



**BlueCross
BlueShield**
Minnesota



<2024>

WELCOME GUIDE

Your guide to SecureBlueSM (HMO SNP)

A Minnesota Senior Health Options (MSHO) plan

H2425_092623_001_C



Hello and welcome to your **SecureBlue plan**

We're excited to have you as a Blue Cross and Blue Shield of Minnesota and Blue Plus member.

Thank you for choosing SecureBlue from Blue Plus as your health plan. In this guide, you will find important information about your plan, like how to create your online member account, where to find plan documents, who to call with questions, extra plan features, and more.

QUESTIONS? WE CAN HELP.

Call 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.>

Or visit bluecrossmn.com/SecureBlue>

Getting started

Your new <2024> member ID card will be on the way soon. When your card arrives, here are three first steps you can take to help you get the most out of your plan:

1 Keep your member ID card somewhere safe.



You will need to show your member ID card whenever you visit doctors, clinics, hospitals, dentists or pharmacies. It has all the information on it that providers will need to submit your claims.

2 Set up your online member account.



Visit <bluecrossmn.com/WelcomeMSHO> to set up your online account. You will need the information on your member ID card. Here you can check your plan details, access important plan documents, find in-network providers, view or print your member ID card, and more.

3 Learn more about your benefits.



Visit <bluecrossmn.com/WelcomeMSHO> or scan the QR code to learn more about your plan.

Each healthcare and dental provider is an independent contractor and is not our agent.

Get support from your care team

With SecureBlue, you never have to figure it out on your own. A Care Coordinator and Case Manager are available to help you make sure you get the care you need.

CARE COORDINATOR

A Care Coordinator is a licensed nurse, social worker or qualified healthcare provider who can help you:

Access home healthcare, community-based services and local resources

Understand your benefits and help get you enrolled in special programs

Find transportation to doctor appointments

Coordinate care between your primary care clinic and specialists

Get information you and your family can use to make decisions

Manage your care before and after a hospitalization

Your Care Coordinator will typically reach out to you within the first month of joining the plan. If you have not been contacted by a Care Coordinator, call Member Services.



CASE MANAGER

If you have a major illness, injury or chronic health condition, you will be assigned a Case Manager.

They will help you:

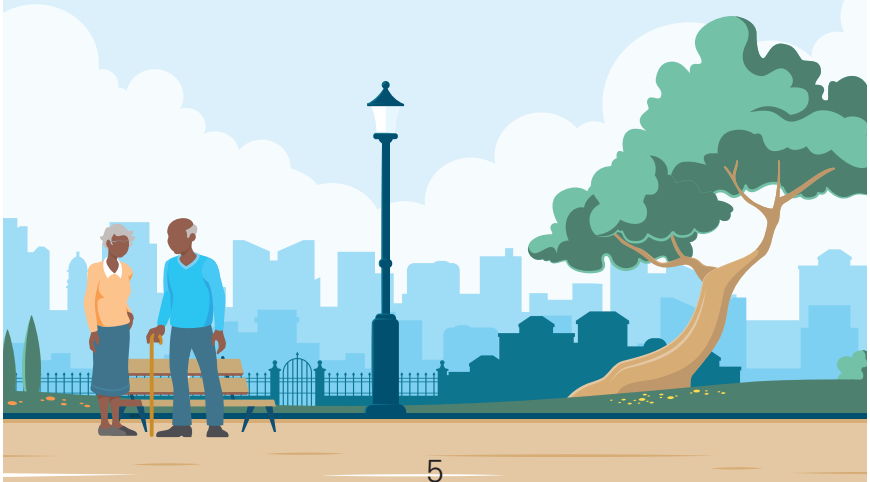
Better understand and follow your treatment plan, condition or disease

Find in-network providers and behavioral health support

Set up doctor visits and follow-up appointments

Answer questions between doctor visits

A Case Manager will be assigned to you based on your needs. Call Member Services with any questions.



Make the most of your benefits

In addition to medical, dental and vision care, as well as prescription drug coverage, your SecureBlue plan comes with extra tools and resources to help you take care of your health, all at no additional cost.

Save money on over-the-counter (OTC) health and wellbeing items

You get an allowance of \$150 per quarter* to purchase select, over-the-counter health and wellbeing items from the Over-the-Counter Health Solutions (OTCHS) Catalog.

You can also order items online, over the phone or from a CVS store. To view the catalog or place an order online, visit

<[cvs.com/Benefits](https://www.cvs.com/Benefits)>. If you need help placing an order, your Care Coordinator can help.



You will receive one printed copy of the OTC catalog per year in a separate mailing. If you'd like to order another printed copy, visit <[cvs.com/Benefits](https://www.cvs.com/Benefits)> or call <**1-888-628-2770**>, TTY **711**, <Monday to Friday, 8 a.m. to 7 p.m. Central Time>.

*Allowances do not carry over to the next quarter. Any unused dollars will be forfeited.

CVS Pharmacy, Inc. d/b/a OTC Health Solutions is an independent company providing OTC supplemental benefit administrative services.

BlueRideSM transportation services

BlueRide offers you a safe and reliable ride to covered medical, dental and pharmacy visits with providers in your plan's network. You can also use BlueRide to go to participating fitness locations, health and wellbeing classes, and Narcotics Anonymous and Alcoholics Anonymous meetings.



**Get <up to six>
round-trip rides to
grocery stores, food
pantries or farmers
markets per month**

Visit <bluecrossmn.com/BlueRide> or call <**1-866-340-8648**>, TTY **711**, <Monday to Friday, 8 a.m. to 5 p.m. Central Time> to schedule a ride.

Restrictions and conditions apply.

Extra dental benefits

Get two crowns (two teeth per year), one root canal per year, and an electric toothbrush with up to three replacement brush heads per year.

Visit <bluecrossmn.com/DeltaDental> and select <"Minnesota Select Dental"> to find an in-network dentist.

Delta Dental of Minnesota is independent from Blue Cross and Blue Shield of Minnesota. Delta Dental[®] provides administrative services for dental benefits.



Friendly helper

Get in-person and virtual support services to increase community connections and help with everyday tasks like light household chores, grocery shopping and more.

Contact your Care Coordinator to learn more.

Household support

Get help paying your utility bills and rent with a monthly allowance of \$120.

Contact your Care Coordinator to learn more.

Utility company and landlord must meet certain qualifications to be eligible. Restrictions and conditions apply.

Personal emergency response system (PERS)

Get an in-home or mobile personal emergency response system so you can call for help in an emergency.

Contact your Care Coordinator to learn more.

Restrictions and conditions apply.

SilverSneakers® fitness program

Improve your health, gain confidence and connect with your community with SilverSneakers. Stay active with fitness classes, on-demand workout videos and access to <more than 15,000> fitness locations.

Visit <silversneakers.com> to learn more.



SilverSneakers® is a registered trademark of Tivity Health, Inc., an independent company that provides health and fitness programs.

Enhance your eyewear

Upgrade your eyeglasses each year with anti-glare lens coating, progressive (no-line) lenses and transition (photochromatic) lens options.

Call the Member Services number on the back of your member ID card for more information or to find an in-network eye doctor.

Understanding opioids

Learn more about misuse, addiction and long-term effects

Opioids, like oxycodone, morphine and fentanyl, are a class of drugs that are prescribed by doctors to help patients manage pain. They should be used for the short term, like to help with pain after a surgery or procedure.

However, because opioids are a very strong pain medicine, they can be highly addictive and easily misused. With continued use, the body can develop a tolerance for opioids, so a higher dose is needed to get the same effect. This can lead to addiction. Anyone can get addicted to opioids, even when taking them as prescribed.

LONG-TERM EFFECTS OF OPIOID USE

If you are prescribed an opioid, make sure to discuss these long-term effects with your doctor:

- Physical dependence or addiction
- Tolerance and the need to continue increasing your dose
- Increased risk of overdose
- The drive to breathe decreases
- Irregular heartbeat
- Increased risk of heart attack
- Depression
- Constipation
- Severe abdominal pain
- Weak bones



SECUREBLUE CAN HELP

There are alternatives that you and your doctor can explore, and some options may be covered by your health plan:

Alternative medications and treatments. Ask your doctor about what non-opioid medications might be right for you, either prescription medications covered by your plan or over-the-counter options. Or to find out if acupuncture or chiropractic care might be a good option for pain management, too.

Over-the-counter (OTC) benefit. You also have a quarterly allowance that can be used on an approved list of commonly used over-the-counter health and wellbeing products.

Opioid treatment program. Members who have an opioid use disorder can get help through an opioid treatment program at no additional cost. This program may include the use of FDA-approved medications that help break the addiction to opioids, substance use counseling, individual and group therapy, ongoing toxicology testing and periodic assessments.



TALK WITH YOUR DOCTOR

If you are feeling frequent pain or have an upcoming procedure, ask your doctor about a treatment plan that includes opioid alternatives. If opioids are the right choice for you, make sure you understand the expected time for using the medication and how to safely stop.

Understand your coverage

Know who to contact with questions, how to find important plan documents and where to go for care.

IMPORTANT CONTACT INFORMATION

Member Services

<[1-888-740-6013](tel:1-888-740-6013)>, TTY [711](tel:711)

If you have questions about your plan or need access to important documents like your Member Handbook, Provider and Pharmacy Directory or List of covered drugs (Formulary), visit bluecrossmn.com/SecureBlue or call Member Services.



Translation and interpretation assistance

<[1-888-740-6013](tel:1-888-740-6013)>, TTY [711](tel:711)

Blue Plus provides translated documents and interpretation if English is not your first language. For medical appointments, your doctor's office can help arrange an interpreter.

Behavioral health crisis hotline

<[1-888-275-3974](tel:1-888-275-3974)>, TTY [711](tel:711)

24 hours a day, seven days a week

Contact the Behavioral Health Crisis Line with questions about your treatment options or when you need support from a behavioral health specialist.

Appointing a representative

You may name a family member, friend, doctor or anyone else to advocate for you. Visit <bluecrossmn.com/SecureBlue> to complete the Appointment of Representative form.

KNOW WHERE TO GO FOR CARE

Learn more about the different types of care options available to you. Visit bluecrossmn.com/SecureBlue to find providers in your network.



Primary care clinic

When you have SecureBlue, you choose a clinic from your plan's network to be your primary care clinic. They will get to know you and keep all your medical records in one place.



Nurse line

Get professional medical advice and information from registered nurses 24 hours a day, seven days a week.



Online care

See a doctor right on your smartphone, tablet or computer with Doctor On Demand® by Included Health. Board-certified doctors, including psychiatrists and psychologists, can treat many common conditions.



Urgent care center

Get care for an illness, injury or condition that is needed urgently, but is not severe enough to require a hospital emergency room (not life-threatening).



Hospital emergency room

Get emergency care for life-threatening symptoms that may require hospital admission.

Doctor On Demand® by Included Health is an independent company providing telehealth services.



Thank you for choosing
SecureBlue

When you choose Blue Cross and Blue Shield of Minnesota and Blue Plus you get a name you can trust, coverage you can count on and peace of mind knowing we're here to help you every step of the way. We look forward to supporting your healthcare needs.

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.



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

Discrimination is against the law. Blue Plus will accept all eligible Beneficiaries who select or are assigned to Blue Plus without regard to medical condition, health status, receipt of health care services, claims experience, medical history, genetic information, disability (including mental or physical impairment), marital status, age, sex (including sex stereotypes and gender identity), sexual orientation, national origin, race, color, religion, creed or public assistance status.

SecureBlueSM (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.

Blue Cross[®] and Blue Shield[®] of Minnesota and Blue Plus[®] are nonprofit independent licensees of the Blue Cross and Blue Shield Association.

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