

2024

SECUREBLUESM (HMO SNP)

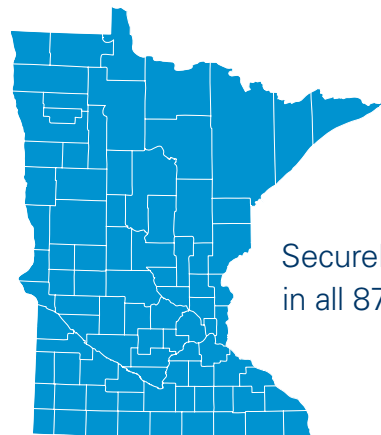
One plan for all your healthcare needs

SecureBlue is a Minnesota Senior Health Options (MSHO) plan that combines your Medicare and Medical Assistance benefits into one plan.

ALL YOUR BENEFITS IN ONE SIMPLE PLAN

SecureBlue is available to people age 65 or older who have both Medicare Part A and Part B and are eligible for Medical Assistance. This convenient, all-in-one plan includes:

- \$0 monthly premium
- One member ID card for all your healthcare needs
- Doctor visits, medicine, hospital stays and emergency care
- Dental cleanings, fillings, crowns and dentures
- Mental health and substance abuse treatment
- Eye exams and glasses
- Hearing tests and hearing aids



SecureBlue is available
in all 87 counties

THE VALUE OF BLUESM

Blue Cross and Blue Shield of Minnesota and Blue Plus has been committed to making sure everyone has access to quality, affordable healthcare for more than 90 years. When you choose us, you get:



Access to **98%** doctors in Minnesota*



Convenient home delivery of medications with over **65,000 in-network pharmacies** (as of July 2023)



Support from **trusted local experts** who can help you every step of the way

ENROLLING IS SIMPLE

We're available to answer your questions and see if you qualify. To get started, call **1-866-349-3234**, TTY **711** from 8 a.m. to 8 p.m., Monday through Friday, or visit bluecrossmn.com/SecureBlue.

*CMS-contracted doctors compared to internal Blue Cross and Blue Shield of Minnesota data, June 2023. Some network limitations may apply.

Plan extras to better manage your health

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

HEALTH AND WELLBEING

CVS over-the-counter allowance. Get an allowance of up to \$150 per quarter to buy select over-the-counter (OTC) health and wellbeing items from a CVS catalog.

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

SilverSneakers® fitness program. Improve your health, gain confidence and connect with your community with SilverSneakers. Your membership includes access to more than 15,000 fitness locations, including fitness classes and on-demand workout videos.

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

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.

Home safety items and personal emergency response system (PERS). Get up to \$750 for home safety items and an in-home or mobile PERS devices to use to call for help in an emergency.



Music therapy. Enhance your quality of life, improve physical and emotional health, and reduce stress and anxiety with music therapy. Get up to 26 sessions per year with a board-certified music therapist. Sessions are offered in person or virtually. This is available for members living in an assisted living or skilled nursing facility or foster home and experiencing certain mental health-related needs.

SPECIALIZED SUPPORT

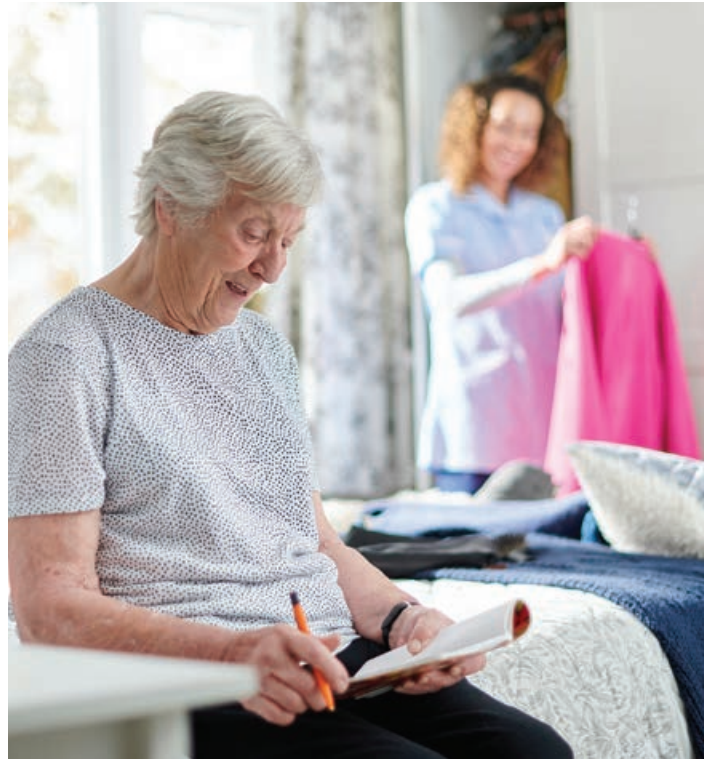
BlueRideSM transportation service. Get rides to covered medical, dental and mental health appointments. You can also request a ride to pick up prescriptions, to repair durable medical equipment (DME), and when you're discharged from a hospital stay.

BlueRide is also available for up to one round-trip ride per day, for:

- SilverSneakers participating fitness locations
- Alcoholics Anonymous (AA) and Narcotics Anonymous (NA) meetings
- Health education classes

Care Coordinator support. Get help from a nurse or social worker who will work with your doctors to make sure you get the care you need. Your Care Coordinator can help you manage your medications and make choices about your healthcare and can arrange services for you, like home meal delivery, and more.

Caregiver emergency planning. Get help creating an in-depth care plan that caregivers can activate when they can no longer care for their loved one, for either the short term or long term.



Post-discharge home support. A certified community health worker is available to help you during the first 30 days after a hospital or short-term skilled nursing facility stay as you transition back home.

Additional benefits and perks

Enhance your eyewear. Upgrade your eyeglasses with anti-glare lens coating, progressive lenses and transition lenses options.

Extra dental benefits. Get two crowns (two teeth/year) and an electric toothbrush with three replacement brush heads.

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

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

Animatronic pets. For members with dementia or Alzheimer's disease, animatronic pets can help provide comfort and companionship and improve mood. Choose from a cat, dog or bird.

Ageless Innovation is an independent company providing animatronic companion pets to support emotional and mental wellbeing.



Ageless Innovation

Compare SecureBlue and MSC+

SecureBlue and Blue Plus® Minnesota Senior Care Plus (MSC+) offer some of the same benefits, but SecureBlue offers more complete coverage. It includes additional benefits at no additional cost to you. A Care Coordinator is available to explain your benefits and help arrange services for you.

PLAN BASICS	SecureBlue	MSC+
No premiums, deductibles or Medicaid cost sharing	✓	✓
One member ID card for all medical services and prescription drugs	✓	—
Medicare Part D prescription drug coverage	✓	—
ADDITIONAL COVERAGE		
Over-the-counter allowance: \$150 per quarter to purchase select over-the-counter items from CVS catalog	✓	—
Additional dental benefits: 2 crowns (2 teeth/year) and electric toothbrush with 3 replacement brush heads	✓	—
Eyewear extras: anti-glare lens coating, progressive lenses and transition lenses are available options for eyewear	✓	—
Nursing home: no 3-day hospital stay required for Medicare-covered skilled nursing facility	✓	Copay or 3-day stay may apply
Additional podiatry services: podiatry services not already covered by Medicare, up to 12 visits per calendar year	✓	—
HEALTH AND WELLBEING AND SAFETY ASSISTANCE		
SilverSneakers fitness program: access to more than 15,000 fitness locations and online workouts	✓	—
Wearable activity tracker with heart rate monitor	✓	—
Animatronic pet: choice of an animatronic cat, dog or bird for members with a cognitive impairment diagnosis	✓	—
BlueRide transportation: rides to covered medical, dental and mental health appointments, to fitness and health and wellbeing classes, and more	✓	✓
NEW 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	✓	—

HEALTH AND WELLBEING AND SAFETY ASSISTANCE (CONT.)	SecureBlue	MSC+
Home safety items: up to \$750 for safety items to prevent injuries in the home	✓	—
Personal emergency response system (PERS): in-home or mobile PERS devices to let you call for help in an emergency	✓	—
Music therapy for members in residential or long-term care settings with certain mental health-related needs. Up to 26 sessions per year.	✓	—
Juniper® health education classes: free, evidence-based classes on falls prevention, chronic disease and pain management	✓	—
Additional personal safety items: up to 50 disposable face masks	✓	—
Support for caregivers: coaching, education and support for caregivers of people living with dementia, stroke or Parkinson's disease	✓	—
POST-DISCHARGE HELP		
Post-discharge healthy transitions: get support for your transition home during the first 30 days after discharge from a hospital or short-term skilled nursing facility	✓	—
Home-delivered meals: 2 meals per day for up to 4 weeks following an inpatient hospital or short-term stay at a skilled nursing facility	✓	—
ADDITIONAL HELP FOR MEMBERS WITH ONE OR MORE CHRONIC HEALTH CONDITIONS		
NEW Household support: monthly allowance of \$120 to help pay for your utility bills and rent	✓	—
Transportation for grocery shopping: up to 6 round-trip rides per month	✓	—
NEW Blood pressure monitor: 1 monitor to track your blood pressure	✓	—
NEW Caregiver emergency planning: an in-depth care plan to be activated if the caregiver can no longer care for their loved one	✓	—
Medically-tailored meals: get customized meals, food boxes and nutrition education to support and improve your health	✓	—
Additional medical supplies: wheelchair and walker safety pouch/tote, medication dispenser, and more	✓	—

Juniper is an independent company providing a statewide network that helps people manage chronic health conditions, prevent falls and foster wellbeing.

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.

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.

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

ያስተውሉ፡ ካለምንም ክፍያ ይህንን ዶኩመንት የሚተረጎምሎ አስተርጓሚ ከፈለጉ ከላይ ወደተጻፈው የስልክ ቁጥር ይደውሉ።

ملاحظة: إذا أردت مساعدة مجانية لترجمة هذه الوثيقة، اتصل على الرقم أعلاه.

သတိ။ ဤတွဲရက်စာတမ်းအားအခမဲ့ဘာသာပြန်ပေးခြင်း အကူအညီလိုအပ်ပါက၊ အထက်ပါဖုန်းနံပါတ်ကိုခေါ်ဆိုပါ။

កំណត់សំគាល់ ។ បើអ្នកត្រូវការជំនួយក្នុងការបកប្រែឯកសារនេះដោយឥតគិតថ្លៃ សូមហៅទូរសព្ទតាមលេខខាងលើ ។

請注意，如果您需要免費協助傳譯這份文件，請撥打上面的電話號碼。

Attention. Si vous avez besoin d'une aide gratuite pour interpréter le présent document, veuillez appeler au numéro ci-dessus.

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

ဟ်သုဉ်ဟ်သးဘဉ်တက့ၢ်. ဝဲနမ့ၢ်လိဉ်ဘဉ်တၢ်မၤစၢၤကလီၤလၢတၢ်ကကျိးထံဝဲဒဉ်လံာ် တီလံာ်မိတခါအံၤန့ၢ်, ကိးဘဉ် လိတဲစိနီၢ်ဂံၢ်လၢထးအံၤန့ၢ်တက့ၢ်.

알려드립니다. 이 문서에 대한 이해를 돕기 위해 무료로 제공되는 도움을 받으시려면 위의 전화번호로 연락하십시오.

ໂປຣດຊາບ. ຖ້າທ່ານ ທ່ານຕ້ອງການການຊ່ວຍເຫຼືອໃນການແປເອກະສານນີ້ພຣີ, ຈົ່ງ ໂທໂປຣໂປທິໝາຍເລກຂ້າງເທິງນີ້.

Hubachiisa. Dokumentiin kun tola akka siif hiikamu gargaarsa hoo feete, lakkoobsa gubbatti kenname bilbili.

Внимание: если вам нужна бесплатная помощь в устном переводе данного документа, позвоните по указанному выше телефону.

Digniin. Haddii aad u baahantahay caawimaad lacag-la'aan ah ee tarjumaadda (afcelinta) qoraalkan, lambarka kore wac.

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

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

Civil Rights Notice

Discrimination is against the law. Blue Plus does not discriminate on the basis of any of the following:

- race
- color
- national origin
- creed
- religion
- sexual orientation
- public assistance status
- age
- disability (including physical or mental impairment)
- sex (including sex stereotypes and gender identity)
- marital status
- political beliefs
- medical condition
- health status
- receipt of health care services
- claims experience
- medical history
- genetic information

You have the right to file a discrimination complaint if you believe you were treated in a discriminatory way by Blue Plus. You can file a complaint and ask for help filing a complaint in person or by mail, phone, fax, or email at:

Nondiscrimination Civil Rights Coordinator

Blue Cross and Blue Shield of Minnesota and Blue Plus

M495, PO Box 64560, Eagan, MN 55164-0560

Toll Free: 1-800-509-5312, TTY: 711

Fax: 651-662-9478

Email: Civil.Rights.Coord@bluecrossmn.com

Auxiliary Aids and Services: Blue Plus provides auxiliary aids and services, like qualified interpreters or information in accessible formats, free of charge and in a timely manner to ensure an equal opportunity to participate in our health care programs.

Contact Blue Plus at Civil.Rights.Coord@bluecrossmn.com, or call SecureBlue Member Services at 1-888-740-6013 (TTY: 711), or your preferred relay services. The call is free.

Language Assistance Services: Blue Plus provides translated documents and spoken language interpreting, free of charge and in a timely manner, when language assistance services are necessary to ensure limited English speakers have meaningful access to our information and services. **Contact** Blue Plus at

Civil.Rights.Coord@bluecrossmn.com, or call SecureBlue Member Services at 1-888-740-6013 (TTY: 711), or your preferred relay services. The call is free.

Civil Rights Complaints

You have the right to file a discrimination complaint if you believe you were treated in a discriminatory way by Blue Plus. You may also contact any of the following agencies directly to file a discrimination complaint

U.S. Department of Health and Human Services Office for Civil Rights (OCR)

You have the right to file a complaint with the OCR, a federal agency, if you believe you have been discriminated against because of any of the following:

- race
- color
- national origin
- age
- disability
- sex
- religion (in some cases)

Contact the **OCR** directly to file a complaint:

Office for Civil Rights, U.S. Department of Health and Human Services

Midwest Region

233 N. Michigan Avenue, Suite 240, Chicago, IL 60601

Customer Response Center: 800-368-1019, TTY: 800-537-7697

Email: ocrmail@hhs.gov

Minnesota Department of Human Rights (MDHR)

In Minnesota, you have the right to file a complaint with the MDHR if you have been discriminated against because of any of the following:

- race
- color
- national origin
- religion
- creed
- sex
- sexual orientation
- marital status
- public assistance status
- disability

Contact the **MDHR** directly to file a complaint:

Minnesota Department of Human Rights

540 Fairview Avenue North, Suite 201, St. Paul, MN 55104

651-539-1100 (voice), 800-657-3704 (toll-free), 711 or 800-627-3529 (MN Relay), 651-296-9042 (fax)

Info.MDHR@state.mn.us (email)

Minnesota Department of Human Services (DHS)

You have the right to file a complaint with DHS if you believe you have been discriminated against in our health care programs because of any of the following:

- race
- color
- national origin
- religion (in some cases)
- age
- disability (including physical or mental impairment)
- sex (including sex stereotypes and gender identity)

Complaints must be in writing and filed within 180 days of the date you discovered the alleged discrimination. The complaint must contain your name and address and describe the discrimination you are complaining about. We will review it and notify you in writing about whether we have authority to investigate. If we do, we will investigate the complaint.

DHS will notify you in writing of the investigation's outcome. You have the right to appeal if you disagree with the decision. To appeal, you must send a written request to have DHS review the investigation outcome. Be brief and state why you disagree with the decision. Include additional information you think is important.

If you file a complaint in this way, the people who work for the agency named in the complaint cannot retaliate against you. This means they cannot punish you in any way for filing a complaint. Filing a complaint in this way does not stop you from seeking out other legal or administrative actions.

Contact **DHS** directly to file a discrimination complaint:

Civil Rights Coordinator

Minnesota Department of Human Services

Equal Opportunity and Access Division

P.O. Box 64997

St. Paul, MN 55164-0997

651-431-3040 (voice) or use your preferred relay service

American Indians can continue or begin to use tribal and Indian Health Services (IHS) clinics. We will not require prior approval or impose any conditions for you to get services at these clinics. For elders age 65 years and older this includes Elderly Waiver (EW) services accessed through the tribe. If a doctor or other provider in a tribal or IHS clinic refers you to a provider in our network, we will not require you to see your primary care provider prior to the referral.