

Welcome to the “Blue Plus Care Coordination News” for the **4th** quarter of 2020. The “News” will include a review of Communiques as well as updates, reminders and notifications. Our plan is to send this out each quarter to all care coordinators. Please email the Partner Relations email box if you have any questions, feedback or suggestions about the format or content.

## BLUE PLUS CARE COORDINATION NEWS

### 4<sup>th</sup> Quarter Review and Updates

### October - December 2020



Blue Cross® and Blue Shield® of Minnesota and Blue Plus® are nonprofit independent members of the Blue Cross and Blue Shield Association

2021  
Happy New Year

### **Communiques**

- [12-29-2020-Announcing-MSHO-Sales-Specialist-Webinar.docx](#)
- [12-18-2020 Communique Addendum- Temporary PCA and CDCS DHS rate increase \(DOCX\)](#)
- [12-16-2020 Communique-Update to process of Date-of-Death-Reporting \(DOCX\)](#)
- [12-11-2020 Communique Re EW Budget and Limit Increases effective 01-01-2021 \(DOC\)](#)
- [12-2-2020 Care Coordinator BlueRide Portal Guide \(DOCX\)](#)
- [11-24-2020 Communique Temporary PCA and CDCS DHS rate increase \(DOCX\)](#)
- [11-18-2020 Communique Date of Death Reporting \(DOCX\)](#)
- [10-22-20 Communique 2021 MSHO Supplemental Benefits Resource \(DOCX\)](#)

### **BCBS of MN and Blue Plus News**

Blue Plus dedicates \$400,000 to support housing stability initiatives

Six organizations across the state of Minnesota receive funds ranging from \$25,000 to \$100,000. Read the press release [here](#).

How BCBS of MN is responding to COVID-19

BCBS of MN Member Commitments for COVID-19 including:

- Cover cost for testing, vaccine and in-network care

- Waiver prior authorizations for testing & related care
- Waiver limits on early medication refill
- Increase access to virtual care

To learn more, click on our website [here](#).

### [Racial and Health Equity: What we've done, where we're going](#)

BCBS of MN is firmly committed to addressing racial and health equity (RHE) within our own organization and to eliminating systemic racism as we work to reinvent health care.

- [Blue Cross Foundation COVID-19 relief grant supports anti-racism campaign to support Asian Americans](#)
- [Blue Cross leaders pledge to combat racism and injustice](#)
- Learn more on our [BCBS of MN Blog](#)

### **SecureBlue MSHO Enrollment**

We are excited to announce we have hired an MSHO Sales Specialist! Stacy Rogers has returned to BCBS of MN to assist with MSHO enrollment. See [Communique](#) sent on 12-29-2020.

For referrals, please send Stacy the [Care Coordinator SecureBlue Referral Form](#) to [Stacy.Rogers@bluecrossmn.com](mailto:Stacy.Rogers@bluecrossmn.com).



### **Upcoming Trainings**

[Save the Date! TUESDAY, JANUARY 12<sup>TH</sup>, 2021 from 10:00 a.m. to 12:00 p.m.](#)

To learn more about our 2021 MSHO Supplemental Benefits directly from our vendors. Agenda and details will be sent closer to the date.

[Save the Date! TUESDAY, FEBRUARY 2<sup>ND</sup>, 2021 from 10:00 a.m. to 11:00 a.m.](#)

To meet our Stacy Rogers, MSHO Enrollment Specialist, and learn about enrollment into SecureBlue MSHO. Webinar details in [Communique](#).

### [Caffeinated Q & A with the Housing Stabilization Services Team](#)

Grab your favorite caffeinated (or decaffeinated) beverage and join the Housing Stabilization Services Team for question and answer sessions. If you have questions for the team, or just want to listen to the questions being asked and answered, please join us once a month starting in January 2021. We will be meeting from 10:00-11:30am. Each month we will focus on specific topics related to our services and answer topic-related questions first in our sessions.

1/13: Topic - Eligibility Requests. Register [here](#).

2/10: Topic - Tribes and Organizations that Serve Tribal Members. Register [here](#).  
3/10: Topic - Conflict of Interest Requirements and Exceptions. Register [here](#).



**Save the Date! Friday January 22, 2021 from 9:30 to 11:30 a.m.: Inviting Professionals Involved in HCBS: Waiver EAA Home Modifications**

...Enrolled Contractors, Vendors, Home Modification Assessors, Technology Assessors, DHS, Lead Agency/Contracted Agency, Case Managers...

to the 2021 VIRTUAL meeting to discuss the process of waiver funded Environmental Accessibility Adaptations and how each professional is an integral part of improving home access and safety for eligible waiver participants.

This meeting is open to all interested professionals, please feel free to forward this invitation to others. Connection details will be forwarded closer to the meeting date.

**COVID-19**

As a reminder, all COVID-19 related Communiques and DHS Alerts are updated on a regular basis on our Care Coordination website on the [COVID-19 page](#).

**Advisory Committees**

**Blue Plus Care Coordination Advisory Committees**

Thank you to those who have agreed to participate in this year's regional committees! If you have not done so already, please email your PR Consultant a signed confidentiality agreement. Your PR Consultant sent a Save-the-Date for the first meetings in February 2021.

**Amerigroup Updates/Reminders**

**Denial/Termination/Reduction (DTR)**

Completion of all fields is required on the DTR form including all procedure codes and descriptions. We have updated the DTR form to include mouse-overs for additional information as needed.

**Bridgeview Reminders**

**Web-tool updates**

We recently deployed several changes to the Bridgeview web-tool including:

1. DOD reporting

2. 2021 COLA Rate Increases
3. 8.4% CDCS and PCA rate increases
4. Supplemental Benefit Changes

Before logging into Bridgeview, it is highly recommended you clear your web browser's "cache" to avoid experiencing any errors. Please use Google Chrome or Microsoft Edge to access Bridgeview (not Firefox or Internet Explorer).

You can also call the BCBSMN Help Desk at 1.800.333.1758 to assist with clearing your cache.

#### [Bridgeview DTR's \(Denial/Termination/Reduction\)](#)

Members and providers will receive DTR's for any Bridgeview claim denials. Most of the time, these denials are due to billing errors from the provider. Members may contact their Care Coordinator with questions. Providers can email [EW.Providers@bluecrossmn.com](mailto:EW.Providers@bluecrossmn.com).

### **MSHO Supplemental Benefits**

#### [Website updates](#)

We have updated the [SecureBlue MSHO Supplemental Benefits](#) page on our Care Coordination website with all information regarding our new MSHO supplemental benefits for 2021.

The [MSHO Supplemental Benefits Grid](#) has also been updated and includes details on how to authorize each benefit including provider information, benefit limits, and rates.

Care Coordinators can click on each benefit link to access benefit specific handouts, resources, and forms.

Approved member handouts:

- [2021 SecureBlue Benefit Highlights Brochure](#)
- [2021 SecureBlue Benefit Highlights \(nursing home only\)](#)

Care Coordinator resources:

- [6.26 Explanation of Supplemental Benefits 2021](#)
- [CC Supplemental Benefit QA Cheat Sheet 2021](#)

**\*\*As a reminder, Care Coordinators should discuss the MSHO benefits with members initially and annually.\*\***

#### [Ceresti Health Caregiver Empowerment Program](#)



We continue to receive excellent feedback from caregivers receiving support through the Ceresti program. Thank you for your referrals! Click [here](#) to view the feedback.

***“Still doing lessons coach. This whole program is outstanding. I've learned so much. Also been very hard because it brings memories back and realize that making more memories together is fading away as time passes, so it's very hard many days for me my dearest coach.”***

Spousal Caregiver

***“I have been struggling so much, my stress levels are so high between losing my job and trying to care for my Mom when we have such a hard relationship. I even thought to send you a message, asking you to call me, but I didn't. How did you know I needed a call today? How did you know to call when I was hurting so badly?”***

Adult Child Caregiver

***“I am really enjoying it; I wish I had done this when Mom was first diagnosed. I see so many similarities in the videos, that I am learning on how to do things differently. I wish I had known how to do these things back then.”***

Adult Child Caregiver

Caregiver Services available through Elderly Waiver

Family caregiver services:

- [Family caregiver coaching and counseling with assessment](#)
- [Family caregiver training and education](#)
- [Family memory care](#)

### **Care Coordinator Success Stories**



We want to recognize and share the hard work Care Coordinators do on behalf of our members every day. If you have a success story to share, please send it to us using this template: [CCMemberSuccessStories \(DOCX\)](#)

### **Other Reminders**

**Aunt Bertha:** The BCBS Aunt Bertha Community Resource Link was presented during a webinar on 7-30-2020. Aunt Bertha is a one-stop shop to connect members to local social service resources. We have added more details including how to access the resource on our [Care Coordination page](#).

[Have you had changes to your Blue Plus Care Coordination staff?](#) Let your Partner Relations Consultant know so we can add/remove care coordinators from our approved CC list. Notify Bridgeview by completing form [Bridgeview Care Coordinator Web Tool Access Request Form](#) for both additions and deletions of staff.

[Transferring a Case?](#) Our [9.07 Care Coordination Delegate Listing and Contact Table](#) lists all counties and Care Coordination Delegates including which product and living arrangement(s) they serve and their primary contact information. Please notify your PR Consultant if changes are needed to this table.

#### [Win a prize!](#)

Send an email to [Partner.Relations@bluecrossmn.com](mailto:Partner.Relations@bluecrossmn.com) and let us know you read this quarter's newsletter to be entered into a drawing to win a prize! Drawing to be held on February 1st, 2021!

A Care Coordinator from Cook County won the last newsletter prize.

Visit the [Care Coordination website](#) for all the latest!