

2023 MSHO SUPPLEMENTAL BENEFITS CARE COORDINATOR TRAINING

Presented by: Jenna Rangel, Sr Product Consultant
January 10, 2023

HOUSEKEEPING ITEMS

- Contact partner.relations@bluecrossmn.com if you have any connection issues
- All attendees are muted
- Webinar is recorded and will be posted to the Care Coordination website
- Questions
 - Submit questions in the chat
 - There will be two Q&A sessions
 - Raise your hand if you'd like to ask a question during the Q&A time
 - Questions will be addressed as time allows
 - All questions and responses will be sent out after the training

AGENDA

10:00-
10:05

- Welcome
- Care Coordinator MSHO Website
- Welcome all returning vendors

10:05-
10:11

- DME and In-home Safety Benefit updates
- Dental, Podiatry, Transportation, Vision, Caregiver Binder

10:11-
11:58

Vendors

- Alliance Music Therapy
- Ceresti
- CVS
- Dose
- Juniper
- LSS
- Mom's Meals
- QMedic
- SilverSneakers
- Tabula Rasa

SECUREBLUE MSHO CARE COORDINATOR WEBSITE

SecureBlue MSHO Supplemental Benefits

Many updates for 1/1/23 including resources and referral forms

Each benefit has its own link with helpful information about the benefit

MSHO Supplemental Benefits

(click on each benefit link to access benefit resources, handouts, training and forms)

AVAILABLE TO ALL MSHO MEMBERS (COMMUNITY & NH):

- **Additional Dental Services**
- **Additional Podiatry Services**
- **Caregiver Binder**
- **Face Masks**

CORNER HOME MEDICAL DME

- You are **no longer required** to enter a service agreement into Bridgeview for any MSHO Supplemental Benefit DME ordered through Corner Home Medical. If you are ordering any of the items below, send the CHM Referral Form to CHM requesting the item(s).
- Corner Home Medical has been informed of this change and will submit the claim to Bridgeview without a service agreement. Care Coordinators must update the member’s care plan to include the item(s) that you ordered.

FitBit Activity Tracker (E1399 U5/\$115)	Toothbrush replacements heads (E1399 U2/\$30)	Companion Pet Cat (E1399 UF/\$135)	Wheelchair Arm Tote (E1399 U9/\$30)
Face Masks - Box of 50 Disposable (E1399 UD/\$33)	Incontinence Pads – Qty: 6 (E1399 UB/\$140)	Rollator Walker Bag – Large (E1399 U6/\$40)	Wheelchair Backpack (E1399 U8/\$45)
Electric Toothbrush (E1399 U1/\$90)	Companion Pet Dog (E1399 UE/\$140)	Rollator Walker Bag – Small (E1399 U7/\$30)	

IN-HOME SAFETY BENEFIT

- You are **no longer required** to enter a service agreement into Bridgeview for any \$750 in-home safety benefit. Care Coordinators should contact the in-network DME provider and place the order informing the provider of billing code E1399 U4 for these items.
- Our in-network DME providers have been informed of this change and will submit the claim to Bridgeview without a service agreement. Care Coordinators must update the member's care plan to include the item(s) that you ordered.

SUPPLEMENTAL BENEFITS

Additional Dental Services

- 1 Additional Preventive Exam
- 1 Dental Crown
- 1 Root Canal (Molar/Retreat)
- 1 Full Mouth X-Ray
 - Does not require separate SA/PA or authorization
 - Contact Delta Dental for quote of benefits/ in network providers/assistance to schedule appt:
Member: 651-406-5907 or 1-800-774-9049
Care Coordinator: 651-994-5198 or 1-866-303-8138

Additional Podiatry Services

- Max 12 visits/year for routine foot care such as nail clipping, etc.
- Does not require separate SA/PA or authorization
- Member can contact member services for quote of benefits and in network providers: 1-888-740-6013 TTY: 711

SUPPLEMENTAL BENEFITS

Transportation Services - BlueRide

- Rides to NA/AA, SilverSneakers facilities, and Juniper Health and Wellness Classes
- 6 roundtrip rides per month to the grocery store
- To schedule, call BlueRide 1-866-340-8648 (TTY 711) OR use BlueRide portal via the Care Coordinator Bridgeview tool

Vision Care (Eyeglass Upgrades)

- Anti-glare lens coating: up to two lenses every year
- Photochromatic lens tinting: up to two lenses every year
- Progressive (no-line) lenses: up to two lenses every year
 - Does not require separate SA/PA or authorization
 - Member can contact member services for quote of benefits and in network providers: 1-888-740-6013 TTY: 711

SUPPLEMENTAL BENEFITS

Caregiver Binder

For caregivers to add information such as medical diagnosis, medications, emergency contact information, allergies and member likes/dislikes

Each delegate has up to 2 staff who can order through the Custom Point online store

- To update the ordering contact person, contact Jenna.Rangel@bluecrossmn.com
- Include the contact name, email address and delegate agency



Blue Plus
Caregiver Binder

WELCOME SECUREBLUE MSHO BENEFIT PROVIDERS

Care Coordinators – please submit questions via the chat

Music Therapy for SecureBlue

MSHO Supplemental Benefit

2023



Alliance Music Therapy
Your ally through music

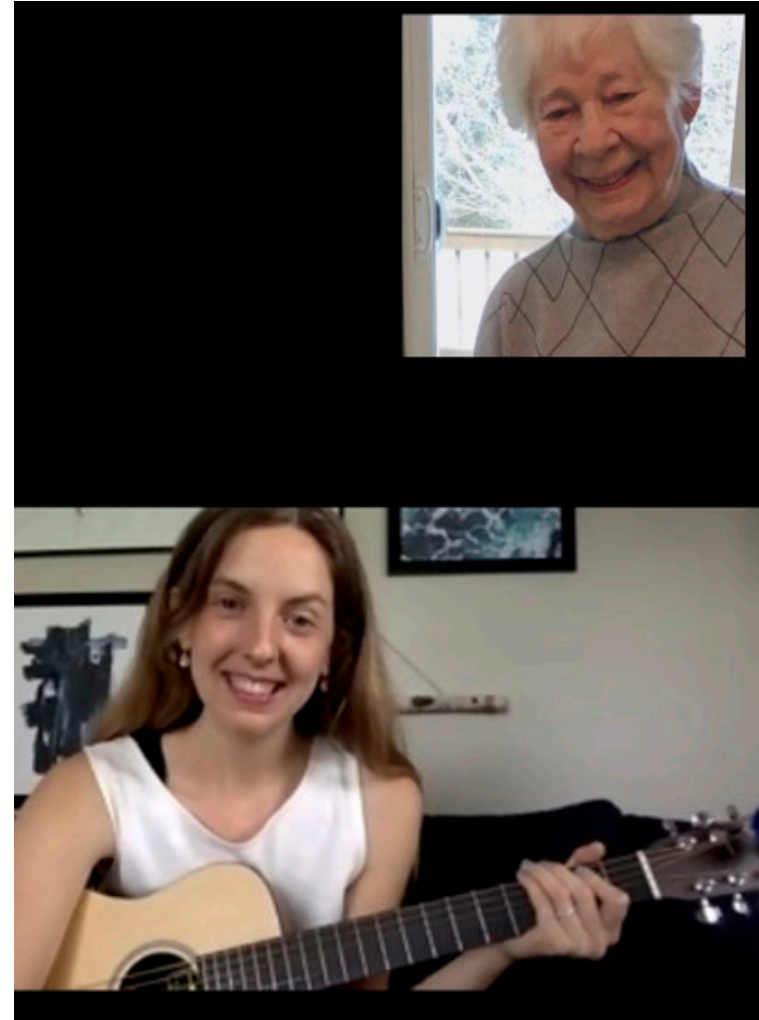
Agenda

- Music Therapy Services
- 2022 Benefit Outcomes
- 2023 Benefit

Music Therapy

Music Therapy is the clinical and evidence-based use of music interventions to accomplish individualized goals within a therapeutic relationship by a credentialed professional who has completed an approved music therapy program

- *American Music Therapy Association*



Music Therapy Goals & Outcomes

- Stress or anxiety management; improve coping mechanisms
- Alleviate pain or discomfort
- Enhance cognitive processing or memory recall
- Improve communication
- Increase interaction and social engagement; reduce isolation
- Enhance mood
- Improve spiritual support or self-expression; emotional coping skills

Music Therapy Interventions

- Based on an individual's assessment and treatment plan
- Receptive and/or active use of music-based protocols
 - Person-preferred music
 - Live music to be adapted in the moment
 - Instrumental, singing, movement, structured listening, visualization, improvisation, songwriting, lyric analysis, adapted learning
- Structured verbal dialogue, counseling, psychoeducation
- May include family members based on the member's preferences

2022 Outcomes

- **2022 Benefit**

- 26 sessions per member
- Candidates: MSHO Skilled Nursing Homes
 - diagnosed with Dementia, Alzheimer's Disease
 - demonstrate signs of depression or low mood
 - who are at higher risk of isolation
 - who require additional mental health support

- **Outcomes**

- Referrals: 141 members
- Number of sessions: 1,525 sessions
- Locations: Primarily telehealth/remote; started in-person (Twin Cities only)

	2021	2022
Benefit Offering (no. of sessions per member)	12 sessions / year	26 sessions / year
No. Members Referred	78	141
Total Sessions	508	1,525
Locations	Telehealth	Telehealth In-person (Twin Cities only)

2022 Outcomes

- **Member:** “There are not enough words in the dictionary that convey how much this means to me.”
- **Member:** “That was terrific, as you can see, I’m feeling very relaxed now!” (after reporting experience of chronic pain)
- **Member’s daughter:** “I’m so glad that my father has been enjoying the sessions. I really appreciate this service because it gives him some 1:1 time which he desperately needs, just to have company.
- **Facility Staff:** “He loves his music therapy sessions so much! Last session when I was picking up the tablet from his room, he started singing me songs! It gives me goosebumps just talking about it.

2023 - Music Therapy Benefit

- Primary Music Therapist assigned and follows member's care
- 26 sessions per calendar year
- Telehealth (extended areas) & In-Person (Twin Cities / St. Cloud)

Candidates include MSHO Nursing Home Members and...

***NEW* Customized Living, & Adult Foster Care**

- diagnosed with Dementia, Alzheimer's Disease
- demonstrate signs of depression or low mood
- who are at higher risk of isolation
- who require additional mental health support

*no musical experience required

Contact Us

Questions & Referrals

referrals@alliancemusictherapy.com

612 - 584 - 0919

www.alliancemusictherapy.com



Alliance Music Therapy

Your ally through music



Ceresti Caregiver
Support Program



January 2023

Nicole McPherson

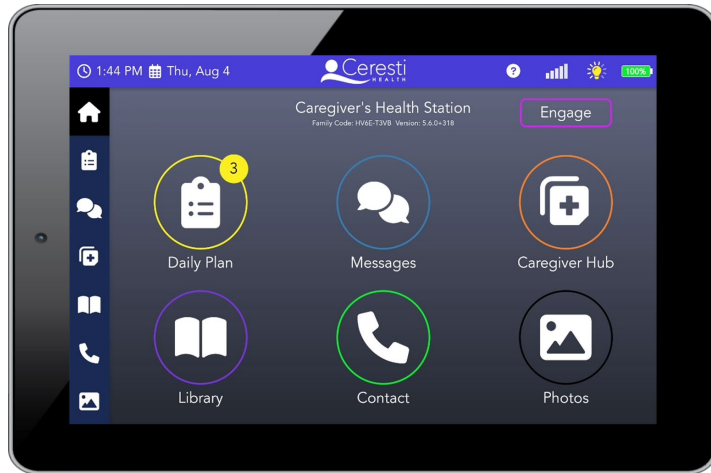
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Katelyn Maiden

Account Manager
Katelyn.maiden@ceresti.com
+1 (760) 828-2718

How Ceresti Does It

Caregivers Receive a Ceresti-Supplied, Cell-Enabled, Senior-Friendly Tablet to Access Their Caregiver Program



Dedicated Tablet



Proactive Remote Coach

- Trained in motivational interviewing
- Prior experience with dementia, stroke or Parkinson's
- Non-medical
- Dedicated relationship



Activating family caregivers reduces hospitalizations

**Existing/active family caregivers
are a valuable resource ...**

**... detect & address changes in
loved one's condition**



Family caregivers are spouses, adult children,
other family members or friends

Changes detectable by family caregivers

Changes in condition that can result in avoidable hospitalizations



Change in mental status



Fever



Frequency of urination



High (low) blood pressure



Loss of appetite



Almost fall



Weight gain (or loss)



Productive cough



Lethargy



Pain



Blood sugar



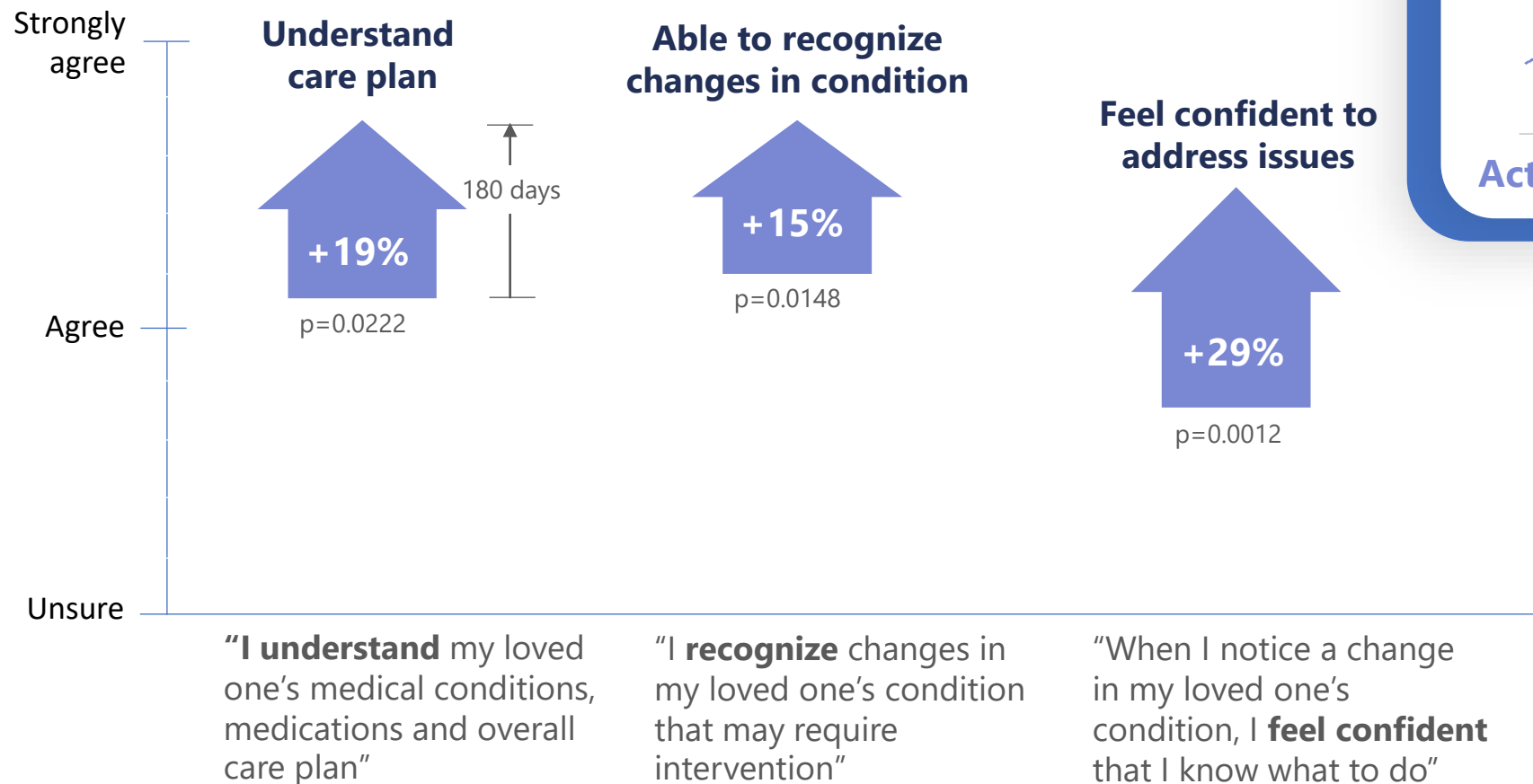
Shortness of breath

Top causes of avoidable hospitalizations for frail elderly

1	Falls	5	Pneumonia
2	Sepsis	6	UTI
3	Heart failure	7	COPD
4	Diabetes	8	Hypertension

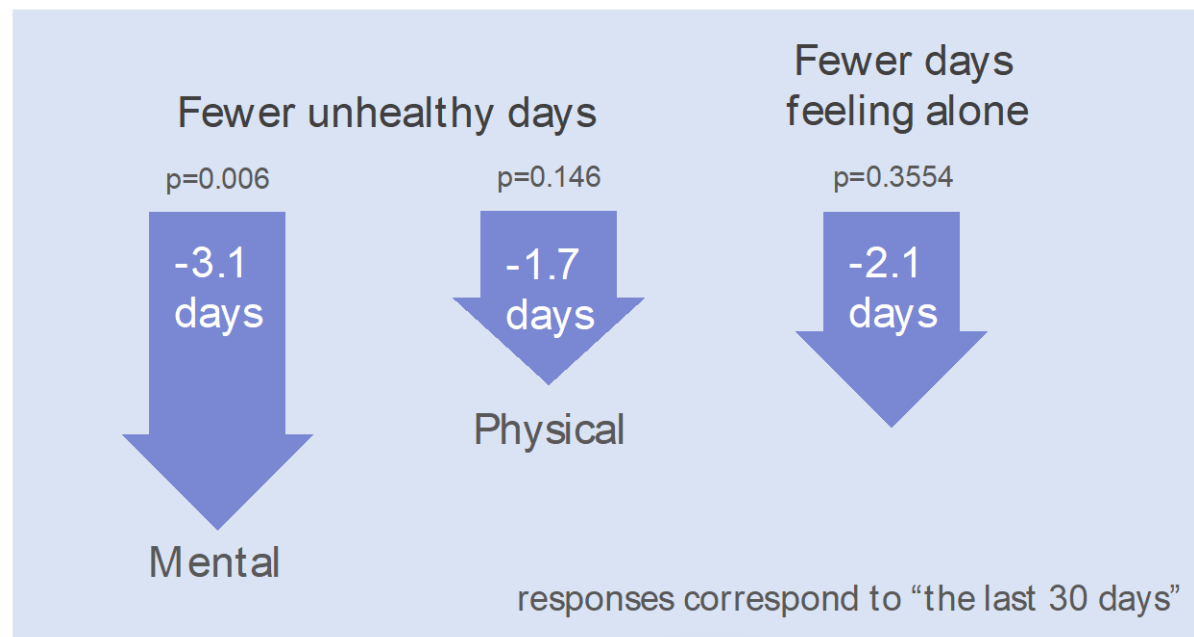
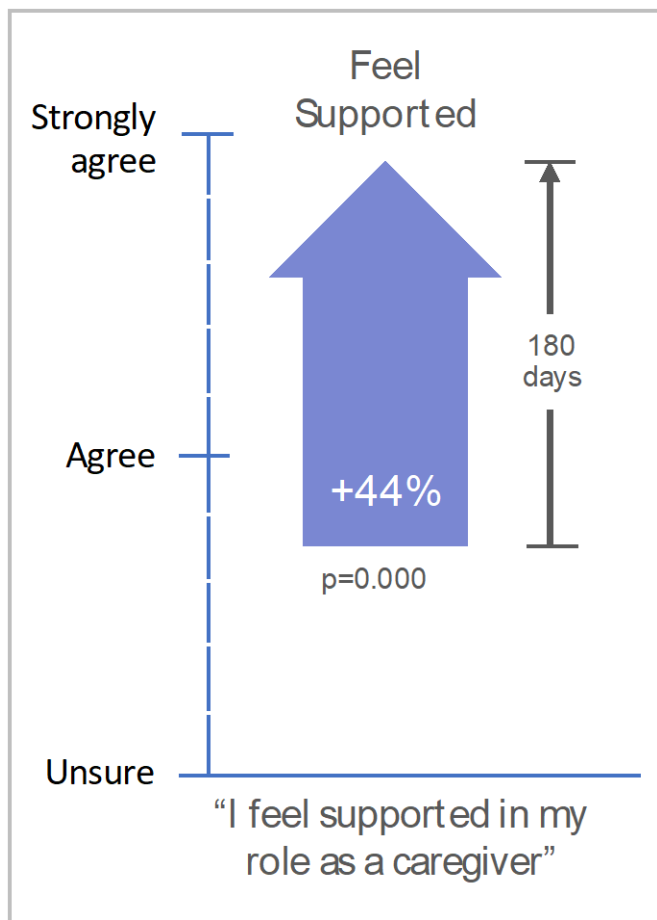
Source: Ceresti claims analyses

Increase caregiver activation

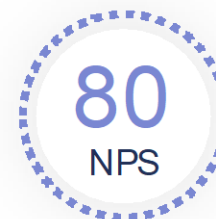


Source: Average of responses on Ceresti's Program Success questionnaire, administered monthly over the first 180 program days

Improve caregiver wellness



High satisfaction



What's new for 2023

Expanding Eligible Conditions

The benefit targets eligible members with **stroke**, **Parkinson's Disease**, or **Dementia**



brainHQ
from Posit Science

All caregivers will have brain training on their tablets

Reasons Why Caregivers Enroll and Engage in Ceresti's Programs

Improve your relationship with your loved one.

Gain access to a huge library of engaging videos to stimulate and bond with your loved one



Learn to manage your loved one's chronic conditions.

Learn how to help your loved one address their medications, weight, nutrition, exercise and other health concerns



Increase your family connectedness.

Invite friends and family to share in this adventure and learn alongside you



Detect problems early and keep your loved one out of the hospital.

Daily Assessments and education will help teach you how to identify signs and symptoms to help avoid preventable hospitalizations



Get support from a dedicated coach.

Build a relationship with your Ceresti Coach, someone to help you along your journey



Become a more confident caregiver.

Gain the knowledge, skills, and confidence you need to care for your loved one





Health Solutions

OTC Health Solutions Benefit Training

Barbara Rosa
Benefit Relations Manager



OTC Health Solution supplemental benefit offering

Member will receive an allowance to spend on eligible OTC products

Member can place unlimited orders per quarter up to the benefit amount of \$50

Any unused allowance will not roll over from the previous benefit period

Four convenient ways to place an order

Members can place their order online, by phone, IVR or at select CVS Pharmacy retail locations across the nation

Member cannot exceed their allowance when placing an order through home delivery (call center or online) however, members can pay the difference in-store if they exceed the benefit amount

Due to the personal nature of the products, no returns or exchanges are allowed

OTCHS has dedicated fulfillment and customer service call centers across the nation with English and Spanish speaking agents

Translation line available

No cost to member
No prescription required
No additional ID

Nationwide mail service capability and member does not pay shipping cost

Members can select from a variety of products from both CVS Health brands and national brands products

Assortment Expansion

The 2023 product offering includes over 900 products and we have expanded the number of national brand items offered

Focusing on providing members more choice within included categories today(size, form, brands) while also offering newer categories; muscle massagers, household cleaning products, facial care, hair care and other personal care items

Product limits

There is no limit on the number of items a member can order

There is a quantity limit of 9 per any single item, per quarter

There are some products that have special limits (special limits indicated/marked in the catalog)

2023 OTCHS product enhancements

Enhanced member communication available via email and SMS

Improved order communication

- Order confirmation
- Backorder updates
- Order shipped status
- Delivery confirmation

Improved in-store experience

Improved digital assistance in store

- Scanning for item eligibility using QR code/smart phone
- In-store digital catalog access
- All stores Nationwide to be OTC enabled by June 2023 (Excluding CVS stores without a Pharmacy and Target and Schnuks stores)

Automated call center functionality

Members will be able to cancel order (within 30 minutes of entry)

Obtain benefit information

Spanish order option

OTC online ordering

Member must register the first time visiting the site

The plan specific “url” is listed in the catalog

Returning members can log in using their member ID or the email address used at registration

- To register, the member will need:
- Current plan year member ID
- Date of birth
- ZIP code
- Current email address (each member requires a separate email address)

First-time visitor?

If this is your first time visiting, you'll need to create an OTC Health Solutions account

[Create account](#)

Returning visitor?

Enter your member ID or your email address and password to sign in.

Member ID or email address

[Get help locating your member ID](#)

Password

[Forgot Password?](#)

[Sign in](#)

OTC online ordering

- 1 Benefit amount is displayed
- 2 Search option allows member to search by item code or description
- 3 Refinement search tools makes it easier to look for items
- 4 As items are added to basket, order total increases and remaining balance decreases
- 5 Member can view product details before selecting the item
- 6 Applicable product limits are displayed
- 7 Member enters quantity and adds to basket

The screenshot shows the CVS Health OTC online ordering interface. At the top right, there are links for 'Shop', 'Order history', 'My account', and 'Logout'. The CVS Health logo is also present. Below the header, a navigation bar displays 'Hi, [Sign Out]' and 'Benefit amount: \$45'. A search bar is located below this, with a magnifying glass icon. To the right of the search bar, the order summary shows 'Order total: \$0.00' and 'Remaining balance: \$45.00', with a 'Checkout' button. The main content area is titled 'OTCHS Products' and features a 'Sort & refine' sidebar on the left. The sidebar includes options for 'Sort' (Relevance, Price Low to High, Price High to Low), 'Category', 'Price', 'Quantity', 'Form', and 'Key Ingredient'. The product grid displays six items: 1. Urinary Relief Max Strength (12 CT) for \$6.00, with a quantity limit of 3. 2. Temporary Lost Filling and Loose Cap (Each) for \$4.00, with a quantity limit of 3. 3. Crest Whitening Toothpaste (5.8 Oz) for \$4.00, with a quantity limit of 3, and a note 'Out of stock'. 4. Daily Probiotic Adult 4 Strains (30 CT) for \$14.00, with a quantity limit of 3. 5. Digital Thermometer (1 CT) for \$8.00, with a quantity limit of 1. 6. Zinc Gluconate (50 MG, 100 CT) for \$5.00, with a quantity limit of 3. Each product card includes a 'View product details' link, a price, a quantity selector, and an 'Add to basket' button. Red arrows and numbered callouts (1-7) highlight key features: 1 points to the benefit amount, 2 to the search bar, 3 to the sort & refine sidebar, 4 to the order total and remaining balance, 5 to the 'View product details' link, 6 to the quantity limit, and 7 to the 'Add to basket' button.

Product details

Member can view the product details as listed on the packaging

Ingredients

Directions

Warnings

The screenshot shows the CVS Health Solutions website interface. At the top, it says "OTC Health Solutions" and "Hi, AETNA8WEST Sign Out". Below is a search bar "Search by keyword or UPC". The main content area is titled "OTCHS Products" and features a "Sort & refine" sidebar with options for sorting by relevance, price, quantity, form, and key ingredient. Two product cards are visible: "Maximum Strength Urinary Pain Relief" (UPC: P46, 12 CT, \$6.00) and "Temporary Lost Filling & Loose Cap Repair" (UPC: O25, EACH, \$4.00). A white overlay box on the right side of the screen displays the following details for the Urinary Pain Relief product:

- Details** (indicated by a blue arrow)
- HSA/FSA Eligible**
 - CVS Health Pharmacist recommended
 - Compare to the active ingredient in Azo Standard Maximum Strength
- Help get fast relief from urinary pain with CVS Health Maximum Strength Urinary Pain Relief Tablets.** These tablets can quickly ease the pain and burning associated with occasionally painful urination. Compare them to the active ingredient in Azo Standard Maximum Strength (This product is not manufactured or distributed by Amerifit Nutrition, Inc, owners of the registered trademark, Azo Standard Maximum Strength). The tablets are individually sealed for your protection and added convenience. Our Urinary Pain Relief Tablets are CVS Health Pharmacist recommended.
- This product may stain contact lenses, so use it with care. It may also interfere with laboratory tests including urine, glucose (sugar), and ketones tests. Consult with your doctor before taking this product, especially if you currently have a medical condition or are taking prescription medications. If you are pregnant or nursing, ask your doctor before taking the Pain Relief Tablets.**
- Ingredients** (indicated by a blue arrow)
Active Ingredient (in Each Tablet): Phenazopyridine Hydrochloride (97.5 mg). Inactive Ingredients: Lactose, Magnesium Silicate, Magnesium Stearate, Microcrystalline Cellulose, Pharmaceutical Glaze, and Sodium Starch Glycolate.
- Directions** (indicated by a blue arrow)
Adults and Children 12 Years of Age and Over: Take 2 tablets 3 times daily with a full glass of water, with or after meals as needed. Children Under 12 Years of Age: consult a doctor. Do not use for more than 2 days (12 tablets) without consulting a doctor. Store at room temperature 59-86 degrees F(15-30 degrees C) in a dry place and protected from light.
- Warnings** (indicated by a blue arrow)
⚠️ WARNING: This product can expose you to phenazopyridine hydrochloride, which is known to the State of California to cause cancer. For more information go to

Submit order and confirm address

If the shipping address is different from the address on file, the address can be temporarily updated here to ship the order. This will not make a permanent change to the address on file. Member should contact their health plan Member Service with any permanent address changes.

OTC Health Solutions

Hi, [Sign Out](#) Benefit amount: \$45

[Continue Shopping](#)

Confirm your delivery

1 Shipping address [Edit](#)

ONE CVS DRIVE
MC 1180
WOONSOCKET, RI 02895

I confirm this address is correct and that my order will be sent here. [Confirm shipping address](#)

2 Review order

URINARY RELIEF MAX STRENGTH, 12 CT **\$18.00**
Size: 12 CT | UPC: P46
Compare to Azo
\$6.00 ea. 3
[Remove](#)

Order Total **\$18.00**

[Place Order](#)

Remaining benefit **\$27.00**

[Keep shopping](#)

Order confirmation

Member will see:

Delivery time frame

Delivery address

When they can place their next order

Items ordered and order total

OTC Health Solutions

CVS Health.

Hi, AETNA6WEST, you have used your \$45 benefit for this period. Check back on Mar 01, 2021.

Thanks! Order received
Look for your order to arrive within 14 days, except orders to HI, which could take as long as 21 days.

Order summary

ONE CVS DRIVE MC 1180 WOONSOCKET, RI, 02895	Order date: Feb 26, 2021	Order number: 12361181	Order type: Online	Total: \$18.00	Print invoice
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Items in this order

URINARY RELIEF MAX STRENGTH, 12 CT Compare to Also Price: \$6.00 Quantity: 3 Size: 12 CT UPC: P46	\$18.00
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Processing OTC benefit through the call center

Members can place their order by calling OTC Health Solutions M–F, 9 a.m.–8 p.m. Local Time (The toll-free number listed in the catalog)



Member must provide plan ID Number or first and last name



Verification process member must verify address on file



Information must match what is in the system otherwise order will not be placed



Member must provide date of birth (DOB)



Agent will be prompted to enter DOB, agents do not have visibility to DOB.

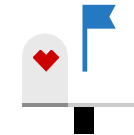
If information entered does not match database, the system will not allow agent to proceed



Agent recaps each item as the order is being entered to ensure correct processing



Agent advises member the order will be shipped to the address that was verified or provided and provides the member with order number

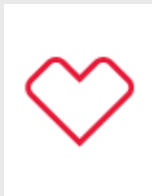


Member is advised the order will ship within 24–48 hours of entry and orders will arrive in less than 7 business days. There may be exceptions during peak volume periods as well as for orders containing hazmat items.

How to place an OTCHS order in store

- Member refers to their health plan catalog to Identify approved items
- Only items listed in your catalog are available to your members
- Member can visit any OTCHS enabled CVS Pharmacy®, CVS Pharmacy y mas®, or Navarro® stores
- Look for OTC indicator on the top right of the shelf label and review the SKU number for item eligibility
- Member can redeem the benefit at any front store register
- Not all items are available in all stores
- To order items not available in store simply call the OTCHS call center or visit the plan web page
- Store promotions, BOGO or CVS rewards cannot be applied toward an OTC benefit

OTCHS enabled store locator" link is found on webpage via URL link





Questions?

Legal disclaimers

The source for data in this presentation is CVS Health Enterprise Analytics unless otherwise noted.

All data sharing complies with applicable law, our information firewall and any applicable contractual limitations.

Adherence and health outcome results, savings projections and performance ratings are based on CVS Caremark data. Actual results may vary depending on benefit plan design, member demographics, programs implemented by the plan and other factors. Client-specific modeling available upon request.

The Maintenance Choice program is available to self-funded employer clients that are subject to ERISA. Non-ERISA plans such as fully insured health plans, plans for city, state or government employees and church plans need CVS Caremark legal approval prior to adopting the Maintenance Choice program. Prices may vary between mail service and CVS Pharmacy due to dispensing factors, such as applicable local or use taxes.

Specialty Expedite is available exclusively for providers who use compatible electronic health record (EHR) systems, including Epic Systems and others that participate in the Carequality Interoperability Framework.

Specialty delivery options are available where allowed by law. In-store pick up is currently not available in Oklahoma. Puerto Rico requires first-fill prescriptions to be transmitted directly to the dispensing specialty pharmacy. Products are dispensed by CVS Specialty and certain services are only accessed by calling CVS Specialty directly. Certain specialty medication may not qualify. Services are also available at Long's Drugs locations.

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Helping patients
take medications
as prescribed



THE PROBLEM

Prepare yourself for
scary **statistics...**

THE PROBLEM

Medication Non-Adherence

Simply, not taking medication as prescribed

125,000

Preventable Deaths
per year

\$300 Billion

Additional Health Care
Costs per Year

THE PROBLEM

**IT'S
EVERYWHERE**

3 in 4 

3 in 4 people in the U.S.
struggle to take their
medicine as directed¹

THE PROBLEM

**IT'S
DANGEROUS**

3x



3x more people die
per year from medication
nonadherence than car
accidents in the U.S.²

THE PROBLEM

**IT'S
PREVENTABLE**

>95%



Over 95% adherence can
be achieved by using
medication dispensers

THE SOLUTION

Dose Flip - Medication Dispenser

Help individuals take the correct medications at the right time.



Cost: \$60/member/month

Now included as a supplemental benefit under SecureBlueSM (HMO SNP), a Minnesota Senior Health Options plan offered by Blue Plus[®], in addition to all MN Medicaid HCBS Waiver programs.

WHAT'S INCLUDED?

Dose Flip Rental

If a device breaks, we replace it at no cost.

Adaptive Equipment

Free adaptive equipment to make taking meds easier.

Dose Dashboard and Notifications

View pillbox activity and events and set up live notifications about adherence via text, call or email

24/7 Support

Call us anytime!

DOSE FLIP



Clear Alarm

Never miss a dose with a crystal clear and friendly alarm



Secure

Lockable with additional lid sensor



Easy to Set Up

Simple setup process using on screen guides and touch screen



Easy to Fill

Onscreen guide will walk the user through filling



Easy to Dispense

Take pills by simply flipping pillbox over into hand or a cup.

ADAPTIVE EQUIPMENT



Extra Tray(s)

Allows for pre-filling medication in advance.



Refilling Disk

Aids the med filling process - more easily see what medications are being filled for each compartment.

ADAPTIVE EQUIPMENT



Adaptive Flipper

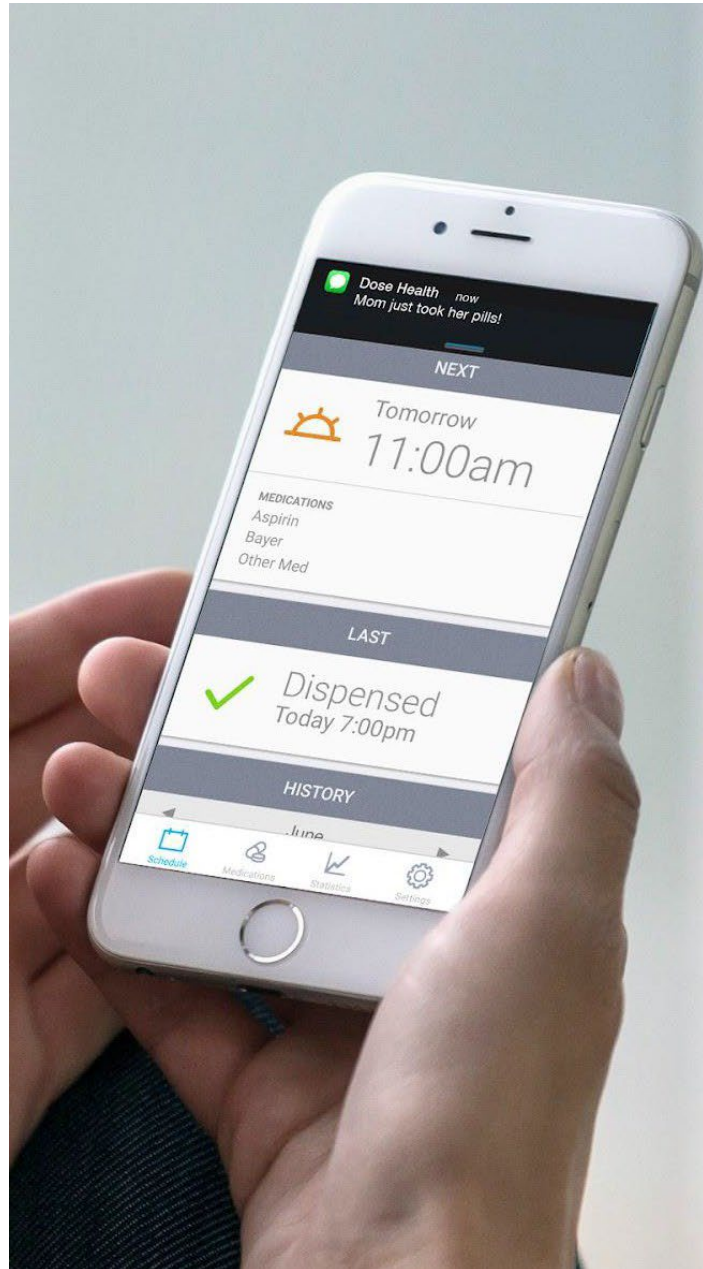
For individuals who have limited mobility of their hands or arms.



Stand

For clients that are hard of hearing, it positions the Dose Flip so the screen is easier to see.

DOSE DASHBOARD



Notifications

Texts, calls or emails if medications are not being taken correctly



Multiple Viewers

Unlimited people can get notifications



Statistics

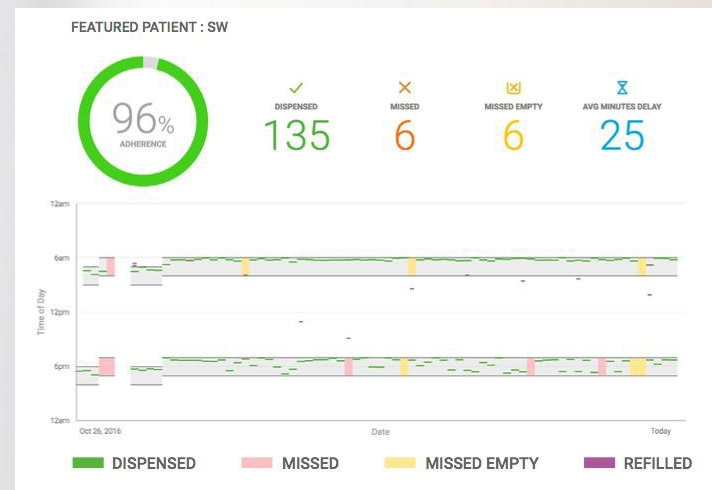
See device history in real time



Monitoring

Get notified if device is being tampered with

Robust User Data



On Call Support Services

We provide 24/7 support with our on call services. Individuals can call us any day or time with questions or issues and we will respond right away to help out.

If a Dose Flip needs to be replaced, we will send out a new device along with packaging and a prepaid label to return the broken device.

Our phone number is listed on the back of every device [\(844\)300-6212](tel:(844)300-6212)

Secure Online Referral Form

Submit a referral anytime by sending in the Dose Health Referral form via email or fax

Fax: (844)525-0515

Email: referrals@dosehealth.com

We will send confirmation when the form is received and keep you in the loop while services are being started.



Email : office@dosehealth.com

Phone : 844-300-6212

Web : dosehealth.com





2023 BCBS MSHO Benefit
Review

January 2023



Live Well

Living Well with
Chronic Conditions

Living Well with Diabetes

Living Well with
Chronic Pain

Diabetes Prevention Program

Social Connect

Aging Mastery Program

Wellness Recovery Action Plan



Get Fit

Arthritis Foundation
Exercise Program

Stay Active &
Independent for Life

Walk with Ease



Prevent Falls

Matter of Balance
Tai Ji Quan: Moving
For Better Balance

Stepping On

Wellness Recovery Action Plan

Five key concepts are at the core of WRAP:

- Hope
- Personal responsibility
- Education
- Self-advocacy
- Support

The Program:

- Online or In-Person
- Flexible format: 16 1-hour sessions or 8 2-hour sessions
- Not a replacement for therapy
- Good for people living with mild to moderate depression, anxiety, a chronic health condition, trauma, or who have recently experienced loss of a loved one

"WRAP helped me realize what good mental health is and how to manage life's ups and downs."

- WRAP Participant

Diabetes Prevention Program

The Program:

- One year
 - Months 1-6: Sixteen 1-hour sessions
 - Months 7-12: Monthly 1-hour sessions
- Available in-person and virtually

Good for members meeting all of the following:

- 18+
- BMI of 25 or higher (23 or higher for Asian Americans)
- Not previously diagnosed with type 1 or type 2 diabetes
- Not pregnant at time of enrollment
- No end-state renal disease (ESRD)
- Had a blood test in the prediabetes range in the last 12 months or a previous diagnosis of gestational diabetes



YOU CAN HELP

- Share information about Juniper classes with your members

<https://carecoordination.bluecrossmn.com/juniper-health-wellness-classes/>

- Submit an online referral

Our Wellness Engagement team follows up with a call and helps people get enrolled

Make a Referral

Do you know someone who could benefit from one of Juniper's health promotion classes? professional, it's easy to make a referral. When you refer someone to one of Juniper's classes area within three business days. The representative will help them find a class that best fits

Please fill out the form completely. For more information about Juniper classes, please call 1

***Required**

Information of Person Being Referred

First Name * Last Name *

Date of Birth
-- Month -- Day Year

Phone * Email

Insurance Provider
-- Please Select --

Insurance Group Number Insurance Member ID

yourjuniper.org/Referrals/Create



Contact us at

1-855-215-2174

yourjuniper.org
info@yourjuniper.org

Erin Haugen
Wellness Engagement Center Supervisor

651-244-9719
ehaugen@trellisconnects.org

SECTION BREAK: QUESTIONS FOR PROVIDERS

Submit questions in the chat

JANUARY 2023

Healthy Transitions Post Discharge Service

Lutheran Social Service of Minnesota





Lutheran
Social Service
of Minnesota



Post Discharge Healthy Transitions Service

- Readmission Prevention Benefit
 - Supplemental benefit available to qualified Minnesota Senior Health Options (MSHO) members
- In-home support following a hospital stay
 - Targeting older adults living independently with frequent hospital admissions
- Service provided by trained staff
 - Certified Community Health Worker (CHW)

Complementary to the work of Care Coordinators

- This benefit supports your work and other services that are already in place for members
- Ability to see what is going on in the home within 72 hours upon notification of discharge.
- Our service does not replace the role of a Care Coordinator.
- Our goal is to reduce overall readmissions.
- This benefit is time sensitive.

Meet Our Healthy Transitions Team



**Lutheran
Social Service**
of Minnesota



Jenny Sannes, CHW



Oretha Nimley, CHW



Utee Moua, CHW

Community Health Worker Core Competencies



Communication

- Motivational interviewing
- Trust building
- Person to person
- Phone calls
- Virtual visits



Skills

- Advocacy
- Outreach
- Education
- Resource provision
- Health navigation



Interpersonal

- Personal development
- Cultural competency
- Goal setting

Successful Transitions from Hospital to Home

In-home support during the first 30 days after hospital discharge is critical

Visits will begin within 72 hours upon notification of discharge

Community Health Worker's schedule all visits and provide ongoing communication to Care Coordinator throughout 30 days

4 weekly visits:

- Visit #1 In-home visit (2 hours)
- Visit #2 Phone call (60 minutes)
- Visit #3 In-home visit (2 hours)
- Visit #4 Phone call (60 minutes)



Services Provided

Personal Health Record
(PHR)

Home Safety Assessment

Nutrition Review

Resource Sharing

Communication with Care
Coordinator following
each touch point

LSS Meals to go

LSS Post discharge Home Delivered Meals

meals are provided by LSS Meals

- Healthy Transitions staff coordinate orders

56 frozen shipped meals

- 14 meals sent weekly
- Available for all members
- Low-sodium and vegetarian options

∅ **LSS Meals is also a stand-alone benefit**

LSS Meals to Go

Order Form - Blue Cross Blue Shield



For office use only

Date	Date Emailed:
First Name	Date Received:
Last Name	Date Shipped:
Street Address	
City, State & Zip Code	
Phone	Email

Please select a total of 14 delicious and nutritious homestyle meals for your shipment. You can choose an assortment of different meals, or request several of the same meal if you prefer. Meals include side dishes, bread, butter and dessert.

I would like the Sample Pack, an assortment of 14 meals.

MEAL	QTY.	MEAL	QTY.
BREAKFAST		Teriyaki Beef	<input type="checkbox"/>
Biscuits & Gravy		CHICKEN & TURKEY	
Blueberry Pancake	<input checked="" type="checkbox"/>	Asian Chicken	<input type="checkbox"/>
Breakfast Muffin: Egg & Cheese		Baked Chicken	<input checked="" type="checkbox"/>
Breakfast Muffin: Turkey Sausage, Egg & Cheese		Chicken Alfredo	
Cheese Omelet & Potatoes	<input checked="" type="checkbox"/>	Chicken Chow Mein	
Cheese Omelet & Waffles	<input checked="" type="checkbox"/>	Chicken with Cranberry Sauce	<input checked="" type="checkbox"/>
Cranberry Almond Oatmeal, Omelet & Sausage	<input type="checkbox"/>	Creamy Chicken Lasagna	
Egg & Sausage Bake		Honey Glazed Chicken	<input checked="" type="checkbox"/>
BEEF		Oven Crispy Chicken	
Beef & Bean Chili		Oven Roasted Turkey	
Beef Stroganoff		FISH	
Hearty Beef Stew	<input checked="" type="checkbox"/>	Fish Sandwich	
Hearty Lasagna	<input checked="" type="checkbox"/>	Oven Fried Fish	<input checked="" type="checkbox"/>
Home Style Meatloaf	<input checked="" type="checkbox"/>	Parmesan Baked Fish	<input checked="" type="checkbox"/>
Pepper Steak		Salmon Loaf	
Rigatoni with Beef		PORK	
Roast Beef	<input checked="" type="checkbox"/>	BBQ Pulled Pork Sandwich	
Salisbury Steak	<input checked="" type="checkbox"/>	Roasted Pork Loin	<input type="checkbox"/>
Spaghetti with Marinara Meat Sauce		VEGETARIAN	
Swedish Meatballs		Broccoli Alfredo	<input checked="" type="checkbox"/>
Tater Tot Hot Dish	<input checked="" type="checkbox"/>	Cheese Pizza	<input checked="" type="checkbox"/>

Controlled sodium in meal tray contents (Less than 600 mg.) Vegetarian





LSS Meals to Go

Seasonal Favorites Menu



Enjoy Our Fall and Winter Seasonal Favorites

Each menu item is thoughtfully crafted by a licensed dietitian and cooked locally with sin ingredients. Meals are carefully portioned with a balance of proteins, carbohydrates and will meet your dietary needs and taste great.



These meals are not in addition to the 14 meals included on the LSS Meals to Go Menu and count towards the total amount.



MEALS Fall and Winter Seasonal Favorites	Carbohydrates (grams)
Baked Ham served with Squash and Cranberry Pear Sauce	61 g
Chicken Wild Rice Soup served with a Biscuit and Raspberry Peaches	53 g
Sloppy Joe served with Baked Beans and Rosemary Potatoes	79 g
Three Bean Casserole served with Squash and Emerald Pears 	65 g
Tuna Casserole served with Peas, Carrots and Emerald Pears	61 g

 Controlled sodium in meal tray contents (Less than 600 mg.)



Please note that side items are subject to change.

LSS Meals to Go

- ✓ Available statewide
- ✓ Usually ship in 3-4 days
- ✓ Request specific meals or sample pack.
- ✓ Referral process

Referral Process



Care Coordinator is notified of discharge and discusses Post Discharge LSS Healthy Transitions benefit with the member during their transition of care discussion.



AND



LSS is notified of discharge on ADR and will reach out to the Care Coordinator to see if the member is home.



Once the member has discharged:

- The Care Coordinator will complete page 1 of the referral form
- Referral is sent to LSS email – LSSHealthyTransitions@lssmn.org or Fax 651.310.9449
- CHW will connect with Care Coordinator after receipt of referral to complete page 2
- CHW will call the member to schedule their 1st visit.

Service Process



Member accepts service

- Community Health Worker will update the Care Coordinator if one or both services are accepted
- Care Coordinator should complete the Service Agreement in Bridge View at this time

On going communication:

- Community Health Worker sends update to Care Coordinator after each visit
- Care Coordinator will enter notes into members care plan as necessary

Success Story & Healthcare Testimonial

How can a LSS Healthy Transitions CHW help?

Success story:

During the visit with the Community Health Worker, the member shared that they had discontinued one of their medications without checking with their provider. They also shared that they were going straight to the emergency room when experiencing any medical concerns.

The Community Health Worker was able to:

- ✓ Educate the individual about the risks of discontinuing medication without their doctor's approval
- ✓ Educate the individual about situations in which using the emergency room would be necessary, and encouraged them to utilize the nurse's line
- ✓ Share an important resource- the individual was unaware that there is a food shelf at their clinic

Healthcare Member Testimonial

"It was nice to have additional support. I felt like she understood what I was going through— not just the heart attack, but with my diet and just my life. The ladies were lovely, and I would recommend this to anyone struggling with their health."





Reducing hospital readmissions and empowering patients to stay healthy and independent



Being a source of extra coaching and support during the transition from hospital to home



Are to be a resource for the member by providing additional in-home care by supporting your work!

Our Goals

Contact Information:

LSS Healthy Transitions Service

1605 Eustis Street, Suite 406

Saint Paul, MN 55108

Phone: 800-200-0986

Email: LSSHealthyTransitions@lssmn.org



Questions



MOM'S
MEALS®

Home-Delivered Nutrition

Blue Cross Blue Shield SecureBlue MSHO
(DSNP) Supplemental Benefit

January 10, 2023

Mom's Meals®, a PurFoods® Company

MomsMeals.com

1.866.716.3257

Confidential and Proprietary



MISSION

**Improving life through
better nutrition at home.**

THE MOM'S MEALS DIFFERENCE



Refrigerated



**Medically
Tailored**



**Choice of Every
Meal, Every
Delivery***



**Delivery
to Any
Address**



**Compassionate
Customer
Service**

*Post-discharge members may receive a variety of meals based on their dietary preferences.

REFRIGERATED

Mom's Meals are...

- ✓ Made with high-quality ingredients
- ✓ Prepared in USDA-inspected kitchens
- ✓ Packaged for convenient storage in the fridge for 14 days
- ✓ Ready to heat, eat and enjoy in minutes



Customer satisfaction surveys tell us:

76%

Prefer the taste of our refrigerated meals compared to frozen meals they have tried

84%

Eat healthier and more regularly with Mom's Meals

COMPASSIONATE CUSTOMER SERVICE

98%
Member Support
Satisfaction

Customer Care & Intake Teams

- LIVE customer care
- Bilingual (Spanish) and translation services for over 160 languages

Customer Care & Delivery Drivers

- **Culture of caring**
 - All new hires screened for service, empathy and compassion
- **Cultural competency**
 - Define culture and recognize cultural differences
- **Aging and disability awareness**
 - Understand how both may impact client function
- **Client health status notification**
 - Ongoing training to recognize and report health and safety concerns




MOM'S MEALS COOLER


Mom's Meals temperature-controlled cooler will be delivered right to your member's home.





MOM'S MEALS OFFERS MENUS THAT MEET THE NUTRITIONAL REQUIREMENTS OF MOST MAJOR HEALTH CONDITIONS


 **General Wellness**
(Meets Dietary Guidelines)


 **Lower Sodium**
(Sodium <600mg)


 **Heart-Friendly**
(Sodium <800mg, fat <30%, sat fat <10%)


 **Diabetes-Friendly**
(carbs <65g/entrée <110g/meal, sodium avg 570mg/entrée 810mg/meal)


 **Renal-Friendly**
(Sodium <700mg, potassium <833mg, phosphorus <300mg)

 **Cancer Support**
(Calories >600, protein >25g)

 **Gluten Free**
(Tested less than 20ppm, not a dedicated kitchen)

 **Vegetarian**
(includes dairy, eggs, plant protein, nuts and beans)
(Vegannot available)

 **Pureed**
(For dysphagia patients – those with difficulty swallowing)

 **Markets Served**
Aging, Disabled, Behavioral Health, Children, Weight-loss, Chronic Condition, Pregnancy

Benefit Overview



MOM'S
MEALS®
—

HOME DELIVERED MEALS PROGRAM

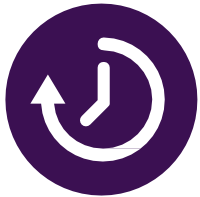
Mom's Meals provides home-delivered, ready-to-eat meals for Blue Cross Blue Shield MSHO members. Members receive 14 meals a week for up to 12 weeks, and nutrition coaching.

- 4 Weeks / 1 meals per day (28 meals) + 1 nutrition call**
- 4 Weeks / 2 meals per day (56 meals) + 1 nutrition call**
- 6 Weeks / 1 meals per day (42 meals) + 2 nutrition call**
- 6 Weeks / 2 meals per day (84 meals) + 2 nutrition call**
- 12 Weeks / 1 meals per day (84 meals) + 4 nutrition call**
- 12 Weeks / 2 meals per day (168 meals) + 4 nutrition call**

PROGRAM WORKFLOW DETAILS



- Mom's Meals Customer Care is provided with an eligible member list.
- Letters and brochures are sent to all members on the list. (The cookbooks offered in previous years have been discontinued.)



- Mom's Meals does outbound calls to the members on the list.
- If a member accepts the benefit, Mom's Meals emails a service authorization form to the assigned case manager.
- Nutrition Educators will send case managers emails if member cannot be reached, or when education sessions are completed.



- Care Coordinators need to return the Service Authorization Form along with the Service Authorization Number to ctintake@momsmeals.com.
- If a member chooses less than 12 weeks of meals to start, an additional referral form will be needed later in the year.
- Alternatively, Care Coordinators may also send a standard authorization form, if a member need is identified.

SERVICE AUTHORIZATION REQUEST FORM



Moms Meals Service Authorization Request Form
BCBSMN Blue Plus - DSNP (M0060527)
Action Required

Moms Meals has contacted the following client and they have accepted meal and nutritional counseling services – Please create a new service authorization and update the member’s care plan as soon as possible to ensure proper billing and servicing

Client’s Name: _____ DOB: _____

Client’s Member #: _____

Effective Date of Service: _____

Service Authorization Number: _____ (MSHO supplies this number)

Services Requested:

- 4 Weeks / 1 meals per day (28 meals) + 1 nutrition call
- 4 Weeks / 2 meals per day (56 meals) + 1 nutrition call
- 6 Weeks / 1 meals per day (42 meals) + 2 nutrition call
- 6 Weeks / 2 meals per day (84 meals) + 2 nutrition call
- 12 Weeks / 1 meals per day (84 meals) + 4 nutrition call
- 12 Weeks / 2 meals per day (168 meals) + 4 nutrition call

Mom’s Meals Provider NPI: 1093834020

Meals Procedure Code: 59977 Meals Rate: \$8.06

Nutritional Counseling Procedure Code: 59470 Nutritional Counseling Rate: \$70.00

Please forward this form with the Service Agreement Numbers in an email to CTIntake@momsmeals.com



STANDARD SERVICE AUTHORIZATION FORM



**MN – BCBS MN Blue Plus DSNP – Chronic Care - 2023
Home Delivered Meal Service Referral Form**

Today's Date: _____ Member ID: _____ Diagnosis/ICD-10 Code: R69
Service Authorization Number: _____

Person Making Meal Referral:

Organization Name: BCBS MN Blue Plus DSNP (M0060527)
Case Manager/Care Coordinator Name: _____
Phone: _____ Email: _____

Person Receiving Meals:

Name: _____ Street Address: _____ Apt/Unit: _____
City: _____ State: _____ Zip Code: _____ Phone: _____
Date of Birth: _____ Gender: Female Male Other Unknown
Preferred Language: English Spanish or Other: _____

Secondary Contact (if recipient unreachable): Relationship to Meal Recipient: _____
Name: _____ Phone: _____ Email: _____

Meal Plan Selection: Benefits Approved: Please Select Benefit Option: _____
Start Date: _____

Select One Primary Menu below. We will attempt to accommodate meals that meet multiple menu requests.

Desired Menu Type (Make only one selection per column.)	Select by marking with an "X"
General Wellness (Meets dietary guidelines to support overall wellness) - General Default -	
Lower Sodium (sodium <600mg)	
Heart-Friendly (sodium <800mg, fat <30%, sat fat <10%)	
Diabetes-Friendly (carbs <67g/meal, sodium average 570mg/entrée 810mg/meal)	
Renal-Friendly (sodium <700mg, potassium <833mg, phosphorus <300mg)	
Gluten-Free (tested less than 20ppm, not a dedicated kitchen)	
Cancer Support (calories >600, protein >25g)	
Vegetarian (includes dairy, eggs, plant protein, nuts, and beans - Vegan not available)	
Pureed (for dysphagia members and those with difficulty swallowing)	

Allergens: Milk Fish Shellfish Tree Nuts Sesame Egg Peanut Soy Wheat
If the Allergen is contained anywhere in the meal kit, the meal will not be available to your client

Special Delivery Instructions/Allergens/Food Preferences:

Email Referral Form to CTIntake@MomsMeals.com or FAX: 866-942-7873.
For Questions, you can call our Intake Team at 1-866-224-9485. Hours of Operation: 8AM-5PM CST



ADMINISTERING THE BENEFIT: REFERRALS

1 Locate the Referral Form

2 Complete the Form

- Enter the number of meals member will receive
- Include the meal start date
- Note food preferences or aversions and any delivery details
- Contact Mom's Meals with questions via the Case Manager telephone number, 866-224-9485; hours of operation are Monday – Friday from 8am to 5pm CT

3 Send Form to Mom's Meals via secure email or fax

- Send form to ctintake@momsmeals.com or Fax form to 866-942-7873
- Mom's Meals may reach out to you with questions as the order is processed

CONTACT INFORMATION



Mom's Meals Intake Department:

Case Management contacts for authorization questions, delivery dates

 ctintake@momsmeals.com

 (866) 942-7873

 (866) 224-9485

Appeals and Grievances:

 compliance@momsmeals.com

 (866) 204-6111

Customer Care Team: Customer line for ordering, questions or concerns

General Service Issues/Escalations:

 SalesSupport@momsmeals.com

 (866) 204-6111



QMedic™

PROACTIVE & INTEGRATED PERS

PREPARED FOR BCBS MSHO JANUARY 10, 2022

WHAT DO YOU GET WITH QMedic?



RANGE OF DEVICES

Choice wearables, Inhome devices, Mobile devices, Fall detection, GPS tracking, Activity tracker, Lockable devices, Smart watches

FREE ADD-ONS

Hands free mobile app, Medication reminding phone calls, and Lock box

CASE MANAGER ASSISTANCE

Dashboard to see members, Realtime notifications, Direct dialing units, Free returns, no contracts, Dedicated MN rep and customer service team who in addition to Spanish, can support over 175 other languages.

CELLULAR OPTIONS

AT&T, US Cellular, T-Mobile, Verizon, Sprint

IN-HOME PERS



1,000 ft wearable-to-base range

Wearable bracelet and pendant

2+ Year battery life on Wearable

Network: AT&T, US Cellular and landline

Optional fall detection

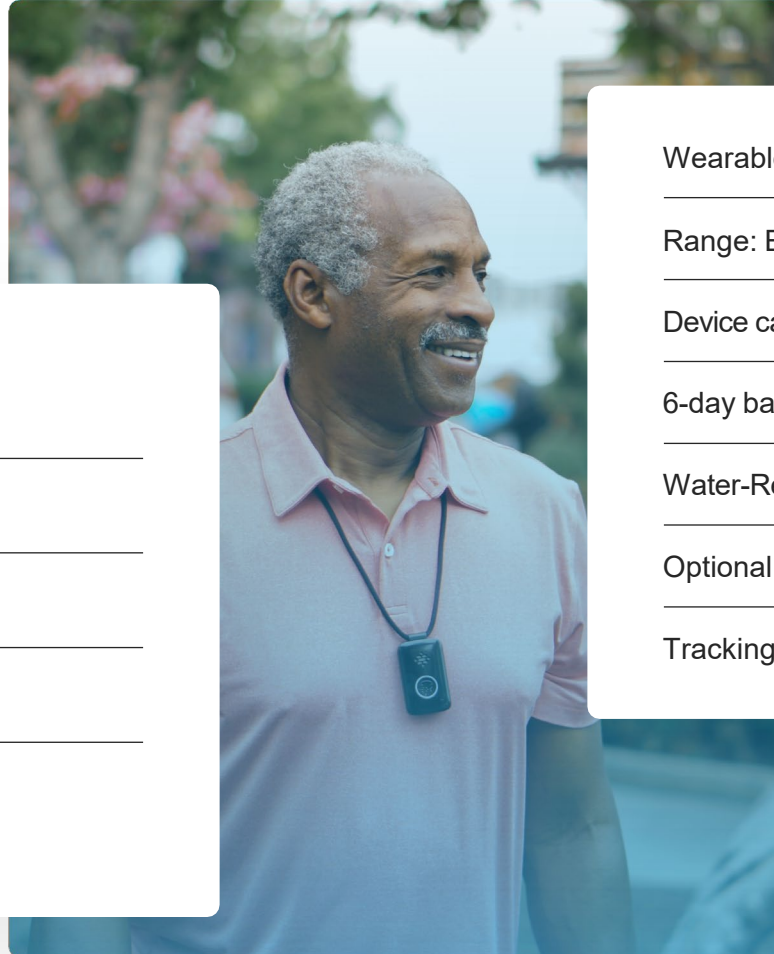
Waterproof

Dashboard monitoring

Direct Connect-Contact your member over the device



MOBILE PERS



MOBILE

Wearable pendant or belt clip

Range: Entire U.S.

Network: AT&T and Verizon

30-day battery life

Waterproof

Wearable pendant or belt clip

Range: Entire U.S.

Device can be pinged to find a lost unit-add

6-day battery life

Water-Resistant

Optional fall detection

Tracking device monitoring

MOBILE X



MOBILE WATCH PERS



See battery and Bars!



- ▶ Range: Entire U.S.
- ▶ Water Resistant
- ▶ 12-hour Battery
- ▶ Lockable
- ▶ Network: T-Mobile
- ▶ Direct Connect
- ▶ 24/7 Tracking
- ▶ Health tracking optional

Lockable option!!



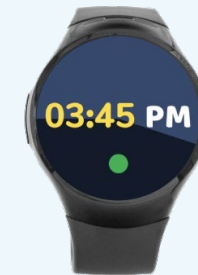
Direct connect-contact the member directly over the watch



Fitness tracker-track steps and set goals!



See the weather for the day and the week!



Different Watch Faces

VALUE ADDED FREE SERVICES



Free Medication or
Just Reminding Phone
Calls



Hands Free Voice
Activated App



Free Lock
box

WE PROVIDE THE MSHO PERS SUPPLEMENTAL BENEFIT

AND ARE ONE OF THE OPTIONS FOR ELDERLY WAIVER PERS!



****Remember always use your MSHO Supplemental benefits first!**

- ▶ All Devices are \$30 under the MSHO benefits-There are no additional fees-including no set up fee.
- ▶ Member's get to choose their device and no new authorization is needed if they lose it or damaged it, we just replace it.
- ▶ If you have questions call or email your Partner Relations Consultant.- Partner.Relations@BlueCrossmn.com

Brooke Miller-bmiller@qmedichealth.com

Alexandra Palamari-apalamari@qmedichealth.com



SilverSneakers® overview for SecureBlue MSHO – Care Coordinators

Informing Members | Changing Lives

Abigail Sigal – Sr. Regional Growth Manager






SilverSneakers®

Committed to seniors and committed to your members

- **Industry leader** with 30-year, highly impactful history
- Rich analytics and reporting capabilities, allowing a **commitment to transparency and measured value**
- Member-centric, data-driven approach to **personalized engagement strategies**
- **Most recognized and respected senior fitness brand** with 78% brand awareness and an NPS score of 83
- Commitment to delivering proven outcomes, validated with **16% reduction in healthcare costs and 42% fewer hospital admissions** among participants



“I owe so much to SilverSneakers!”

Impacting Health Outcomes



SilverSneakers supports HEDIS and HOS efforts:

- Controlling blood pressure (CBP)
- Comprehensive diabetes care (CDC)
- Fall risk management (FRM)
- Physical activity in older adults
- Patient starting, increasing, or maintaining exercise and physical activity level

SilverSneakers reduces cost:

- Diabetics have **\$1,633** lower health costs in their first year with the program¹
- Participants experience **42% fewer hospital stays** and **18% fewer ER visits**²
- **16%** reduction in average healthcare expenditures²

SilverSneakers positively impacts health:

- Members have increased hypertension and cholesterol medication adherence as well as an increase in hemoglobin A1c testing and eye exams¹
- Members experience 20% less social isolation and 25% less loneliness³
- Participants have a lower risk of depression⁴

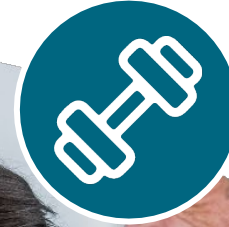


Advantages of SilverSneakers

CLASSES SPECIFICALLY
DESIGNED FOR SENIORS



NATIONWIDE NETWORK WITH
MORE THAN 17,000+ LOCATIONS



PROGRAMS
ADDRESSING
SOCIAL ISOLATION



5,000+ LIVE VIRTUAL
CLASSES OFFERED
7-DAYS A WEEK



CLASSES OFFERED AT
COMMUNITY BASED
LOCATIONS



LIVE & ON-DEMAND
CLASSES, MOBILE APP
& HOME KITS



COLLEGE TUITION CREDITS
REWARDING ENGAGEMENT



BRAIN HEALTH, FALL PREVENTION
& MENTAL ENRICHMENT
PROGRAMS



Best-in-class Nationwide Network



17,000+ Locations

Members have unlimited access and **can enroll at multiple locations** in our network



Proprietary Classes

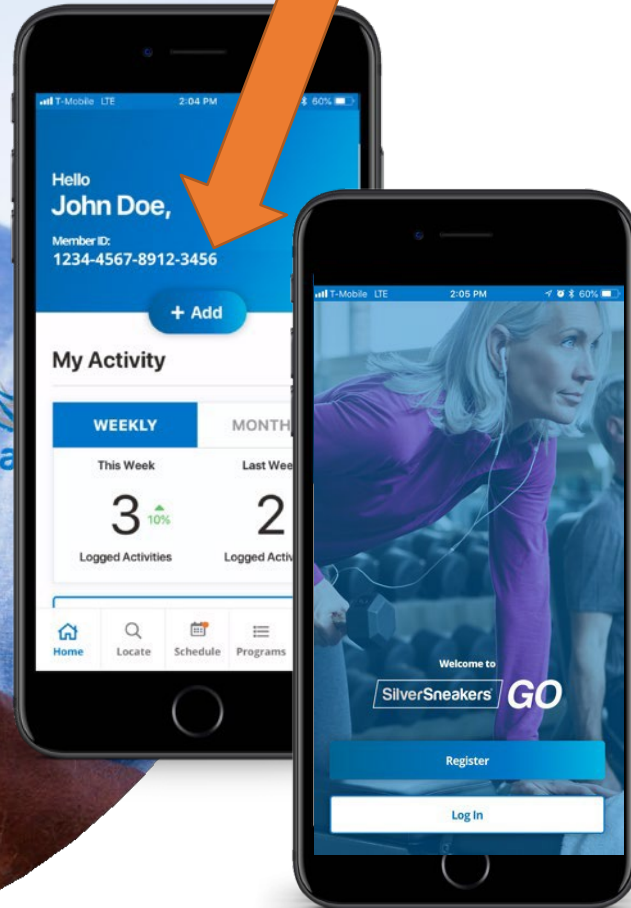
Designed for all fitness levels by industry experts



SilverSneakers GO

The SilverSneakers mobile app supports members on their daily journey to better health

100+ customizable workouts featuring exercises designed specifically for older adults



Self-guided walking programs



Meditation programs

Programs Supporting Members Beyond Fitness



Brain Health

Practical tips to preserve and enhance memory and brain health



Stress Management Strategies

Practices and tips to help build resiliency and manage stress



Emotional Wellbeing

Videos and articles to manage stress, improve clarity and reduce anxiety



Nutrition

Tips on how to read labels, shop for nutritious food, and cook healthy meals





On-Demand Programs

Allow members to access SilverSneakers
when and where they want



WORKOUTS

Members can workout
whenever they choose



PROGRAMS

Members stay engaged and
on track with daily programs



RESOURCES

To enhance memory, reduce
fall risk, manage stress, and more!

At Home Exercise Kits

...

At-home kits are available for those who may not be quite ready for the gym experience or don't have access to the various digital resources



WALKING



STRENGTH



TONING



YOGA



Easy Activation Process



1. Locate SilverSneakers Member ID

- https://check.silversneakers.com/_Care Coordinators and other BCBSMN colleagues only
- Member visits [SilverSneakers.com](https://www.silversneakers.com) and clicks 'Check My Eligibility' link
- Download the SilverSneakers GO™ Mobile App
- Call the Member Experience Center **1.833.226.1271** and speak with one of the representatives M-F 7a-7p CT
 - Spanish speaking members can visit [silversneakers.com/espanol](https://www.silversneakers.com/espanol) or call **1.888.617.6392**
 - TTY: **711**

2. Visit a **Fitness Location**, **Community Class** or **Activate Online**

- Take their SilverSneakers ID # and complete simple forms at a participating location or community class (**many locations can easily verify eligibility on site!**)
- Digitally, members can enroll at [SilverSneakers.com](https://www.silversneakers.com) and access:
 - SilverSneakers LIVE™
 - SilverSneakers On-Demand™
 - SilverSneakers GO™ Mobile App

3. That's it! Members are ready to start getting active!

Live Member Orientation Class

The screenshot displays the SilverSneakers website interface. At the top, the navigation bar includes 'SilverSneakers', 'Home', 'Classes', 'Fitness Locations', and 'More'. The 'Classes' dropdown menu is open, showing a list of class categories with checkboxes. Two items are circled in orange: 'SilverSneakers Member Orientation' and 'SilverSneakers Member Orientation in Spanish'. Below the menu, there are filters for 'Choose Date', 'Time of Day', 'Intensity', and 'Instructor'. The main content area features a 'LIVE Online Classes' section with a 'LIVE NOW' button. Below this, there is a 'Today' section with a class card for 'Seated Strength (Express)' by Andrea, with an 'RSVP' button.

- Instructor led class for members only
- Overview of SilverSneakers and how to get started

- Classes offered in English & Spanish
- **Thursdays at 2:30 p.m. CT**

Members should log into [SilverSneakers.com](https://www.silversneakers.com), establish a username and password, click the **Live Classes** tab to register.

Member Portal Overview Video:
<https://tivityhealth.wistia.com/medias/zjooatchaf>

Provider Engagement Tools



Our goal is to increase awareness about the **proven benefits of SilverSneakers** to eligible patients through their Health Care Providers. We have dedicated provider resources including marketing pieces and a custom provider landing page to make discussing fitness benefits easy and engaging.

ARE YOU TALKING TO YOUR PATIENTS ABOUT THE BENEFITS OF FITNESS?

Your patient's Medicare Advantage plan may include *SilverSneakers* – the industry leader in helping seniors stay active at no additional cost.

Research shows that keeping fit is the *most effective way* for seniors to improve health, prevent chronic conditions, and enhance quality of life in five key health areas:

- Diabetes & A1C Control** – Physical activity can help insulin lower blood sugar more effectively, help control weight and boost energy.
- Arthritis/Back pain** – Exercise can reduce pain and stiffness and help maintain muscle strength in affected joints. Core-strengthening exercises strengthen muscles around the spine.
- Heart Disease** – Regular exercise can help improve heart health.
- Asthma** – Exercise can help control the frequency and severity of asthma attacks.
- Sense of Well-Being** – Physical activity and social connectedness help boost endorphins, reduce stress and improve sleep.

See results of a comparative analysis between *SilverSneakers* participants and non-participants enrolled in Medicare Advantage plans on the reverse side.

Proven health outcomes with SilverSneakers:

- 68% of diabetes patients reported improved condition
- 21% fewer hospitalizations
- \$4,633 lower health costs (first year)*

SilverSneakers helps meet quality measures for:

HEDIS

- Controlling High Blood Pressure
- Diabetes Care
- Fall Risk
- Flu Vaccinations

HOS

- Physical Health
- Physical Activity
- Mental Health
- Fall Risk Management

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- Hypertension
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Thank you for your support

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TRHC Medication Reconciliation Program

The Care Coordinator Role

1/10/23

Medication Reconciliation Post-Discharge (MRP)

What is Medication Reconciliation?

- Process of comparing a patient's medication orders to all medications the patient has been taking to avoid medication errors such as omissions, duplications, dosing errors, or drug interactions.

What is the MRP benefit?

- MSHO members are offered a visit from a Tabula Rasa Healthcare (TRHC) pharmacist within one week following discharge from a hospital or short-term nursing home stay.
- Different than other post-discharge medication reviews

Who is eligible?

- All SecureBlue MSHO members residing in the community. This includes residents of Assisted Living Facilities (ALF), Group Homes, Adult Foster Care, Memory Care, etc.

Who is not eligible?

- Members enrolled in hospice
- Members residing in a nursing home on a long-term basis.

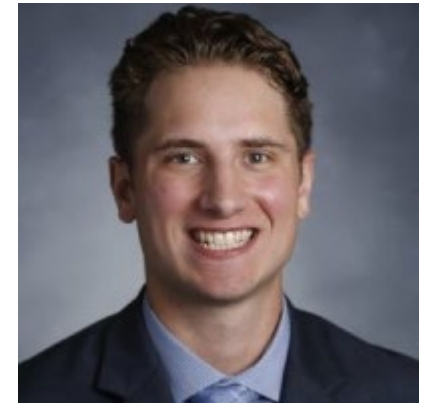
Pharmacists



Aimee Turcotte, PharmD, BCGP, CMWA
In-Home Clinical Pharmacist



William Vouk, PharmD, BCGP, CMWA
In-Home Clinical Pharmacist



Nicholas Boreen, PharmD, CMWA
In-Home Clinical Pharmacist

Program Referrals

Referral Sources

Blue Cross MN refers the member to TRHC upon notification of discharge

- Jen Price, program admin, contacts member's care coordinator by email
 - Request to confirm eligibility
 - Provide 6.35 form to collect member specific information
 - Request to provide discharge summary if available

Care Coordinators refer directly to TRHC when member is discharged

- Send email to care-x@trhc.com
 - Include completed 6.35 form (available at <https://carecoordination.bluecrossmn.com/medication-reconciliation-and-review-from-tabula-rasa/>)
 - Provide discharge summary if available

If the 6.35 form is incomplete, you will receive follow up requests for information.

The 6.35 Form

Member Name: [REDACTED]	DOB: [REDACTED]
Member ID#: [REDACTED]	Member phone #: [REDACTED]
Care Coordinator Name: [REDACTED]	CC Email: [REDACTED] CC Phone: [REDACTED]
Residing Address (where the visit will be conducted): [REDACTED] Is this address a Customized Living or Foster Care facility? Y <input type="checkbox"/> N <input type="checkbox"/> Facility name: [REDACTED] Facility phone: [REDACTED]	Are there other persons who should be invited to the meeting: Y <input type="checkbox"/> N <input type="checkbox"/> If yes, complete the following: Name: [REDACTED] Relationship: [REDACTED] Phone: [REDACTED]
Name of discharging facility: [REDACTED] Date of admission: [REDACTED] Date of discharge: [REDACTED] Diagnosis description (e.g. Diabetes, CHF, etc.): [REDACTED]	If applicable, Name of Home Health Agency: [REDACTED] Home Health Nurse name: [REDACTED] Phone: [REDACTED]
Is an interpreter needed for this visit? Y <input type="checkbox"/> N <input type="checkbox"/> If so, for what language: [REDACTED]	Primary Care Physician Name: [REDACTED] PCP phone number: [REDACTED] PCP fax number (if known): [REDACTED]
Important things for the Pharmacist to know about the member or their home (pets, smoking, use the side door, behavioral concerns, etc.): [REDACTED]	
Notes: [REDACTED]	

- General information
- Care giver information
- Discharge information
- Home health care
- Primary care provider(s)
- Alternative language/interpreter
- Patient specific information

After the visit

The following documents will be provided -

To the member:

- Personal Medication List
- Medication Action Plan (MAP) with recommendations

To the Care Coordinator:

- Personal Medication List
- Medication Action Plan (MAP)
- Prescriber Action Plan (PAP)
- Discharge summary (if available)

Thank You



SECTION BREAK: QUESTIONS FOR PROVIDERS

Submit questions in the chat

THANK YOU!

Additional questions can be emailed to partner.relations@bluecrossmn.com