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| Based upon feedback Blue Plus received from our Care Coordinators via the recent MA Redeterminations CC survey, the following updates have been made to the Renewal Roster outreach process:  Updates to Renewal Roster Process & MA Renewal Tips for Care Coordinators   * Outreach can be made to members **OR** Financial or Tribal Workers.   + Delegates who find it difficult to reach Financial or Tribal Workers can reach out to a MNSure Navigator via conference call with the member. **Please note: MNSure Navigators are unable to speak with Care Coordinators without the member present on the call.** * Updated timeline to complete outreach.   + **Previous guidance**: outreach was due within ten business days of Renewal Roster posting in Bridgeview.   + **Updated guidance:** outreach is due by the 15th of the following month. EXAMPLE: Renewal Roster posts to Bridgeview on 1/25, outreach should be completed by 2/15. * Please review the attached updated ***MA Renewal Tips for Care Coordinators,***  also available on our [MA Redetermination webpage,](https://carecoordination.bluecrossmn.com/ma-redeterminations/) for additional important information, including what should be documented in case notes. |