



**BlueCross
BlueShield**
Minnesota



2024

WELCOME GUIDE

Your guide to Blue AdvantageSM
Families and Children, MinnesotaCare
and Minnesota Senior Care Plus (MSC+)

Minnesota Health Care Program plans

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DHS Approved 10/25/2023



Hello and welcome to your **Blue Plus plan**

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

Thank you for choosing 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

1-800-711-9862, TTY **711**

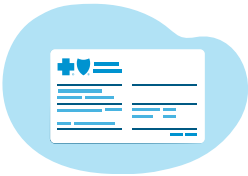
8 a.m. to 5 p.m. Central Time, Monday through Friday. This call is free.

Or visit bluecrossmn.com/PublicPrograms

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/WelcomeMHCP 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/WelcomeMHCP 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 on the road to better health

Take the Initial Health Screener

The Initial Health Screener is a health assessment for new enrollees, so we can get to know you and your needs better. It only takes 10 minutes, and once you're done, you can:

- Sign up for a care management program
- Access free tools and resources
- Connect with pregnancy-related programs and rewards
- Get free transportation to your medical appointments

Health screener is not available to Minnesota Senior Care Plus members.



COMPLETE YOUR HEALTH SCREENER

Online

Visit bluecrossmn.com/HealthScreener.

By mail

Call Member Services to request a copy be mailed to your home.



Make the most of your benefits

In addition to medical care, your Blue Plus plan comes with extra benefits, tools and resources to help you take care of your health, all at no additional cost.

PROGRAMS AVAILABLE FOR ALL THREE PLANS

Dental benefits

Get basic dental services, including checkups, cleanings and fillings, all at no additional cost.

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.

Prescription and over-the-counter medications

Your Blue Plus plan covers some medications prescribed by your doctor, as well as some over-the-counter drugs, based on our formulary when you purchase from a pharmacy in your plan’s network.

To find an in-network pharmacy, visit bluecrossmn.com/PublicPrograms.

Restrictions and conditions apply. See Member Handbook for criteria.



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.

Call **1-866-340-8648**, TTY **711**, Monday through Friday, 8 a.m. to 5 p.m. Central Time to schedule a ride.

Restrictions and conditions apply. See Member Handbook for criteria.

Behavioral health services

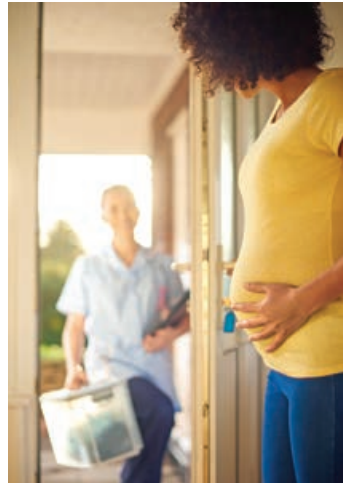
Mental and emotional wellbeing are important parts of your health. Your plan includes a range of care for mental health and substance use concerns, including virtual and telehealth visits, inpatient and outpatient services, and more.

Visit bluecrossmn.com/BluePlusBH to learn more.

Mobile clinics

Get care right in the comfort of your own home. Some services provided in the mobile clinic include well-child screenings, vaccinations, prenatal and postpartum care, diabetes management, behavioral health assessments and more.

Visit bluecrossmn.com/MobileClinics for a list of mobile clinics and service areas.





Learn to Live

Concerned about substance use, stress, insomnia, depression, social anxiety, panic or resilience? Learn to Live is an online program that's available anytime to help you work through it.

Visit learntolive.com/Welcome/BluePlus and use code "BLUEPLUS" to get started.

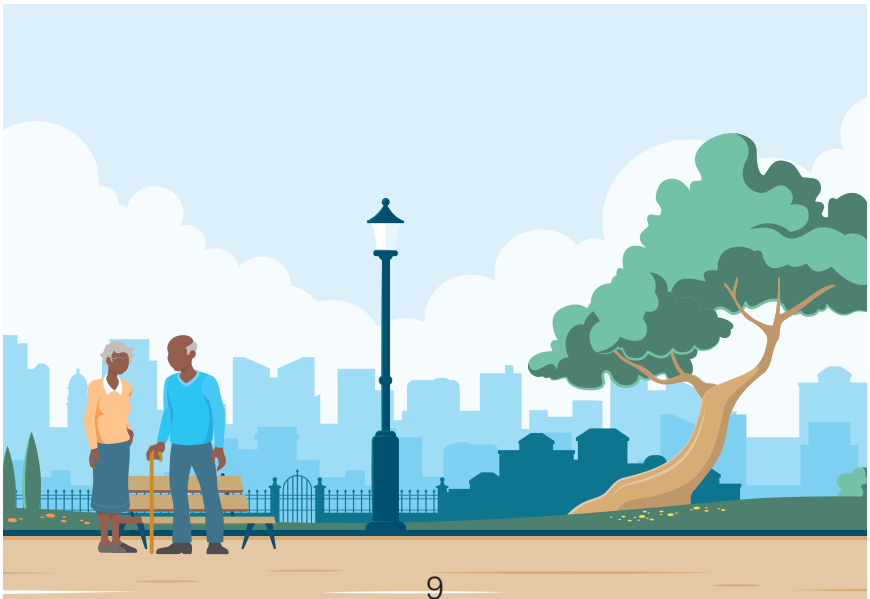
Learn to Live, Inc. is an independent company offering online tools and programs for behavioral health support. Learn to Live is an educational program and should not be considered medical treatment.

Case Manager

If you have a major illness, injury or chronic health condition, you will be assigned a Case Manager. A Case Manager is a specially trained licensed nurse and healthcare specialist who can help you:

- Better understand your treatment plan, condition or disease
- Find in-network providers and behavioral health support
- Set up doctor visits and follow-up appointments
- Get answers to questions you have between doctor visits

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



ADDITIONAL PROGRAMS FOR BLUE ADVANTAGE FAMILIES AND CHILDREN AND MINNESOTACARE MEMBERS

Earn rewards and get extra support and resources during and after your pregnancy, so you can better take control of your health. Available to members age 64 and under.

Healthy Rewards incentive program

When you choose to join Healthy Rewards, you and your family can earn rewards when you complete certain preventive screenings and healthy activities.

Visit bluecrossmn.com/HealthyRewards to learn more and sign up.



Doula benefit

A doula helps you prepare for birth by providing physical and emotional support to you before, during and just after birth.

Call Member Services for more information.

County car seat and booster program

Get car seats and boosters for infants and children through age 8 at no additional cost to you.

Call Member Services for more information.

Restrictions apply.

ADDITIONAL PROGRAM FOR MSC+ MEMBERS

Get extra support from a Care Coordinator to help make sure you get the care you need. Available to members age 65 and over.

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.

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

1-800-711-9862, TTY **711**

If you have questions about your plan, need help updating your preferences, or need access to important documents like your Member Handbook, Provider and Pharmacy Directory or List of Covered Drugs (Formulary), visit bluecrossmn.com/PublicPrograms or call Member Services.



Translation and interpretation assistance

1-800-711-9862, TTY **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, TTY **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.

KNOW WHERE TO GO FOR CARE

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



Primary care clinic

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
Blue Plus**

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.

Blue AdvantageSM and MinnesotaCare

Toll free 1-800-711-9862; TTY 711

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

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.

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



1-800-711-9862, 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.

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