





# BLUE PLUS – MSC+ and MSHO

## KEY CONTACTS & RESOURCES



Ancillary Benefits & Providers	Resource	Contact Info	Description
	<b>BlueRide Transportation</b>	<p>Call 651-662-8648 or 1-866-340-8648 to set up an appointment.</p> <div>  SecureBlue Blue Ride Brochure 1-1-2            MSC+ BlueRide Brochure 10 20.pdf         </div>	<p>Use Blue Ride when you have no other way to get to your appointment or you do not have a car. Includes rides to medical, dental, and mental health appointments, to pick up prescriptions, and to pick up or repair durable medical equipment (DME). You can also use BlueRide when discharged from a hospital.</p> <p><b>MSHO:</b> Members can use BlueRide for transportation to the grocery store and fitness center as an MSHO supplemental benefit.</p>
	<b>Blue Plus Member Services</b>	<p><b>MSHO:</b> 1-888-740-6013</p> <p><b>MSC+:</b> 1-800-711-9862</p>	<p><b>FOR MEMBERS:</b> Call to speak with a Blue Plus representative about billing, new ID card request, appeals, grievances, and questions on anything Blue Plus.</p> <p><b>FOR CARE COORDINATORS:</b> Call to help members with benefit questions, grievances, billing questions. Care Coordinators must identify themselves as a “Blue Plus Care Coordinator” and state you are listed on our Care Coordinator list (SDL).</p>
	<b>Blue Plus <i>Member</i> Portal</b>	<a href="https://publicprograms.bluecrossmn.com/public/login">https://publicprograms.bluecrossmn.com/public/login</a>	<b>FOR MEMBERS:</b> After logging in with member ID and password, there is ability to print ID cards, search for providers, review claims, submit member questions, etc.
	<b>Blue Plus <i>Provider</i> Portal</b>	<a href="https://provider.publicprograms.bluecrossmn.com/minnesota-provider/home">https://provider.publicprograms.bluecrossmn.com/minnesota-provider/home</a>	<b>FOR PROVIDERS:</b> Submit Prior Authorizations, Claims & Disputes, Forms, Availity, etc.

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	<b>Bridgeview Company</b>	For Care Coordinators: <ul style="list-style-type: none"> <li>• <a href="mailto:Bridgeview.serviceagreements@bluecrossmn.com">Bridgeview.-.serviceagreements@bluecrossmn.com</a></li> <li>• 1-800-584-9488</li> </ul> For EW Providers: <a href="mailto:EWProviders@bluecrossmn.com">EWProviders@bluecrossmn.com</a>	Bridgeview is the platform used for many Care Coordinator tasks including entry of Elderly Waiver service agreements and EW claims processing.
	<b>Delta Dental</b>	<b>MEMBER:</b> To find a dental provider, please call Delta Dental at 1-800-774-9049 (TTY 711)  <b>CARE COORDINATORS ONLY:</b> 1-866-303-8138	For dental care, use a dentist in the Delta Dental of Minnesota-Minnesota Select <sup>SM</sup> Dental Network.  Care Coordinators may call our Delta Dental Government Programs Care Coordination Team for assistance when helping members find a dentist and scheduling appointments. Also, general inquiries regarding dental access, providers, benefits, and eligibility.
	<b>Interpreter Services</b>	See the <a href="#">Resources Page</a> on the Care Coordinator website for a full list of contracted interpreter providers.	Providers are responsible for arranging for interpreter services and should bill for them along with their medical claim.  Interpreters for home care and care coordination can be arranged using any of the providers listed.  If issues come forward with members finding an interpreter or with a provider not providing access to interpreter services, please contact your Partner Relations Consultant listed below.
	<b>Provider Finder</b>	<a href="https://www.bluecrossmn.com/find-doctor">https://www.bluecrossmn.com/find-doctor</a>	Health Plan specific tool for finding providers and pharmacies in network.
	<b>Provider Services</b>	1-866-518-8448	Refer providers (except EW Providers) for provider specific questions about contract or billing.

	Resource	Contact Info	Description
Benefits	<b>SecureBlue MSHO Enrollment</b>	 <p>2024 MSHO vs MSC+ Comparison.pptx</p> <p>Email with questions:  <a href="mailto:Secureblue.referrals@bluecrossmn.com">Secureblue.referrals@bluecrossmn.com</a> </p>	<p>Our MSHO Sales Specialists can answer questions about and assist Care Coordinators, county staff, or enrollees with SecureBlue MSHO enrollment including answering Medicare Part D questions and checking our formulary for covered medications.</p> <p>Care Coordinators can email the Care Coordinator SecureBlue Referral Form found on the <a href="#">enrollment page of our website</a> to <a href="mailto:secureblue.referrals@bluecrossmn.com">secureblue.referrals@bluecrossmn.com</a> and a specialist will reach out to the member or their designated representative.</p>
	<b>SecureBlue MSHO Supplemental Benefits</b>  <i>(not available to MSC+ enrollees)</i>	<p>Jenna Rangel  <a href="mailto:Jenna.Rangel@bluecrossmn.com">Jenna.Rangel@bluecrossmn.com</a> </p>  <p>2024 Plan Highlights  DHS Approved CMS A </p>	<ul style="list-style-type: none"> <li>• Contact Jenna for vendor issues related to any MSHO supplemental benefit.</li> <li>• Contact your PR Consultant for benefit &amp; process questions.</li> <li>• For a comprehensive list of supplemental benefits, visit our Care Coordination website page:</li> <li>• <a href="https://carecoordination.bluecrossmn.com/msho/secure-blue-msho-supplemental-benefits/">https://carecoordination.bluecrossmn.com/msho/secure-blue-msho-supplemental-benefits/</a></li> </ul>
Blue Plus Programs	<b>Blue Plus Case Management Services</b>	<p><b>MSHO:</b> 1-888-740-6013</p> <p><b>MSC+:</b> 1-800-711-9862</p>	<p>Complex Case Management/Disease Management/Behavioral Health Case Management is available when members are identified as needing additional support. Members or their caregivers have access to additional case management to receive consultation, education and support for situations involving:</p> <ul style="list-style-type: none"> <li>• Catastrophic illness</li> <li>• High medical costs</li> <li>• Substance abuse</li> <li>• Frequent hospitalizations</li> <li>• Out-of-state providers</li> <li>• When additional education or support is requested by a member's caregiver.</li> </ul>

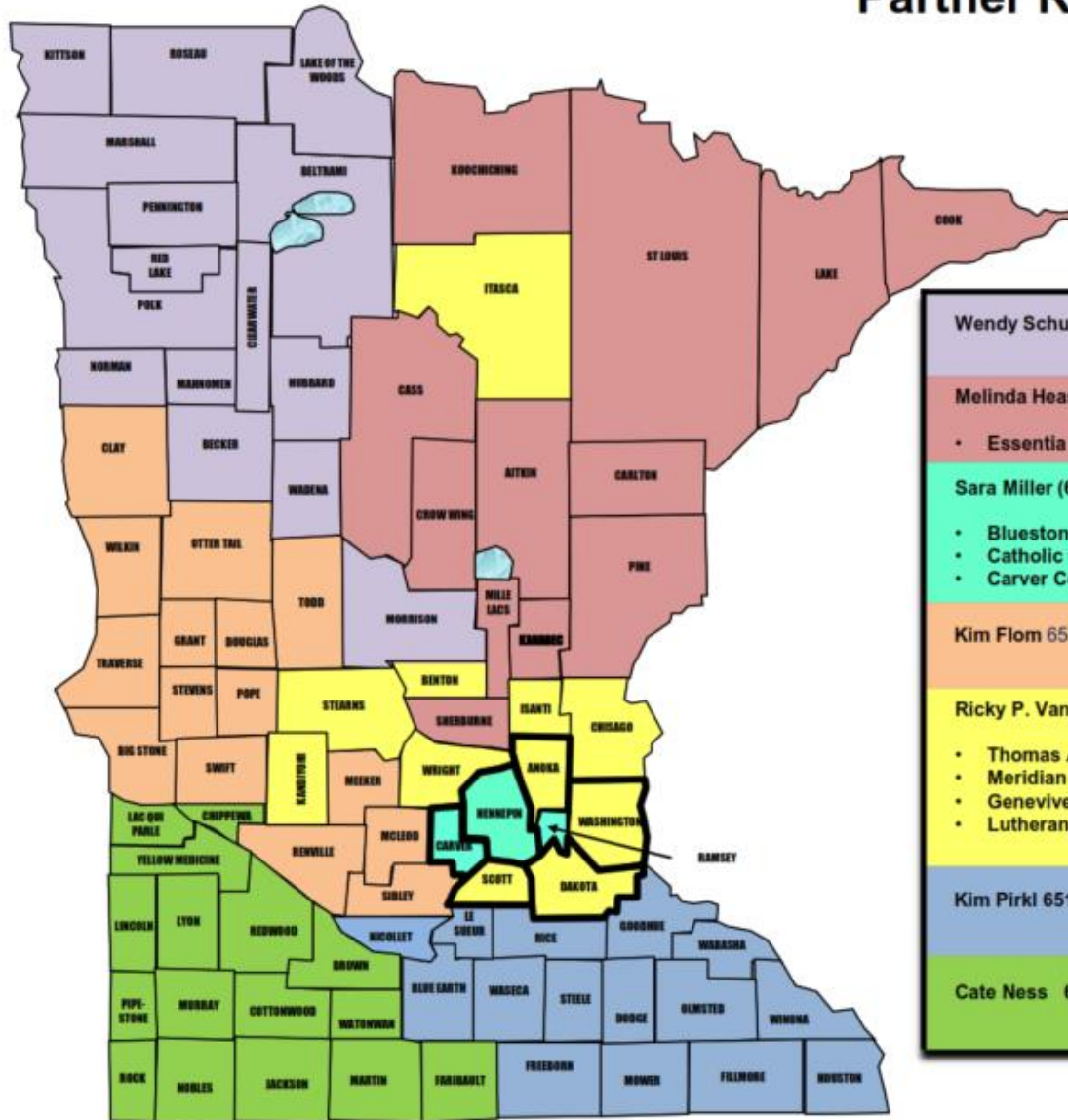
	Resource	Contact Info	Description
	<b>Gender Services</b>	<a href="https://www.bluecrossmn.com/members/coverage/gender-care-and-coverage-overview">https://www.bluecrossmn.com/members/coverage/gender-care-and-coverage-overview</a>  Email: <a href="mailto:gender.services@bluecrossmn.com">gender.services@bluecrossmn.com</a>	Guidance for Blue Cross's transgender and non-binary members to help manage care and navigate insurance. <ul style="list-style-type: none"> <li>• Answer gender-related care questions</li> <li>• Connect members to health plan benefits</li> <li>• Understand Blue Plus coverage.</li> <li>• Find the right doctor and care</li> </ul>
	<b>Quitting Tobacco Program</b>	<a href="https://www.bluecrossmn.com/wellbeing/health-programs/quit-smoking-or-vaping-our-tobacco-support-program">https://www.bluecrossmn.com/wellbeing/health-programs/quit-smoking-or-vaping-our-tobacco-support-program</a>  Call 1-888-662-2583 (TTY 711) to get connected.	Members wanting to quit tobacco or vaping can take the first step to becoming nicotine-free.  Hours: Monday – Thursday 8:30 a.m. – 5:30 p.m. Central Time, Friday 8 a.m. – 6 p.m. Central Time.
<b>Medical</b>	<b>Doctor on Demand</b>	<a href="https://www.doctorondemand.com/bcbsmn">https://www.doctorondemand.com/bcbsmn</a>	Members can connect with medical and mental health providers from their phone, tablet, or computer by appointment 24/7, 365 days a year.  Through live video, doctors review symptoms, medications, perform an exam and may recommend treatment – including prescriptions and lab work.
	<b>Nurse Line</b>	1-888-275-3974 (TTY 711)	Members have access to the Blue Plus 24/7 Nurse Line. Members should request “nurse line” when prompted.  The Nurse Line is staffed by registered nurses who will assess symptoms and direct members to the best possible care.
	<b>Virtuwell</b>	<a href="https://www.virtuwell.com/">https://www.virtuwell.com/</a>	Members can access Virtuwell's certified nurse practitioners to receive 24/7 treatment to over 30 common conditions from any device.

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Mental Health	<b>Blue Plus Behavioral Health Crisis Line</b>	1-844-410-0745 (TTY 711)	Information about mental health and drug/alcohol abuse counseling.
	<b>"Learn to Live"</b>	<a href="https://learntolive.com/blueplus">https://learntolive.com/blueplus</a>	Online, on demand, self-paced, Cognitive Behavior Therapy from any device. <ul style="list-style-type: none"> <li>Members experiencing <u>mild to moderate</u> issues can complete an assessment or begin support services.</li> <li>Online clinical assessments, programs and resources for Stress, Anxiety &amp; Worry, Depression, Insomnia, Social Anxiety &amp; Substance Use. No cost to eligible Blue Plus members (ages 13+).</li> </ul>
	<b>Mental Health Minnesota -Warmline</b>	<a href="https://mentalhealthmn.org/support/minnesota-warmline/">https://mentalhealthmn.org/support/minnesota-warmline/</a> <ul style="list-style-type: none"> <li>Call 651-288-0400</li> <li>Text "support" to 85511</li> </ul>	Minnesota-sponsored crisis support, available 24/7.
Pharmacy	<b>Government Markets Pharmacy Team</b>	Donna Boreen, Pharmacist Business Segment Director Donna.boreen@bluecrossmn.com  Palwasha Hassas, Pharmacist Business Segment Director, Medicaid Palwasha.hassas@bluecrossmn.com	Email Blue Plus pharmacist about medication concerns Include the following information: <ul style="list-style-type: none"> <li>Member Name, ID, DOB</li> <li>Name of medication(s)</li> <li>Detailed description of the question/concern</li> </ul>

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	<b>Prime Therapeutics (pharmacy)</b>	<a href="https://www.myprime.com/en/find-pharmacy.html">https://www.myprime.com/en/find-pharmacy.html</a>  Call toll free 1-888-877-6424 (TTY/TDD 711), 24 hours a day, seven days a week.	View Rx drug formulary, search for in network pharmacies.
<b>Resources</b>	<b>Caregivers</b>	Visit <a href="http://www.caregivercornermn.com">www.caregivercornermn.com</a>	BCBS of MN hosted website with helpful information and resources for caregivers.
	<b>Findhelp</b>	<a href="https://mnbcbs.findhelp.com">https://mnbcbs.findhelp.com</a>	Community Resource Link which is an online resource that locates and displays all available local community-based free or low-cost programs and services near you. Available in over 110 languages. Resources pulled by Zip Code.
	<b>Clinical Guide Team</b>	651-662-0757 or 1-800-855-552-2583  Email: <a href="mailto:Medicaid.Clinical.Guide@bluecrossmn.com">Medicaid.Clinical.Guide@bluecrossmn.com</a>	Clinical Guides provide support to Care Coordinators in the following ways: <ul style="list-style-type: none"> <li>• Specific member questions: regarding bills, difficulty with arranging rides, etc.</li> <li>• DTR and appeals questions/inquiries.</li> <li>• MSHO Benefit questions and usage (i.e., eye benefit and inability to find provider)</li> <li>• Consultation on items that may be covered under the medical benefit or under EW using T2029.</li> <li>• Medication questions or pharmacy billing issues.</li> <li>• Questions about member letters received from Blue Plus</li> <li>• Questions about letters or bills from Providers</li> <li>• Member or CC questions about prior authorizations</li> </ul>

	Resource	Contact Info	Description
	<p><b>Partner Relations Team</b></p> <p>*See Regional Map on the next page.*</p> <p>Partner.Relations@bluecrossmn.com</p> <p>Fax: 651-662-0015</p>	<p>Stormy Church, Manager</p> <ul style="list-style-type: none"> <li>• 651-662-1040</li> </ul> <p>Kim Flom, LSW</p> <ul style="list-style-type: none"> <li>• 651-662-9647</li> </ul> <p>Melinda Heaser, LSW, CCM</p> <ul style="list-style-type: none"> <li>• 651-662-9533</li> </ul> <p>Sara Miller, LSW</p> <ul style="list-style-type: none"> <li>• 651-662-8592</li> </ul> <p>Cate Ness</p> <ul style="list-style-type: none"> <li>• 651-662-9214</li> </ul> <p>Kim PirkI, LSW, CCM</p> <ul style="list-style-type: none"> <li>• 651-662-3074</li> </ul> <p>Wendy Schultz, RN, BSN, PHN, CCM</p> <ul style="list-style-type: none"> <li>• 651-662-4539</li> </ul> <p>Ricky Vang, RN, BSN, PHN, MHA</p> <p>651-662-4523</p>	<p>Blue Plus liaison for MSHO and MSC+ Care Coordination contracts.</p> <p>Primary contact for care coordination program and process questions including but not limited to:</p> <ul style="list-style-type: none"> <li>• LTSS/Elderly Waiver</li> <li>• Health Risk Assessment/Care Planning</li> <li>• Care Coordination program operations</li> <li>• Care Coordination Guidelines</li> <li>• Model of Care</li> <li>• Care Coordination Audits</li> </ul>

## Government Markets Partner Relations Contacts



PR Team  
Manager

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