

Title: SecureBlue Members Eligible for Virtual Health Assessments beginning July 2020

Program Details: To reduce our members risk of exposure to COVID-19 we have altered the Signify in-home health assessment offering that was available last year. Now, SecureBlue members can complete the health assessment safely via a telehealth version called the virtual health assessment (VHA). The VHA will be very similar to the previous program but will be completed via computer, smart phone, or tablet instead of the nurse practitioner or doctor going into the member's home. When it's safe to return to member's homes, Signify will adjust their process back to the In-Home Health Assessment.

Members who choose to schedule the VHA will pick a day/time and the video chat program that works for them. FaceTime, Doxy.me, Google Hangouts, Google Duo, Zoom, Skype or WhatsApp are all options. Before their appointment, the scheduled nurse practitioner or doctor will assist them with getting connected. The assessment will include a chance for the member to discuss:

- General health questions, including the best ways to stay safe from COVID-19
- Health and medical history
- Family medical history
- Care they are receiving from specialists and other health care providers
- Review of their medications — both prescription and over the counter — as well as any supplements or vitamins
- How to live safely in their living environment

When it's safe to return to member's homes, the assessment will additionally include an opportunity to complete medically appropriate screenings and labs such as:

- Microalbumin kidney monitoring screening
- HBA1c screening
- At-home colorectal screening kit
- Osteoporosis bone scan
- Diabetic retinal eye exam
- Peripheral Arterial Disease Screening

After the visit is complete, the member will be mailed a recommended plan of care including appropriate referrals, a summary of what was discussed during the visit, and satisfaction survey. Members will also receive a follow up call from Signify Health two weeks later and will be encouraged to follow up with their primary care provider (PCP).

The visit summary and health assessment detailed report will also be mailed to the member's self-identified PCP. If the member does not identify a PCP, BCBSMN will apply our attribution algorithm to assign the PCP. When the PCP receives the results, the office may wish to call their patient and schedule a visit to perform additional assessment as appropriate or schedule a follow up visit to address issues identified.

Targeted Population	<p>We have identified approximately 3,500 SecureBlue members to receive targeted outreach via mail and phone outreach by Signify Health. Outreach will be on an ongoing basis through end of 2020. Members are identified for targeted outreach if they:</p> <ul style="list-style-type: none"> • Have an open risk gap or gap in care, such as needing to return to care with their PCP for an underlying condition or need an annual preventive care screening • Being referred by an BCBSMN member management entity such as Case Management, Care Coordinators, Customer Service, Medication Management Therapy, or Retail Service Center <p>*** Only the above criteria will result in a member receiving the targeted outreach from Signify, however all SecureBlue members can participate by calling Signify Health at 1-844-226-8218 (TTY 711), 7 a.m. to 6 p.m., Central Time, Monday – Friday. Members may see the program advertised in Thrive or on our website here: bluecrossmn.com/medicare-preventive</p>
Program Goal	<p>For Members: Blue Cross is commitment to our member’s health and well-being. We want to provide members with the right care that is convenient to them.</p> <p>For Business Purposes: To capture accurate risk diagnoses for risk adjustment submission</p>
Communication and Key Dates	<p>Member introduction letters will be sent to targeted SecureBlue members beginning early-July (see attached sample letter). Signify will begin phone engagement outreach soon after.</p> <p>Members who schedule an appointment will receive an appointment reminder call via an intelligent voice response (IVR) 24-48 hours before their appointment.</p> <p>2-3 weeks after the visit is complete, the member will be mailed a recommended plan of care including appropriate referrals, a summary of what was discussed during the visit, and satisfaction survey. Members will also receive a follow up call from Signify Health and will be encouraged to follow up with their primary care provider (PCP). <i>(see attached sample plan of care)</i></p> <p>3-4 weeks after the visit is complete, the member’s self-identified PCP will be mailed the visit summary and health assessment detailed report.</p>
Member Referrals	<p>Outbound to Signify: BCBSMN team member warm transfers member to Signify Health or provides the member with Signify’s contact information to schedule an appointment. Signify Health, 1-844-226-8218 (TTY 711), 7 a.m. to 6 p.m., Central Time, Monday – Friday.</p> <p>Inbound to BCBSMN: Urgent referrals are sent via secure email to BCBSMN Case Management within 24 business hours of the completed visit. Members may also be referred to emergency services (like a hospital). Some examples:</p> <ul style="list-style-type: none"> - Concerningly abnormal or dangerous biometrics (like high blood pressure) - Abuse - Severe mental health concerns <p>Social determinate of health referrals are sent to BCBSMN Case Management within 7 days of completed visit. Some examples:</p> <ul style="list-style-type: none"> - Emotional health - Food scarcity

	<ul style="list-style-type: none"> - Fall risks - Smoking cessation - Weight management - Transportation needs - Financial assistance - Urinary incontinence <p>Both urgent and social determinant of health referrals will be sent to mnshoteam@amerigroup.com and suzanne.elling@amerigroup.com for follow up. Additionally, Partner.Relations@bluecrossmn.com will be CC'd on referrals for reference.</p> <p>All members are recommended to follow up with their primary care provider.</p>
Member Grievance Process	<ol style="list-style-type: none"> 1. Members can call Customer Service (CS) if they have a grievance with this initiative by calling the phone number located on back of member card. Phone number will correlate with what plan member is in. 2. CS will inform the BCBSMN Project Manager (Jenna Buckner, Sr. Clinical Project Manager, Jenna.Buckner@bluecrossmn.com) of any member grievance via email. CS will outreach member and resolve issues. 3. If member contacts Signify Health directly for grievances, they will send information directly to the BCBSMN Project Manager who will forward to correct contact in CS to resolve.
Contact	<p>If a member has questions about the program or would like to schedule an appointment, direct them to Signify Health: 1-844-226-8218 Monday through Friday between 7 a.m. and 6 p.m. Members can also be directed to signifyhealth.com/virtualassessment</p> <p>Customer Service Representatives should assist members with additional questions they have regarding their plan's preventive care or annual wellness visit coverage. Members can also be directed to bluecrossmn.com/medicare-preventive to view information online.</p> <p>If there are internal questions, please contact Jenna Buckner, Jenna.Buckner@bluecrossmn.com.</p>
FAQ	<p>Q. Will the member be charged for services?</p> <p>A. No, there is no cost to the member for this service. Additionally, no claim will be incurred for this visit and therefore it will not affect their annual Medicare preventive care benefits.</p> <p>Q. How can a member opt out of the program?</p> <p>A. 1. If a member is not interested in participating in this program, they can opt out of the calls/program by contacting Signify Health at 1-844-226-8218 and stating that they are not interested. Signify will take them off the outreach list.</p> <p>A. 2. If a member doesn't want to be contacted for any program moving forward, they can be added to the Do Not Call list (DNC list). Please follow the below process:</p> <ul style="list-style-type: none"> - BCBS Customer Service rep send's email to StarsCoE@bluecrossmn.com and CC's the Project Manager, Jenna Buckner, containing the below info: <ul style="list-style-type: none"> - Member's ID - First and Last name - Member's Date of Birth

StarsCoE adds member info to the Do Not Call list. The member will be removed from the call list 5-10 business days later

Q. What if the member does not have internet access or video capability on their device?

A. For the assessment to meet CMS standards for telehealth, the member must complete the appointment with both video and audio. If the member does not have both available, the assessment will be rescheduled or cancelled.

Q. When will in-home health assessments be available?

A. BCBSMN Leadership and the Pandemic Planning Committee will determine when it is safe to resume in-home health assessments. We will keep this team posted on updates we hear.

Q. What if the member is having technical issues connecting to the appointment?

A. At the time of the member's appointment, the scheduled nurse practitioner or doctor will call the member on their regular phone. They will ensure that the member is available for the appointment and will assist them in getting connected to the preferred video chat program. Members can also find helpful connection information on Signify's website:

signifyhealth.com/virtualassessment