

# CARE COORDINATOR SERVICES

Get help with your health care needs at no cost to you

We could all use a helping hand from time to time. With SecureBlue<sup>SM</sup> (HMO SNP), you are assigned to a Care Coordinator who helps you work with your clinic, doctor, dentist, and others.

A Care Coordinator will support you and your family in managing your health care needs. They can help you:

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

## EASY TO REACH

Your Care Coordinator is just a phone call away. You can talk with your Care Coordinator on the phone Monday through Friday between 8 a.m. and 4:30 p.m., Central Time. Your Care Coordinator will also reach out to you on the phone and may offer an in-person visit.

## RESPECT YOUR WISHES

SecureBlue and your Care Coordinator respect your independence. We will work with you to create a plan that meets your needs and helps you be your healthiest.



### IMPORTANT PHONE NUMBERS

#### Nurse line

Call toll free at **1-888-740-6013**  
TTY users call **711**  
24 hours a day, 7 days a week

#### BlueRide transportation to medical appointments

Call toll free at **1-866-340-8648**  
TTY users call **711**  
Monday through Friday,  
8 a.m. to 5 p.m.

#### Behavioral health and chemical dependency services

Call toll free at **1-844-410-0745**  
TTY users call **711**  
24 hours a day, 7 days a week

## CARE COORDINATOR CONTACT INFORMATION

Hello, my name is \_\_\_\_\_

My phone number is \_\_\_\_\_

I am your Care Coordinator. My job is to make your life easier by helping you with your health care and other important needs.



## CARE COORDINATOR WALLET CARD

1. Cut out card.
2. Fill it out or have it filled out.
3. Keep it with you.

SecureBlue 1-888-740-6013; TTY 711

Attention. If you need free help interpreting this document, call the above number.

Atención. Si desea recibir asistencia gratuita para interpretar este documento, llame al número indicado arriba.

Thov ua twb zoo nyeem. Yog hais tias koj xav tau kev pab txhais lus rau tsab ntaub ntawv no pub dawb, ces hu rau tus najnpawb xov tooj saum toj no.

Chú ý. Nếu quý vị cần được giúp đỡ dịch tài liệu này miễn phí, xin gọi số bên trên.



or

No English?

Civil.Rights.Coord@bluecrossmn.com 1-888-740-6013, TTY 711

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

SecureBlue<sup>SM</sup> (HMO SNP) is a health plan that contracts with both Medicare and the Minnesota Medical Assistance (Medicaid) program to provide benefits of both programs to enrollees. Enrollment in SecureBlue depends on contract renewal.

SecureBlue Member Services: 1-888-740-6013, TTY 711, 8 a.m. to 8 p.m. Central Time, seven days a week (except Thanksgiving and Christmas) from October 1 through March 31, and Monday to Friday (except holidays) from April 1 through September 30. This call is free.

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