Blue Plus SecureBlueSM (HMO SNP), (651) 662-6013 or toll free 1-888-740-6013,

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1-800-711-9862 (toll free), or 7 1 1, or through the Minnesota Relay direct access numbers at 1-800-627-3529 (TTY, Voice, ASCII, Hearing Carry Over), or 1-877-627-3848 (Speech-to-Speech)

American Indians can continue or begin to use tribal and Indian Health Services (IHS) clinics. We will not require prior approval or impose any conditions for you to get services at these clinics. For enrollees age 65 years and older this includes Elderly Waiver (EW) services accessed through the tribe. If a doctor or other provider in a tribal or IHS clinic refers you to a provider in our network, we will not require you to see your health plan primary care provider prior to the referral.

My Care Plan and Community Support Plan

I. Information About Me

Name: Kathy L. Doe	My Health Plan ID Number:	My Health Plan Name:	Today's Date:
	80123456	Secure Blue-MSHO	8/29/16
Phone #: 763-555-5555	My DOB: 4/01/1947	Product Enrollment Date	: 8/1/16
	69 years young		
My Address:	Rate Cell: B	Diagnosis: Diabetes type	· /·
Thousand Lakes Assisted Living		Hyperlipidemia (E78.5), H	•
999 Metro BLVD #99		primary osteoarthritis of	
Twin Cities, MN 55055		depressive d/o, Generaliz	-
*Moved in May 2015		Borderline intellectual fur	nctioning,
		Allergies: Lisinopril	
	Date of My Assessment Visit	• 8/26/16	
		. 0/20/10	
	Assessment Type: Initial Health Risk Assess Annual Reassessment Change in My Needs Other	ment	
Is there an Advance Directive or	My primary language is:		
Health Care Directive in place?	English Hmong	Spanish	
🛛 Yes 🗌 No		Russian	
Was Advance Directive/Health	Other (<i>Type in the "other</i>	ranguagej	
Care Directive discussed:	I need an interpreter: 🗌 Ye	es 🖂 No	
Yes No			
	Name and number of Interpr	eter (<i>If applicable</i>):	
If no, reason: *POLST on file-Full	NA		
code			

My Care Team (Interdisciplinary Care Team-ICT)

Care Coordinator/Case Manager:	Primary Physician: Dr. Richard Clinic:			
Name: Sally Care Coordinator ,LSW	Phone #: 651-555-5555 Doctor Richard Clinic			
Phone #: 320-555-5555	Fax #: 651-555-9999	999 N. I	Main St.	
		Twin Cit	ties, MN 55055	
Emergency Contact Name & Phone:	My Representative is:			
Sandy Sisterhood #763-555-5555	Sandy is POA for financial			
Email: sandy@sisterhood.com	Sandy address: 110 Main, Twin	Cities, MN 55055	5	
	*Mail all things to Sandy			
	They can be contacted for: Updates- financial or medical, mail			
I have a Mental Health Targeted Case Ma	nager: 🗌 Yes 🖂No			
Name of MHTCM: NA	Phone Number of MHTCM:	NA		
Other Care Team Members Name	Relationship to me Give Copy of Notes			
		Care plan?		
Thousand Lakes Assisted Living Staff	24 hour paid caregivers	Yes	Discuss care F2F or	

	via phone as needed

II. What's Important to Me? (e.g. living close to my family, visiting friends)

Initial/Annual: The most important things to Kathy are her family and spending time with them. Kathy identifies as Catholic and her faith is important to her. She enjoys participating in the activities a local Pastor offers often when he visits facility. Some of these activities are Catholic Rosary on Fridays, bible study, and prayer team. Kathy enjoys living at Lake Ridge and would like to remain living there. Kathy has a close relationship with her brother Tom, her sister Sandy, and her sister Mary.

Update: 02/12/17- Remains the same. No changes or concerns at this time.

III. My Strengths: (e.g. skills, talents, interests, information about me)

Initial/Annual: Kathy is a very kind and friendly 69 years young female who resides at Thousand Lakes Assisted Living. Kathy described herself as "a good and kind person, and a Bingo person". Kathy has a very strong relationship with her sister Sandy who lives close and visits frequently and also her two other siblings that live out of state. Kathy enjoys participating in many of the activities and outings offered at the facility including exercise programs, music entertainment, crafts, singing, bingo, having her nails painted, water painting, and going out to eat with the facility. Kathy used to work for XXXXXX Hospital in different areas over these years (housekeeping, laundry, aide, transportation aide, etc.). Kathy graduated from school in XXXXX, MN and started her at XXXX Hospital only 3 days after graduation. Kathy was raised in XXXXX, MN and her family later moved to XXXXX. She had 2 sisters and 2 brothers, one brother has passed away.

Update: 02/12/17- Strengths remain the same. No changes or concerns at this time.

IV. My Supports and Services: (What do I want help with? Service and support I requested? From whom?

Initial/Annual: Kathy and family would like continued assistance from sister Sandy as her POA with management of finances and MA renewals as needed. Current services Kathy is receiving are Care Coordination from XXX, wears a CPAP at night, and 24 hours Customized Living Services from Thousand Lakes. 24 hour CL provider supports Kathy with bathing supervision, medication admin supervision, medication set up, medical coordination,

diabetic management,	housekeeping,	laundry,	meal prep,	reminders,	and socialization a	activities.
		,,		,		

Update: 02/12/17- Supports and services remain the same. No changes at this time.

V. Caregiver

Informal Caregiver listed on HRA/LTCC: (Caregivers are unpaid person(s) providing services)
Yes X No
If yes, the Caregiver Assessment Form was completed by:
🗌 Face-to-Face 🗌 Telephone 🗌 Mail 🗌 Declined
Date Completed: NA

VI. Managing and Improving My Health

Screening for my health				
	Check if educational	Goal is needed	Check if N/A,	Notes
	conversation took		contraindicated,	
Annual Preventive	place with me		declined	Kathy is saan an sita
Health Exam				Kathy is seen on-site by PCP team
				1x/month.
Mammogram (Within	\boxtimes			Per POA Kathy had a
past 2 years ages 65-75)				, mammogram in April
				2016.
Continence needs	\square			Kathy reports minor
(Evaluated by a				incontinence concerns
physician?)				but manages independently and
				does not wear or need
				incontinence supplies.
Colorectal Screening	\boxtimes			Per POA Kathy is up to
(Up to age 75)				date. She last had an
				exam 3 years ago and
				no concerns were
				noted.
At Risk for Falls (Afraid of	\square	\square		Kathy is a fall risk. See
falling, has fallen in the past).				goal below.
Pneumovax (<i>Immunize</i>	\square			Received 7/6/15
at age 65 if not done				
previously. Re-immunize				
once if 1 st pneumovax				
was received more than				
5 years ago & before age				
65)				Kathu na salina s
Flu shot (Annually ages 50+ and persons at high				Kathy receives annually. Received
risk.)				10/29/15
Tetanus Booster (Once	\boxtimes			Received 6/30/15
every 10 years)				
Hearing Exam	\square			Kathy denies any
				hearing concerns and
				reported recent
				hearing exams with no
Vision Exam	\square			concerns expressed.
				Kathy is farsighted and reads large print.
				She wears glasses
				daily. Kathy has a

				vision exam on-site.
Dental Exam	\square			Kathy has her own
				teeth and has a dental
				exam 1x/yr. Last
				dental exam was
				offered on-site. Kathy
				denies any current
				pain.
Calcium Vitamin D	\square			Kathy has an order for
Rx for Ca Vitamin D?				Calcium Carbonate
(as directed by physician)				tablet daily.
Aspirin	\square			Kathy has an order for
Rx for Aspirin?				81mg tablet daily.
(as directed by physician)				
Blood Pressure:				Kathy has a DX of HTN
(Blood Pressure Goal is				and has orders for
<140/80 to age 75. After				Norvasc and
75 based on individual)				Hydrochlorothiazide
				daily. PCP and nursing
				staff continue to
				monitor. Currently
				stable.
Cholesterol check				Kathy has a DX of
				hyperlipidemia. Has
				an order for
				Simvastatin daily. PCP
				and nursing staff continue to monitor.
				Currently stable.
Diabetic routine checks				Kathy has a DX of DM
as recommended by				Type 2 and takes oral
physician (Discuss with				medications daily with
my care team:				B/S checks 1x/day.
Hypertension,				Kathy is currently
Neuropathy, Eye exam,				stable. PCP and staff
Cholesterol, A1C)				continue to monitor.
				Declined need for
				goal. She is up to date
				on labs (cholesterol,
				A1C) and eye exams
				related to her Diabetic
				DX.
Other:	\square	\square		Kathy reports having
				pain in her knees and
				rated the pain "8 out
				of 10". See goal
				below.
				٦
Mental Health Diagnosis	Managed by Other H			No
(If applicable):	(Psychiatrist, Psychol	ogist, Primary Car	e Physician)	

Depression (F33.9) and	
Anxiety (F41.1)	Need Goal? 🛛 Yes 🗌 No 🗌 Declined
N/A	
My Medications	I need help with my medications?
	Yes No N/A (no medications used)
	If yes, create a goal
List of Medications (If	Robitussin DM(Dextromethorphan-Guaifenesin) 100-10 MG/5ML Syrup, Sig: 5 ml as
not on LTCC)	needed Orally every 4 hrs for cough
	Mintox(Alum & Mag Hydroxide-Simeth) Suspension, Sig: 15 ml as needed Orally q 4 hrs for indigestion
	Milk of Magnesia(Magnesium Hydroxide) 400 MG/5ML Suspension, Sig: 30 mL Orally
	once daily PRN
	, Senna S(Senna) 8.6-50 MG Tablet, Sig: 1 tablet Orally BID PRN Start Date: 02/29/2016
	Bacitracin Zinc 500 UNIT/GM Ointment, Sig: 1 application to affected area Externally
	Once a day
	Loperamide A-D(Loperamide HCl) 2 MG Tablet, Sig: 1 Tablet Orally 8 time(s) a day
	Simvastatin 20 MG Tablet, Sig: 1 tablet in the evening Orally Once a day
	Zoloft(Sertraline HCl) 100 MG Tablet, Sig: 2 tablets Orally Once a day
	Toprol XL(Metoprolol Succinate ER) 50 mg Tablet Extended Release 24 Hour, Sig: 1
	tablet Orally Once a day Start Date: 12/23/2015
	Metformin HCl 1000 MG Tablet, Sig: 1 tablet with meals Orally Twice a day
	Acetaminophen 325 MG Tablet, Sig: 2 tablets Orally daily and q 4 hours PRN
	Losartan Potassium 25 MG Tablet, Sig: 1 tablet Orally Once a day
	Loratadine 10 MG Tablet, Sig: 1 tab PO daily
	Synthroid(L-Thyroxine Sodium) 75 MCG Tablet, Sig: 1 tablet Orally Once a day
	Tofranil(Imipramine HCI) 50 MG Tablet, Sig: 3 tablets Orally Once a day
	Hydrochlorothiazide 25 MG Tablet, Sig: 1 tablet Orally Once a day
	GlipiZIDE XL(Glipizide) 5 MG Tablet Extended Release 24 Hour, Sig: 1 tablet Orally
	Once a day Start Date: 12/23/2015
	Cerovite Senior Tablet, Sig: 1 Tablet Orally daily at HS
	Calcium Carbonate 500 MG Tablet Chewable, Sig: 1 tablet Orally Once a day
	Aspirin 81 MG Tablet, Sig: 1 tablet Orally Once a day
	Norvasc(AmLODIPine Besylate) 5 MG Tablet, Sig: 1 tablet Orally Once a day
Health Improvement	Yes Declined N/A
Referral	Diagnosis: NA
Hospitalizations (In past	0
year number and reason,	
date(s) if available)	02/12/17-0
ER visits (In past year	July 2015- Fall that resulted in a FX foot. D/c same day
number and reason for	,
visit; dates, if available)	02/12/17-0

VII. My Goals

Discuss with Care Coordinator goals for: my everyday life (taking care of myself or my home); my relationships and community connections; my future plans, my health, my safety; my choices.

Rank by	My Goals	Support(s) Needed	Target	Monitoring	Date Goal
Priority	iviy doals	Support(s) Needed	Date	Progress/Goal Revision date	Achieved/ Not Achieved (Month/Year)
☐ Low ☐ Medium ⊠ High	Kathy and family would like to have her health and safety needs met and monitored and receive medication management support in a 24/7 assisted living environment to help to maintain her independence and to reduce ER or hospital admissions.	Kathy will continue to live at 24 hour Assisted Living for her physical, cognitive, and mental health needs. Kathy will continue to have assistance from staff with housekeeping, laundry, meal prep, med set up, med admin supervision and monitoring, bathing supervision, socialization, and medical coordination.	8/31/17	02/12/17: Continues to have her health, safety, and mental health needs met in 24 hour AL. Kathy wants to continue living at Thousand Lakes Assisted Living and chooses to continue this goal for her health and safety.	
Low Medium	Kathy and family would like support in management of her mental health needs. Kathy has a DX of Anxiety and Depression.	Kathy will continue to take meds as prescribed by PCP and continue to participate in activities at Lake Ridge. Kathy will continue to meet with PCP 1x/month to discuss and monitor mental health concerns. Kathy will continue to meet with Psychiatrist Dr. Davis at XXXX. 24 hour staff will continue to monitor for any symptoms and report to PCP	08/31/17	02/12/17: Continues to take meds as prescribed and continues to participate in activities at Lake Ridge. Continues to meet with Dr. Davis. Kathy chooses to continue this goal for quality of life needs.	

		team.			
Low Medium High	Kathryn would like to avoid any falls in the next year.	Kathryn reported some concerns with walking and fear of falling. She denied need for PT or a 4WW at this time, but will think about it and knows to contact CC or PCP team if decides otherwise. Staff will continue to monitor bathing for supervision needs. Staff will ensure her room and community areas are clear of clutter or possible fall hazards. Kathy chooses to continue to wear her wireless pendant.	8/31/17	02/12/17: No reported falls recently. Continues to use 4WW and receive staff supervision with bathing. Kathy wishes to continue this goal as she remains a fall risk.	
Low Medium	Kathy would like support in management of her pain symptoms in her knees due to arthritis.	Kathy will continue to have injections in her knees as recommended (3 set up). Kathy will continue to follow PCP orders and treatments. Kathy will express pain symptoms to staff, PCP team, or family.	8/31/17	02/12/17: She reports NO pain since starting the injections in her knees. She would like to continue this goal despite rating her pain 8/10 a few months ago. Staff and PCP team will continue to monitor.	
Low Medium High					

Low Medium High			
Low Medium High			

VIII. Barriers to meeting my goals

Initial/Annual: An obstacle that may occur for Kathy to meeting her discussed goals in the next year are her physical limitations that debilitates her from being as independent as she was in the past.

Update: 02/12/17- Barriers remain the same at this time. No changes or new concerns at this time.

IX. My follow up plan:

Care Coordinator/Case Manager follow-up will occur:

Once a month for 3 months

Every 3 months

Every 6 months

Other As needed/Change of Condition

Purpose of Care Coordinator contact: Monitor care plan, evaluate goals, finding resources.

I can contact my Care Coordinator to help me with my medical, social or everyday needs. I should contact my Care Coordinator when:

- Changes happen with my health
- I have a scheduled procedure or surgery or I am hospitalized
- I have experienced falls in my home or community
- I can no longer do some things that I had been able to do by myself (such as meal preparation, bathing, bill paying)
- If I need additional community services such as: equipment for bathroom safety or home safety; assistance with finding a new living situation (senior apartment); information about topics such as staying healthy, preventing falls, and immunizations.
- I need help finding a specialist
- I need help learning about my medications
- I would like information to help myself and my family make health care decisions
- I would like changes to my care plan or my services and supports
- I would like to talk about other service options that can meet my needs
- I am dissatisfied with one or more of my providers

My Safety Plan My safety concerns were discussed with my Care Coordinator: X Yes All services in place are meeting Kathy's health, safety, emotional, and mental health needs. My plan for managing risks that I have discussed with my Care Coordinator is: NA **Emergency Plan:** In the event of an emergency, I will (check all that apply): 🔀 Call 911 Use Emergency Response Monitoring System **Call Emergency Contact** Call Other Person Name: Phone: 🛛 **Other (describe)** 24 hour Assisted Living will follow emergency procedures. Self Preservation/Evacuation Plan: If I am unable to evacuate on my own in an emergency, my plan is to: following staff instruction and assistance with evacuation in the event of an emergency. If other concerns or plans, describe: Assisted living staff will provide assistance during an emergency. Essential Services Backup Plan: (when providers of essential services are unavailable; essential services are services that if not received, health and safety would be at risk) I am receiving essential services X Yes No Essential services I am receiving: 24 hour customized living services If Yes, describe provider's backup plan, as agreed to by me: If 24 hour Assisted Living becomes unavailable, Care Coordinator will work with PCP team, Kathy, and family to find alternative 24 hour placement. **Community-Wide Disaster Plan:** In the event of a community-wide disaster, (e.g., flood, tornado, blizzard), I will (describe plan): Follow the Assisted Living's disaster plan in the event of an emergency with staff assistance and direction.

Additional Case Notes: NA

XI. Choosing Community Long Term Care

Yes No I have been offered a choice between receiving services in the community or in the Nursing Home.				
Yes Do I have been given a choice of different types on my plan.	of services that can meet my needs, as seen			
Yes Do I have been offered a choice of providers fro	m available providers.			
Yes Do I have annually received my appeal rights.				
Yes Do I am aware that healthcare information about (Data Privacy rights)	ut me will be kept private.			
Yes Do I have discussed my plan of care with my Car chosen the services I want.	re Coordinator/Case Manager and have			
Yes Do I agree with the plan of care as discussed wit	th my Care Coordinator/Case Manager.			
MY/MY REPRESENTATIVE SIGNATURE:	DATE:			
Kathy Doe	8/29/16			
CARE COORDINATOR/CASE MANAGER SIGNATURE:	DATE:			
Care Coordínator				
CARE PLAN MAILED/GIVEN TO ME ON:	DATE: 8/29/16			
CARE PLAN OR SUMMARY MAILED/GIVEN TO MY DOCTOR	DATE:			
(verbal, phone, fax, EMR):Information sent by fax.	8/29/16			

Member Name: Kathy Doe ID# 80123456

XII. Home and Community Based Service and Support Plan/Budget Worksheet

Please include ALL formal and informal services, e.g., skilled home care, home care, home-and-community-based services, medical supplies, etc.

Support/Service	Services Offered, if appropriate (mark "X" if service was offered; if accepted, fill in remaining boxes on support plan)	How is Service Provided? (e.g. Source: caregiver, purchased service, neighbor, volunteer)	Provider	Payment Type (Medicare, Medicaid, Waiver or Other)	Schedule/ Frequency	Service Start Date and End Date (if applicable)	Estimated Cost per Unit	Cost Per Week or Month
Adult Day Care Bath								
Adult Day Services								
Customized Living Verification code:								
24-Hour Customized Living Verification code: 123456789111		Purchased	Thousand Lakes AL	EW-BCBS	Daily	8/1/16-3/31/17	\$76.00/day	\$2,323.00 /month
Care Coordination/Case Management		Purchased	Delegate Agency	BCBS	As needed/Mont hly	8/1/16-3/31/17	\$180/mo	\$180/mo

Support/Service	Services Offered, if appropriate (mark "X" if service was offered; if accepted, fill in remaining boxes on support plan)	How is Service Provided? (e.g. Source: caregiver, purchased service, neighbor, volunteer)	Provider	Payment Type (Medicare, Medicaid, Waiver or Other)	Schedule/ Frequency	Service Start Date and End Date (if applicable)	Estimated Cost per Unit	Cost Per Week or Month
Care Coordination- Para-Professional								
Caregiver Support								
Companion Services								
Foster Care								
Help w/MA, Finances, Other		Volunteer	Sister/POA- Sandy	NA	As needed	Ongoing	NA	NA
Homemaking								
Home Modification								
Home Delivered Meals								
Nurse Visits								
Home Health Aide								

Support/Service	Services Offered, if appropriate (mark "X" if service was offered; if accepted, fill in remaining boxes on support plan)	How is Service Provided? (e.g. Source: caregiver, purchased service, neighbor, volunteer)	Provider	Payment Type (Medicare, Medicaid, Waiver or Other)	Schedule/ Frequency	Service Start Date and End Date (if applicable)	Estimated Cost per Unit	Cost Per Week or Month
Personal Care Assistant (PCA)								
PCA Supervision								
Personal								
Emergency								
Response System (PERS)								
Respite								
Therapies at								
Home: PT, OT, ST								
Transportation								
Yard Work/Chores								
CDCS Services		FSE:	Support Planner:					
List of Equipment								

Support/Service	O aı (n se of au fil re bu su	ervices ffered, if opropriate nark "X" if ervice was ffered; if ccepted, II in emaining oxes on upport an)	How is Service Provided? (e.g. Source: caregiver, purchased service, neighbor, volunteer)	Provider	Payment Type (Medicare, Medicaid, Waiver or Other)	Schedule/ Frequency	Service Start Date and End Date (if applicable)	Estimated Cost per Unit	Cost Per Week or Month
Member Has									
Cane			Purchased	Unknown	MA	1x/purchase	NA	NA	NA
4WW]	Purchased	Unknown	MA	1x/purchase	NA	NA	NA
List of Supplies									
Other: (supports, resources)		_							
Case Mix Level: B			CAP amount \$3,341/mo \$40,092/yr. 24 hour CL cap: \$92.58/day	Member Waiver Obligation if Known:	BCBS	Total Cost of Authorized Services: \$2,503/mo.	Notes: Total cost of monthly authorized services includes 24 hour customized living services and Care Coordination.		

Support/Service	Services Offered, if appropriate (mark "X" if service was offered; if accepted, fill in remaining boxes on support plan)	How is Service Provided? (e.g. Source: caregiver, purchased service, neighbor, volunteer)	Provider	Payment Type (Medicare, Medicaid, Waiver or Other)	Schedule/ Frequency	Service Start Date and End Date (if applicable)	Estimated Cost per Unit	Cost Per Week or Month
			Unknown					