submissions and requests for payment should be made through Senior Health Partners' Claims Reimbursement process or discussed with the member's Primary Care Management Team.

2.4 Non-English Speaking Members

Senior Health Partners contracts with a language assistance line to ensure we can properly communicate with all members.

Members who do not speak English or who need information in other formats, such as large print or braille, should call **1-800-633-9717** and TTY 1-888-542-3821, 24 hours a day, 7 days a week to request information that meets their needs.

Senior Health Partners contracted providers are also expected to meet the language needs of our members. If you need assistance, please call **1-800-633-9717**.

2.5 Impaired Members

In compliance with Americans with Disabilities Act (ADA) requirements, Senior Health Partners accommodates visually impaired and hearing impaired members.

Members who need information in other formats, such as large print or braille, should call **1-800-633-9717** and TTY 1-888-542-3821, 24 hours a day, 7 days a week to request information that meets their needs.

Contracted providers are also expected to meet the needs of Senior Health Partner's members

in accordance with all ADA obligations and requirements.. If you need assistance, please contact 1-800-633-9717.