

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

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Blue Plus does not discriminate because of race, color, national origin, creed, religion, sexual orientation, public assistance status, marital status, age, disability or sex.

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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Care Coordination & Case Management

PERSONALIZED CARE AT NO COST TO YOU



Care Coordinators and Case Managers: Partners for Your Health

Care Coordinators and Case Managers deliver important services to help SecureBlueSM (HMO SNP) members get and stay healthy. Below are some quick guidelines to help you decide how you could benefit from partnering with a trained healthcare professional such as a Care Coordinator, a Case Manager, or both.

CARE COORDINATION

We can all use a helping hand from time to time. With SecureBlue, you are assigned to a Care Coordinator who is a licensed nurse, social worker or qualified healthcare provider. He or she will support you and your family in managing your healthcare needs. Your Care Coordinator can help you:

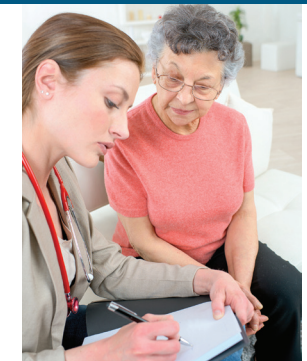
- Develop your care plan and track your progress
- Access home care and community-based services, local resources and SecureBlue benefits
- Find transportation for medical and other needs
- Coordinate care between your primary care clinic and specialists
- Get information you and your family can use to make decisions about your health care
- Help with your care needs before and after a hospitalization



CARE COORDINATORS SERVE ALL OF OUR SECUREBLUE MEMBERS

Every SecureBlue member is assigned a Care Coordinator who will work directly with you.

If you have not been contacted by a Care Coordinator, you can call Member Services at the number above for help finding your Care Coordinator.



CASE MANAGEMENT

When you are ill, you have a lot to think about. The SecureBlue case management program connects you with a Case Manager who can understand your situation and health problems. Case Managers are specially trained licensed nurses and health care specialists who work with you at times when you need extra help. Your Case Manager can:

- Partner with your Care Coordinator to help manage your health care or service needs
- Help you learn about your condition or disease
- Find in-network care providers and behavioral health support
- Set up doctor visits and follow-up appointments
- Answer questions between doctor visits

You can learn more about care coordination and case management by calling Member Services at **1-888-740-6013 (TTY: 711)**, 8 a.m. to 8 p.m., seven days a week (except Thanksgiving and Christmas) from October 1 through March 31, and Monday to Friday (except holidays) from April 1 through September 30. The call is free.



CONNECTING WITH A CASE MANAGER

If you have a major injury, illness or chronic health condition, you will be assigned a Case Manager. Your Case Manager will contact you. He or she will help you understand and follow your treatment plan.

You can get help finding a Case Manager by calling Member Services at the number above.