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| Delay in the Eligibility File for CVS Household SupportsMSHO Supplemental Benefits UpdatesJanuary’s Eligibility File, a report sent monthly to CVS listing members eligible to receive the Household Supports benefit for utilities and rent, has been delayed due to technical issues. * This file is usually generated and sent to CVS around the 7th of each month. January’s file was delayed and did not include all eligible MSHO members.
* This impacts the Household Supports benefit only. The CVS Over-the-Counter benefit eligibility file was not impacted.
* Blue Plus is working with IT to resolve these issues, and when resolved, will send CVS a new file for Household Supports as soon as possible.
* Once a new eligibility file is sent, CVS will begin processing the list, and debit cards will be mailed to eligible members.

 We apologize for the delay and the inconvenience.Diagnosis Codes for MSHO Supplemental BenefitsA diagnosis code is required for providers to submit claims for MSHO Supplemental Benefits. Additionally, some MSHO Supplemental Benefits require that the member has a certain chronic condition to access.* If the diagnosis code is not known or available, at a minimum, please provide the qualifying condition on the referral form - for example, diabetes, cancer, COPD, etc., if applicable.
* Supplemental benefit providers will check if the member is eligible based on the diagnosis/condition.
* If a diagnosis code is not available, providers may use the ‘general symptoms’ code of R68.89 for billing purposes.

Questions? Please reach out to your Partner Relations Consultant |