



M i n n e s o t a

Senior Health *options* SM

Minnesota Department of Human Services

Minnesota Senior Health Options

Complete care designed for seniors

Minnesota is proud to offer a special health program for seniors like you, who are eligible for Medicare and Medical Assistance. This program, called Minnesota Senior Health Options (MSHO), is offered by the Minnesota Department of Human Services and partnering health plans. MSHO has been helping seniors access their Medicare and Medical Assistance benefits in a coordinated way since 1997.

What is Minnesota Senior Health Options?

MSHO is a program made just for seniors on Medical Assistance who have Medicare Parts A and B. It covers a variety of preventive, medical, long-term care, and social services. All services are coordinated to make it easier for you to get the care you need.

The Minnesota Department of Human Services works with a number of health plans to coordinate your Medicare and Medical Assistance benefits. Each county in Minnesota has one or more plans that offer MSHO. You can choose a health plan from those available in your county that meets your needs. These health plans have a network of care providers who can help you at home, in the hospital, in the nursing home or other places, regardless of how much or how little health care you need.

How is Minnesota Senior Health Options different?

We've listened to you and your health care providers for ways to improve your health care and support services. You told us you wanted health care that is easy to understand and use, and we've done just that.

In MSHO, you get the same benefits you have now through Medicare and Medical Assistance, but MSHO combines these two programs to create better coordination. With MSHO, all of your healthcare providers would be part of the same team, with the goal of providing you the care you need, where you need it.

You, your doctor and others providing your care will work with a care coordinator. The health plan's care coordinator is your key contact. This person will answer your questions, address your concerns, help schedule appointments, and help access necessary healthcare and social-services. This coordination will also reduce paperwork and prevent duplication of services that sometimes happens when Medicare and Medical Assistance aren't combined.



(See each health plan's Primary Care Network Listing for more information about their MSHO health plan and their providers.)

For more information about the MSHO program, visit the MSHO website at mn.gov/dhs/msho. This website has information about how to enroll, services covered by MSHO, and special features of MSHO.



Why join Minnesota Senior Health Options?

If you join MSHO you will get:

- Doctors and other healthcare workers who have experience working with seniors.
- One card for all Medical Assistance and Medicare services, including preventive, medical, dental, long-term care and social services. A Medicare Part D drugs are covered by your MSHO plan, so you don't need a separate plan. You get all of the benefits of the separate plan, but it is easier to use.
- The health care you need where it is best for you to get it — at home, at the hospital, at your doctor's office or in a nursing home.
- A care coordinator who will help you plan your care and whom you and your family can call to answer questions. This care coordinator will work with all of your providers to set up services and work to reduce confusion or prevent duplication.
- Assistance with transitioning from a nursing facility to the community.
- A Health Risk Assessment conducted within the first 30 days of enrollment, which means you could be connected to the services you need sooner.
- Less paperwork as the health plan pays for all covered services, and handles Medicare and Medical Assistance coordination.
- Additional benefits not available through other health care options for seniors. Some examples of additional benefits include fitness plans, home safety kits and additional dental benefits. Contact the health plan for specific details, as additional benefits will differ between plans.

Who can join Minnesota Senior Health Options?

Seniors who join MSHO must:

- Be 65 years of age or older
- Have BOTH Medicare Parts A and B and Medical Assistance.

How can Minnesota Senior Health Options help me?

MSHO is for seniors on Medicare and Medical Assistance and who have all types of health-care needs.

(See story examples)

MSHO Supports Improved Outcomes for Seniors

A federal study found that seniors enrolled in the MSHO program experience improved outcomes compared to seniors who were eligible for MSHO but did not enroll. The study found MSHO enrollees were:

- 48 percent less likely to have a hospital stay, and those who were hospitalized had 26 percent fewer stays;
- 6 percent less likely to have an outpatient emergency department visit, and those who did visit an emergency department had 38 percent fewer visits; and
- 13 percent more likely to receive home and community-based long term care services

It is believed that MSHO supports these improved health outcomes because all MSHO members get a care coordinator and a team of providers who work together to help the member access and utilize the services the member needs to help them live their best life.

Seniors who need a variety of services:

Mary lived in her own home and had support services covered by Medical Assistance. One day, Mary fell, broke her hip and was in the hospital for four days. When she came home, she needed additional services that are paid for by Medicare instead of Medical Assistance. As a result of this change, her health care providers also changed. If she had MSHO, Mary's care coordinator could have arranged for her care before, during and after she broke her hip, and she would be able to keep the same health care providers.



Seniors who live in a nursing home:

Asad, who has a heart condition, has lived in a nursing home for three years. Whenever Asad becomes ill, his doctor transfers him to the hospital for several days where his medication is monitored. Over the last year, Asad has been in the hospital eight times. If Asad had MSHO, he would have a doctor and/or nurse practitioner who could monitor his care at the nursing home. They would visit him personally and make needed adjustments to his medications without Asad returning to the hospital.



Seniors who do not require a lot of services:

Alice has been fairly healthy. She sees her doctor once in a while for her arthritis. Under MSHO, Alice can get the care she needs, regardless of how much or how little health care she needs. And Alice feels safe knowing that she can call her care coordinator in case she needs more help.

How do I join?

Joining MSHO is voluntary and there is no added cost to you. You have the choice to leave the program at any time. You can enroll in MSHO by calling one of the health plans in the box below. If you received an enrollment packet from your county, you can choose MSHO by checking the box on your enrollment form.

These Health Plans Have MSHO

For more information about MSHO, call:

- Medica..... 800-266-2157
- UCare..... 800-707-1711
- HealthPartners 877-713-8215

- PrimeWest Health Systems 800-366-2906
- South County Health Alliance 866-567-7242
- Blue Plus 866-477-1584
- Itasca Medical Care 800-843-9536

Attention. If you need free help interpreting this document, call 651-431-2670.

ملاحظة: إذا أردت مساعدة مجانية لترجمة هذه الوثيقة، اتصل على الرقم 651-431-2670.

កំណត់សំគាល់ ។ បើអ្នកត្រូវការជំនួយក្នុងការបកប្រែឯកសារនេះដោយឥតគិតថ្លៃ សូមហៅតាមទូរស័ព្ទមកលេខ 651-431-2670 ។

Pažnja. Ako vam treba besplatna pomoć za tumačenje ovog dokumenta, nazovite 651-431-2670.

Thov ua twb zoo nyeem. Yog hais tias koj xav tau kev pab txhais lus rau tsab ntaub ntawv no pub dawb, ces hu rau 651-431-2670.

ໂປຣດຊາບ. ຖ້າຫາກ ທ່ານຕ້ອງການການຊ່ວຍເຫຼືອໃນການແປເອກະສານນີ້ພໍລີ, ຈົ່ງໂທໄປທີ່ 651-431-2670.

Hubachiisa. Dokumentiin kun bilisa akka siif hiikamu gargaarsa hoo feete, lakkoobsi bilbiltu 651-431-2670.

Внимание: если вам нужна бесплатная помощь в устном переводе данного документа, позвоните по телефону 651-431-2670.

Digniin. Haddii aad u baahantahay caawimaad lacag-la' aan ah ee tarjumaadda qoraalkan, wac 651-431-2670.

Atención. Si desea recibir asistencia gratuita para interpretar este documento, llame al 651-431-2670.

Chú ý. Nếu quý vị cần được giúp đỡ dịch tài liệu này miễn phí, xin gọi số 651-431-2670.

LB2-0001B (3-13)



For accessible formats of this publication and additional equal access to human services, write to dhs.info@state.mn.us, call 651-431-2670, or use your preferred relay service. (ADA1 [9-15])



Minnesota Department of Human Services