

2023 SecureBlue MSHO Supplemental Benefit Q&A

Topic	Question	Answer
Authorizations/Bridgeview	Do we still need to enter the LTCC/Case Mix span for rate cell A/ community well members choosing to access supplemental benefits that no longer require a service agreement to be entered in Bridgeview?	No, an LTCC/Case Mix span entry is no longer needed if a member is not open to the elderly waiver and chooses to access a MSHO Supplemental Benefit that no longer requires a service agreement to be entered in Bridgeview. Refer to the <i>2023 MSHO Supplemental Benefits Tool for BV Entry for MSHO supplemental benefits that require a service agreement.</i>
Transportation Services- Rides to NA/AA, Silver Sneakers, Juniper Health and Wellness Classes	Can the member set up their own rides through BlueRide or are they required to go through their Care Coordinator?	Members can set up their own rides by calling BlueRide at 651-662-8648 or 1-866-340-8648. Care Coordinators should assist if the member needs assistance.
Transportation Services- for grocery store	For the 6 round trip ride to grocery store, if member is on EW do we need utilize the EW transportation first.	No, you do not need to use EW first to access the grocery store transportation benefit under the MSHO Supplemental Benefit.
Eyeglass upgrades	For the eyeglass upgrade benefit is that available at any in network eye provider?	Yes. Members must use an in network provider.
Eyeglass upgrades	When you say up to two lenses per year, is that two pairs of glasses lens or one pair of glasses with the two lens?	Members can get 2 lens (1 pair of glasses) treated for each of the benefits (progressive no-lines, photochromatic and anti-glare). Each lens is billed separately so if they get both lenses on a pair of glasses treated, they are using their full benefit on one pair of glasses.
Alliance Music Therapy	Is music therapy back to in-person services?	There are some limited in-person options available in the metro. Alliance is working to find more music therapists throughout the state to accommodate in-person visits. Telehealth visits continue to be available statewide.
Alliance Music Therapy	For remote music therapy, does the member need to have a smartphone or tablet? Or can it just be done over the phone?	This service does not require a tablet or smartphone and can be provided over the phone. However, for the full experience, a tablet or smartphone would be necessary if the member preferred a remote face to face contact or if they were hard of hearing and required closed captions. It is important to note that many facilities/group homes now have a tablet due to the requirements during the pandemic and visitor restrictions. If the facility has a tablet or laptop that can be used, Alliance will work with the facility staff to coordinate for the telehealth visit.
Alliance Music Therapy	How do we make a referral for music therapy and do we need to submit a service agreement?	No service agreement is required. Care Coordinators can complete the Alliance Referral form and send to Alliance: https://carecoordination.bluecrossmn.com/music-therapy-nursing-home-assistedliving-fostercare/
Ceresti (caregiver support)	Is the coaching only in English or are there other language options	Caregiver coaching is currently only offered in English.
Ceresti (caregiver support)	Can caregivers participate in Ceresti when their loved one is in an Assisted living?	Yes, caregivers can participate if their loved one is in a facility (assisted living or nursing home).
CVS OTC Benefit	For CVS what is IVR?	Interactive Voice Response - it is the automatic phone system that will prompt a caller through the OTC order process. You will not be speaking to a live person if you use the IVR number.
CVS OTC Benefit	The Grand Forks ND CVS Pharmacy will not take this benefit with clients card.	Currently only select CVS stores have an in-store option for this benefit. All CVS stores with a pharmacy will be participating in the benefit later in 2023. Check the store locator link often to find which stores are currently participating: https://www.cvs.com/otchs/secureblue/storelocator
CVS OTC Benefit	Can the member actually pick up the items in the store or just put the order in at the store and then have to have the items shipped to them?	Members can shop and buy their items in select stores. There will also be a 'buy online, pick-up in store option' available later this year. All CVS stores with a pharmacy will be participating in the benefit later in 2023. Check the store locator link often to find which stores are currently participating: https://www.cvs.com/otchs/secureblue/storelocator
CVS OTC Benefit	Where can Care Coordinators see the catalog?	Catalogs are available for Blue Plus Care Coordinators on the Blue Plus Care Coordination website: https://carecoordination.bluecrossmn.com/over-the-counter-catalog-cvs-otchs/
CVS OTC Benefit	How can members access the benefit/catalog online?	Members should visit https://www.cvs.com/otchs/secureblue to view the catalog, find a participating in-store location, review FAQs, and place online orders.
CVS OTC Benefit	Also, do all MSHO members get the catalog mailed to them? I have had to print it off and mail it to them?	All MSHO members will receive a 2023 catalog mailed to them from Blue Cross in Jan 2023. Members new to the SecureBlue plan throughout the year will receive a catalog mailed to them in their Blue Plus "Welcome Packet". CVS will also mail one catalog to the member upon request. Catalogs are available online on the Blue Plus Care Coordination website and for members at: https://www.cvs.com/otchs/secureblue
CVS OTC Benefit	I also would like to know if they get catalog mailed to them?	All MSHO members will receive a 2023 catalog mailed to them from Blue Cross in Jan 2023. Members new to the SecureBlue plan throughout the year will receive a catalog mailed to them in their Blue Plus "Welcome Packet". CVS will also mail one catalog to the member upon request.
CVS OTC Benefit	I had to request another catalog to a client because they accidently threw it away. I was told they are only able to get one per calendar year.	CVS will mail one catalog per year to the member. Members also receive a new catalog mailed to them from Blue Cross at the beginning of the year. Catalogs are also available to view and print online at: https://www.cvs.com/otchs/secureblue
CVS OTC Benefit	Can we work toward an option where a Care Coordinator can have multiple members under their employee email address? I have several members who don't use computers/email addresses who benefit from the Care Coordinator placing the order.	Thank you for this suggestion. We will look into options for how Care Coordinators can access the benefit on behalf of their members.
CVS OTC Benefit	Do you have to have an email to order, or just to order online?	Online orders require an email address. Phone orders and in-store purchases do not require an email.
CVS OTC Benefit	Members can sign up over the phone I believe without email	No email is required for phone orders or in-store purchases.
CVS OTC Benefit	The catalog can be printed on the care coordinator website and I have mailed a few out to some of my clients.	Catalogs are available online on the Blue Plus Care Coordination website and for members. Scroll to the bottom of the page for the PDF link. CVS will also mail one catalog to the member upon request. https://www.cvs.com/otchs/secureblue

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CVS OTC Benefit	How does the member obtain a catalog?	All MSHO members will receive a 2023 catalog mailed to them from Blue Cross in Jan 2023. Members new to the SecureBlue plan throughout the year will receive a catalog mailed to them in their Blue Plus "Welcome Packet". CVS will also mail 1 copy to the member upon request. The member can call 1-888-628-2770 (TTY: 711) to request a replacement catalog (once per year). The catalog can also be found online. Scroll to the bottom of the page for the PDF link: https://www.cvs.com/otchs/secureblue
Juniper Health and Wellness Classes	Are programs only offered in English?	Juniper classes are offered in several languages. If a member is interested in a class in a specific language and we do not have one on the schedule at the time, we would be happy to add the member to our waitlist. Interpreters can also be used for the Health and Wellness classes. See the Juniper class descriptions at: https://carecoordination.bluecrossmn.com/juniper-health-wellness-classes/
Juniper Health and Wellness Classes	Will the Juniper Wellness Recovery Action Plan (WRAP) mail out a tablet like the care giver program?	No, Juniper does not provide technology devices to participants.
Juniper Health and Wellness Classes	Is the Juniper WRAP program in rural MN offered in-person?	WRAP is available to any community across the state through our online format, and as we continue to roll out the program, we expect to see an expansion of in-person availability.
Juniper Health and Wellness Classes	Could the Juniper WRAP program be listed on the CC site?	The WRAP program is included in the program description and tri-fold brochure and the Juniper Program Description-MSHO resource on the care coordination Juniper MSHO supplemental benefit page. Upcoming classes, including WRAP, will also be listed on the supplemental benefit page under Upcoming Juniper Classes as they become available. https://carecoordination.bluecrossmn.com/juniper-health-wellness-classes/
LSS Post Discharge Healthy Transitions	When we make a post discharge meal referral, could we be contacted timely for dates of service so a service agreement can be entered timely into Bridgeview?	This feedback will be shared with LSS.
LSS Post Discharge Healthy Transitions	Is the LSS Post Discharge Health Transitions Service Community Health Worker available statewide (the visits and calls) or just certain areas of the state?	Yes, this benefit is available statewide for both in-home and phone calls.
LSS Post Discharge Healthy Transitions	Yes what is the areas of service? What do we need to enter into Bridgeview?	The LSS Healthy Transition benefit is available statewide for both in-home and phone calls. Refer to the <i>2023 MSHO Supplemental Benefits Tool for BV Entry</i> on the CC website: https://carecoordination.bluecrossmn.com/msho/secureblue-msho-supplemental-benefits/
Mom's Meals Chronic Conditions Meals	Does Mom's Meals have plans to move toward more sustainable and compostable packaging? I have several members who terminate their home delivered meals as they are eco-conscious.	We will share this feedback with Mom's Meals.
QMedic PERS	Do the non-cell-phone QMedic devices work well in areas that typically don't have cell service?	QMedic will use your member's address to determine the best cellular QMedic provider for that particular area. QMedic will provide landline units for members who live in very remote locations.
QMedic PERS	Is this available on other waivers such as CADI?	Per QMedic this service is available under other home community based service (HCBS) waivers, such as CADI and EW. The process and codes to authorize the services are different. Care Coordinator's would not enter any CADI PERS service agreements paid under the CADI Waiver into Bridgeview. Blue Plus does not manage the CADI waiver service agreements. However, members on MSHO that have a CADI waiver and choose to use their MSHO supplemental benefit for their PERS are able to, if there are no duplication in services.
QMedic PERS	Does QMedic have PERS devices that also monitor blood pressure?	Yes, QMedic can provide a cellular watch with blood pressure monitoring.
QMedic PERS	Does QMedic PERS have the capability to monitor heart failure?	The QMedic watch does not monitor or notify for heart failure but will provide notifications when a member's heart rate gets too high.
QMedic PERS	If a member resides in an assisted living and receives EW customized living services, should we still authorize the PERS through their supplemental benefits with QMedic?	Services should be evaluated on a case by case basis based on the member's individualized needs. MSHO member's may choose to use the PERS benefit through their MSHO supplemental benefit (QMedic) depending on the member's preference and service needs if there are no duplication in services. Note, MSHO members in 24 hour customized living paid through EW should not have a separate PERS authorized, the only exception would be if a PERS is appropriate to use outside of the CL setting and there are no duplication in services, refer to the CBSM Customized Living and PERS sections for details. Member residing in non 24 hour customized living may access this benefit if there are no duplication in services.