

CARE COORDINATOR SERVICES

Get help with your health care needs

We could all use a helping hand from time to time. Your SecureBlue plan gives you access to a care coordinator who helps you work with your clinic, doctor, dentist and others.

A care coordinator can help review your health care needs. You can get:

- Help finding a specialist
- Help learning about your medications
- Answers to your questions
- Information to help you and your family make the right health care decisions
- Information on preventing illness, accidents and trips to the hospital
- Assistance with your care during and after a hospitalization

EASY TO REACH

Your care coordinator is just a phone call away. You can talk with your care coordinator on the phone Monday through Friday between 8 a.m. and 4:30 p.m., Central Time. Your care coordinator will also reach out to you on the phone and with an in-person visit.

RESPECTING YOUR WISHES

SecureBlue and your care coordinator respect your independence. We will work with you to create a plan that meets your needs and helps you be your healthiest.

YOU PAY NOTHING EXTRA

Best of all, there is no charge for your care coordinator.



IMPORTANT PHONE NUMBERS

Nurse line

Call toll free at **1-888-740-6013**

TTY users call **711**

24 hours a day, 7 days a week

BlueRide transportation to medical appointments

Call toll free at **1-866-340-8648**

TTY users call **711**

Monday through Friday,
8 a.m. to 5 p.m.

Behavioral health and chemical dependency services

Call toll free at **1-844-410-0745**

TTY users call **711**

24 hours a day, 7 days a week

CARE COORDINATOR CONTACT INFORMATION

Hello, my name is _____

My phone number is _____

I am your care coordinator. My job is to make your life easier by helping you with your health care and other important needs.

SecureBlue – 1-888-740-6013;
TTY users call **711**, this call is free

Attention. If you need free help interpreting this document, call the above number.

Digniin. Haddii aad u baahantahay caawimaad lacag-la'aan ah ee tarjumaadda qoraalkan, lambarka kore wac.

Atención. Si desea recibir asistencia gratuita para interpretar este documento, llame al número indicado arriba.



1-888-740-6013, TTY **711**, this call is free
Civil.Rights.Coord@bluecrossmn.com

Discrimination is against the law.

Blue Plus will accept all eligible Beneficiaries who select or are assigned to Blue Plus without regard to medical condition, health status, receipt of health care services, claims experience, medical history, genetic information, disability (including mental or physical impairment), marital status, age, sex (including sex stereotypes and gender identity), sexual orientation, national origin, race, color, religion, creed or public assistance status.

SecureBlueSM (HMO SNP) is a health plan that contracts with both Medicare and the Minnesota Medical Assistance (Medicaid) program to provide benefits of both programs to enrollees. Enrollment in SecureBlue depends on contract renewal.

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