

Section 2 - Members

2.1 How to Identify a Senior Health Partners Member

Every enrolled member receives a Senior Health Partners ID card and a Healthplex Dental ID card in the mail. See examples below.



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2.2 Member Rights and Responsibilities

Pre-Enrollment Process – Each potential member

- Receives information about the program and services and his/her rights from the Enrollment Team
- Receives a copy of the Member Handbook
- Authorizes receipt of information

Rights as a Senior Health Partners Member

- Comprehensive treatment with consideration, dignity, respect, confidentiality and without discrimination
- Fully participate in all decisions that relate to treatment and care
- Choose his/her own primary care doctor if the doctor is willing to work with Senior Health Partners in care management
- Access emergency health services when and where the need arises without prior authorization from Senior Health Partners
- Information disclosure before enrollment, at enrollment and when there is a change in services in a manner that is accurate, easily understood and supports informed decisions
- Initiate disenrollment from the program at any time
- Fair and responsive process for resolving differences, including a rigorous internal review of complaints

Responsibilities of Members

- To participate in care and care decisions

- To support the Senior Health Partners program
- To provide information necessary for Senior Health Partners staff to do planning for the member on request

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2.3 Member Co-Payments

As part of the Medicaid program, members may have selected co-payments for prescriptions. However, unlike many other managed care plans, Senior Health Partners members **do not** have co-payments for services they receive. Therefore, *members may not be asked to provide reimbursement*. All claims submissions and requests for payment should be made through Senior Health Partners' Claims Reimbursement process or discussed with the member's Care Management Team (CMT).

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2.4 Non-English Speaking Members

Senior Health Partners celebrates the diversity of its membership, and our staff speaks several languages. In addition, Senior Health Partners contracts with a language assistance line to ensure we can properly communicate with all members. Contracted providers are also expected to meet the language needs of Senior Health Partners members. If you need assistance, please call (800) 633-9717.

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2.5 Impaired Members

In compliance with Americans with Disabilities Act (ADA) requirements, Senior Health Partners accommodates visually impaired and hearing impaired members. Contracted providers are also expected to meet the needs of Senior Health Partners members. If you need assistance, please contact (800) 633-9717.

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