



Blue Plus Care Coordinator Role at Admission and Discharge

Every Blue Plus Minnesota Senior Health Options (SecureBlue MSHO) and Minnesota Senior Care Plus (BlueAdvantage MSC+) patient has an assigned Care Coordinator who knows your patient's health history and social service needs.

Care Coordinators:

- Are health care professionals who are central members of the Interdisciplinary Care Team (ICT),
- Coordinate patient's Medicare and Medicaid health and long-term care services,
- Support patient in obtaining necessary and preferred resources, services, and informal supports,
- Complete comprehensive assessment, as indicated
- Work with ICT and patient to manage and coordinate patient care

At Admission, the Care Coordinator can:

Share patient's needs, preferences, and current care plan with facility's care team

Share consumer choice and outcomes, including successful and unsuccessful past interventions

Explain social/living environment and role of caregivers

Explain current formal and/or informal support in place for Activities of Daily Living and Independent Activities of Daily Living

Assist with benefits/covered services and eligibility requirements for ongoing care

At Discharge, the Care Coordinator can:

Review discharge instructions with patient and/or responsible party

Assess patient's understanding of current self-medication regimen, and who to call with questions or concerns

Schedule follow-up appointments, as needed and coordinate transportation.

Assist with implementing physician orders for equipment and supportive services after discharge

Provide ongoing care coordination and interface with interdisciplinary care team

Close communication with the patient's Care Coordinator can help to prevent hospital readmission. Contact the patient's Care Coordinator to coordinate the discharge process. If you aren't sure who the patient's Blue Plus Care Coordinator is, contact Blue Cross Blue Shield at 651-662-5540 or 1-800-711-9868 press 3.

Release of Information Statement:

Discussion of patient information meets HIPAA regulations under the contracts between hospitals and health plans, including health plan agents.

The Minnesota Department of Human Services (DHS) Minnesota Health Care Programs (MHCP) Medical Assistance Application for beneficiaries over the age of 65 (DHS Form 3876) authorizes sharing of medical information between health providers and health plan contractors to facilitate coordination of health care service.