





BLUE PLUS – MSC+ and MSHO

KEY CONTACTS & RESOURCES



	Resource	Contact Info	Description
Ancillary Benefits & Providers	BlueRide Transportation	<p>Call 651-662-8648 or 1-866-340-8648 to set up an appointment.</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  SecureBlue Blue Ride Brochure 1-1-2 </div> <div style="text-align: center;">  MSC+ BlueRide Brochure 10 20.pdf </div> </div>	<p>Use Blue Ride when you have no other way to get to your appointment or you do not have a car. Includes rides to medical, dental, and mental health appointments, to pick up prescriptions, and to pick up or repair durable medical equipment (DME). You can also use BlueRide when discharged from a hospital.</p> <p>MSHO: Members can use BlueRide for transportation to the grocery store and fitness center as an MSHO supplemental benefit.</p>
	Blue Plus Member Services	<p>MSHO: 1-888-740-6013</p> <p>MSC+: 1-800-711-9862</p>	<p>FOR MEMBERS: Call to speak with a Blue Plus representative about billing, new ID card request, appeals, grievances, and questions on anything Blue Plus.</p> <p>FOR CARE COORDINATORS: Call to help members with benefit questions, grievances, billing questions. Care Coordinators must identify themselves as a “Blue Plus Care Coordinator” and state you are listed on our Care Coordinator list (SDL).</p>
	Blue Plus Member Portal	https://publicprograms.bluecrossmn.com/public/login	FOR MEMBERS: After logging in with member ID and password, there is ability to print ID cards, search for providers, review claims, submit member questions, etc.
	Blue Plus Provider Portal	https://provider.publicprograms.bluecrossmn.com/minnesota-provider/home	FOR PROVIDERS: Submit Prior Authorizations, Claims & Disputes, Forms, Availability, etc.

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Bridgeview Company	For Care Coordinators: <ul style="list-style-type: none"> • Bridgeview.- .serviceagreements@bluecrossmn.com • 1-800-584-9488 For EW Providers: EWProviders@bluecrossmn.com	Bridgeview is the platform used for many Care Coordinator tasks including entry of Elderly Waiver service agreements and EW claims processing.
Delta Dental	MEMBER: To find a dental provider, please call Delta Dental at 1-800-774-9049 (TTY 711) CARE COORDINATORS ONLY: 1-866-303-8138	For dental care, use a dentist in the Delta Dental of Minnesota-Minnesota Select SM Dental Network. Care Coordinators may call our Delta Dental Government Programs Care Coordination Team for assistance when helping members find a dentist and scheduling appointments. Also, general inquiries regarding dental access, providers, benefits, and eligibility.
Interpreter Services	See full up-to-date list of contracted interpreter providers in the Care Coordination Guidelines available here: https://carecoordination.bluecrossmn.com/care-coordination/	Providers are responsible for arranging for interpreter services and should bill for them along with their medical claim. Interpreters for home care and care coordination can be arranged using any of the providers listed. If issues come forward with members finding an interpreter or with a provider not providing access to interpreter services, please contact your Partner Relations Consultant listed below.
Provider Finder	https://www.bluecrossmn.com/find-doctor	Health Plan specific tool for finding providers and pharmacies in network.
Provider Services	1-866-518-8448	Refer providers (except EW Providers) for provider specific questions about contract or billing.

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Benefits	SecureBlue MSHO Enrollment	 MSHO and MSC+ Comparison Flier.pdf Email with questions: Secureblue.referrals@bluecrossmn.com	<p>Our MSHO Sales Specialists can answer questions about and assist county staff or enrollees with SecureBlue MSHO enrollment including answering Medicare Part D questions and checking our formulary for covered medications.</p> <p>Care Coordinators can email the Care Coordinator SecureBlue Referral Form to secureblue.referrals@bluecrossmn.com and a specialist will reach out to the member or their designated representative.</p>
	SecureBlue MSHO Supplemental Benefits <i>(not available to MSC+ enrollees)</i>	Jenna Rangel Jenna.Rangel@bluecrossmn.com  2022 MSHO Benefit Highlights Brochure	<ul style="list-style-type: none"> • Contact Jenna for vendor issues related to any MSHO supplemental benefit. • Contact your PR Consultant for benefit & process questions. • For a comprehensive list of supplemental benefits, visit our Care Coordination website page: • https://carecoordination.bluecrossmn.com/msho/secureblue-msho-supplemental-benefits/
Blue Plus Programs	Blue Plus Case Management Services	MSHO: 1-888-740-6013 MSC+: 1-800-711-9862	<p>Complex Case Management/Disease Management/Behavioral Health Case Management is available when members are identified as needing additional support. Members or their caregivers have access to additional case management to receive consultation, education and support for situations involving:</p> <ul style="list-style-type: none"> • Catastrophic illness • High medical costs • Substance abuse • Frequent hospitalizations • Out-of-state providers • When additional education or support is requested by a member's caregiver.

	Resource	Contact Info	Description
	Gender Services	https://www.bluecrossmn.com/members/coverage/gender-care-and-coverage-overview Email: gender.services@bluecrossmn.com	Guidance for Blue Cross’s transgender and non-binary members to help manage your care and navigate insurance. <ul style="list-style-type: none"> • Answer gender-related care questions • Connect you to health plan benefits • Understand your plan and coverage Find the right doctor and care
	Quit Tobacco Program	https://www.bluecrossmn.com/wellbeing/health-programs/quit-smoking-or-vaping-our-tobacco-support-program Call 1-844-421-5661 (TTY/TDD 711) to get connected.	Members wanting to quit tobacco or vaping can take the first step to becoming nicotine-free. Hours: Monday – Thursday 8:30 a.m. – 5:30 p.m. Central Time, Friday 8 a.m. – 6 p.m. Central Time.
Medical	Doctor on Demand	https://www.doctorondemand.com/bcbsmn	Members can connect with medical and mental health providers from their phone, tablet, or computer by appointment 24/7, 365 days a year. Through live video, doctors review symptoms, medications, perform an exam and may recommend treatment – including prescriptions and lab work.
	Nurse Line	MSHO: 1-888-740-6013 MSC+: 1-800-711-9862	Members have access to the Blue Plus 24/7 Nurse Line. Members should request “nurse line” when prompted. The Nurse Line is staffed by registered nurses who will assess symptoms and direct members to the best possible care.
	Virtuwell	https://www.virtuwell.com/	Members can access Virtuwell’s certified nurse practitioners to receive 24/7 treatment to over 30 common conditions from any device.

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Mental Health	Blue Plus Behavioral Health Crisis Line	MSHO: 1-844-410-0745 MSC+: 1-800-711-9862	Information about mental health and drug/alcohol abuse counseling.
	"Learn to Live"	https://learntolive.com/blueplus	Online, on demand, self-paced, Cognitive Behavior Therapy from any device. <ul style="list-style-type: none"> Members experiencing <u>mild to moderate</u> issues can complete an assessment or begin support services. Online clinical assessments, programs and resources for Stress, Anxiety & Worry, Depression, Insomnia, Social Anxiety & Substance Use. No cost to eligible Blue Plus members (ages 13+).
	Mental Health Minnesota -Warmline	https://mentalhealthmn.org/support/minnesota-warmline/ <ul style="list-style-type: none"> Call 651-288-0400 Text "support" to 85511 	Minnesota-sponsored crisis support, available 24/7.
Pharmacy	Government Markets Pharmacy Team	Donna Boreen, Pharmacist Business Segment Director Donna.boreen@bluecrossmn.com Palwasha Hassas, Pharmacist Business Segment Director, Medicaid Palwasha.hassas@bluecrossmn.com	Email Blue Plus pharmacist about medication concerns Include the following information: <ul style="list-style-type: none"> Member Name, ID, DOB Name of medication(s) Detailed description of the question/concern
	Prime Therapeutics (pharmacy)	https://www.myprime.com/en/find-pharmacy.html Call toll free 1-888-877-6424 (TTY/TDD 711), 24 hours a day, seven days a week.	View Rx drug formulary, search for in network pharmacies.

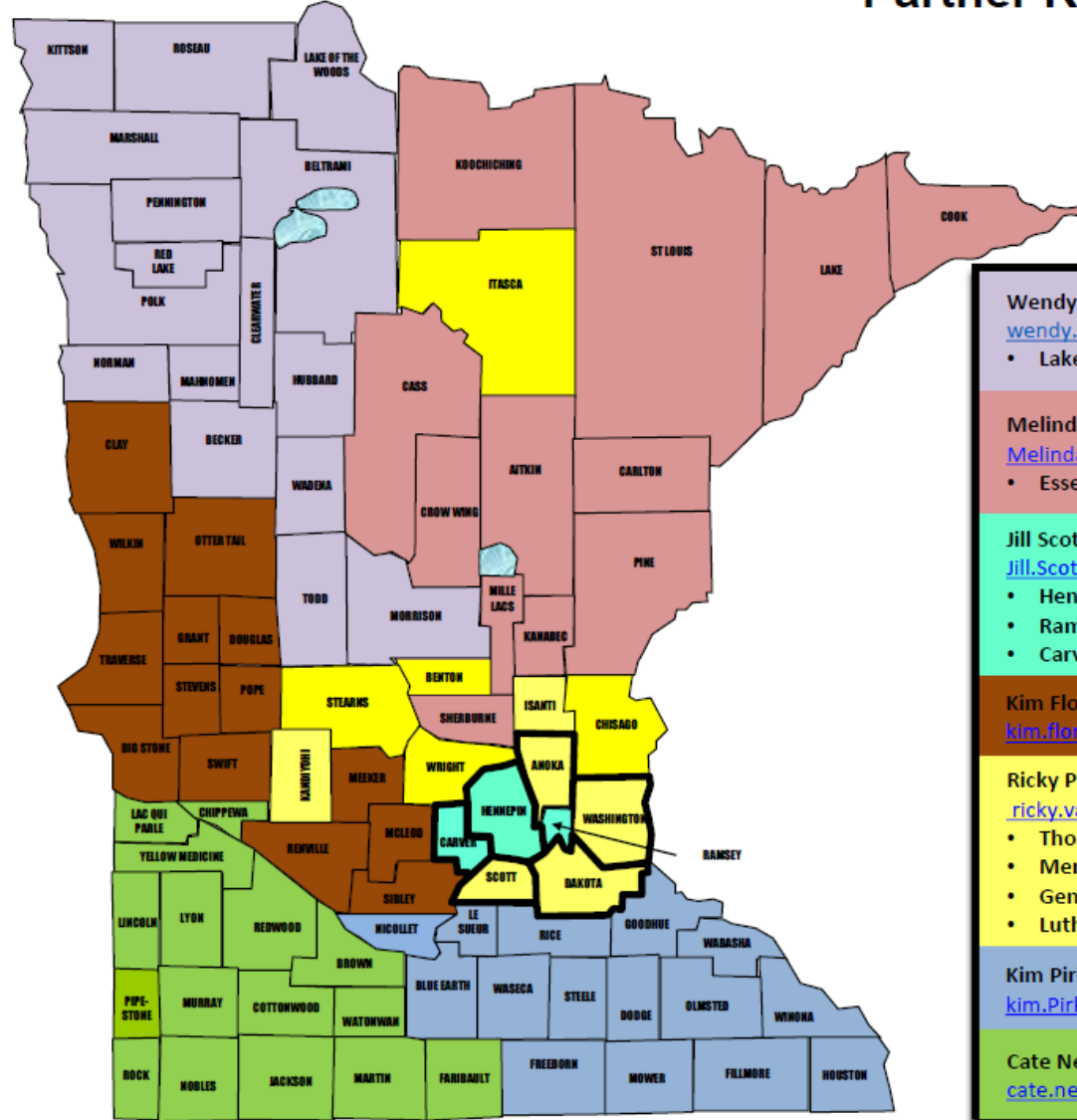
	Resource	Contact Info	Description
Resources	Caregivers	Visit www.caregivercornermn.com	BCBS of MN hosted website with helpful information and resources for caregivers.
	Findhelp (Formerly Aunt Bertha)	https://mnbcbcs.findhelp.com	Community Resource Link which is an online resource that locates and displays all available local community-based free or low-cost programs and services near you. Available in over 110 languages. Resources pulled by Zip Code.

<p>Partner Relations Consultant Team</p> <p>*See Regional Map on the next page.*</p>	<p>Stormy Church, Manager</p> <ul style="list-style-type: none"> • 651-662-1040 <p>Kim Flom, LSW</p> <ul style="list-style-type: none"> • 651-662-9647 <p>Melinda Heaser, LSW, CCM</p> <ul style="list-style-type: none"> • 651-662-9533 <p>Cate Ness</p> <ul style="list-style-type: none"> • 651-662-9214 <p>Kim Pirkel, LSW, CCM</p> <ul style="list-style-type: none"> • 651-662-3074 <p>Wendy Schultz, RN, BSN, PHN, CCM</p> <ul style="list-style-type: none"> • 651-662-4539 <p>Jill Scott, RN, PHN, CCM</p> <ul style="list-style-type: none"> • 651-662-5099 <p>Ricky Vang, RN, BSN, PHN, MHA</p> <ul style="list-style-type: none"> • 651-662-4523 <p>Partner.Relations@bluecrossmn.com</p> <ul style="list-style-type: none"> • Fax: 651-662-0015 	<p>Blue Plus liaison for MSHO and MSC+ Care Coordination contracts.</p> <p>Primary contact for care coordination program and process questions including but not limited to:</p> <ul style="list-style-type: none"> • Member specific issues • LTSS/Elderly Waiver • Health Risk Assessment/Care Planning • Care Coordination program operations • Care Coordination Audits
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**BlueCross BlueShield
BluePlus
of Minnesota**
Independent licensees of the Blue Cross and Blue Shield Association

Government Markets Partner Relations Contacts



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