

PMAP, MinnesotaCare and Minnesota Senior Care Plus Networks (effective 2/1/17)

HealthPartners announced in November 2016 that members who are enrolled in our HealthPartners Care Pre-paid Medical Assistance Program (PMAP), MinnesotaCare, or Minnesota Senior Care Plus (MSC+) products will no longer have a primary care clinic assignment. The contracted network for these products remains the same. The effective date of the change was delayed one month and the change went into effect February 1, 2017. We made this change to give our members more flexibility in obtaining care within our network.

New identification cards that no longer list a primary care clinic assignment were mailed out to members in late January 2017 along with a letter explaining the change.

Q: Has the Network Changed?

A: No, the Network remains the same. We have removed the concept of primary clinic assignment .

Q: Do Members still need to choose a Primary Care Provider?

A: Yes, establishing a relationship with a primary care provider is important. Members are encouraged to establish a relationship with a primary care clinic for coordinating care on their behalf.

Q: Why are these changes happening?

A: HealthPartners is allowing our members flexible navigation of their care team within their network.

Q: What happens if Members need a referral for services outside the Network?

A: Their primary care provider will need to complete and submit the [Provider Recommendation Form](#) available at www.healthpartners.com, Admin Tools, Forms for Providers, Medical tab. The form should be faxed to the number on the form or mailed. Incomplete forms will be returned.

Q: Who should Providers call if they have questions?

A: For questions regarding the content of this FAQ, please call your HealthPartners Service Specialist or call **952-883-5589** or toll-free at **888-638-6648**.

Please contact your HealthPartners contract manager or service specialist with additional questions.