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| MSHO Supplemental Benefits Updates**Eligibility for SecureBlue MSHO Supplemental Benefits**Members are only eligible for the SecureBlue MSHO supplemental benefits if they are active SecureBlue MSHO members. Refer to the Member Eligibility column on the [2024 SecureBlue MSHO Supplemental Benefits (at a glance)](https://carecoordination.bluecrossmn.com/wp-content/uploads/2024/01/2024-SecureBlue-MSHO-Supplemental-Benefits-Grid_1-24-24.pdf) document, found on the [MSHO Supplemental Benefits](https://carecoordination.bluecrossmn.com/msho/secureblue-msho-supplemental-benefits/) webpage. If you are referring a member to a supplemental benefit, please ensure they have active MSHO coverage and meet the eligibility criteria for each benefit.**Termed Members**If a member is receiving on-going services from a SecureBlue MSHO supplemental benefit provider (Alliance Music Therapy, Ceresti, Dose, Juniper, LSS, NourishedRx, QMedic) and the member loses MSHO eligibility (i.e. due to redetermination, chooses another health plan, etc), inform the provider that the member is no longer eligible and services should be stopped. Supplemental benefit providers may not be aware that a member has termed from SecureBlue MSHO. **Living Arrangement Updates**Because eligibility for many of the SecureBlue MSHO supplemental benefits are dependent on the member’s rate cell if the member has a change in living arrangement (i.e. moves permanently in or out of a nursing facility), please make sure to notify the financial worker via DHS 5181 as soon as possible. This will help to ensure members are correctly identified for benefits that are limited to a specific living arrangement.**Resources**Please refer to the SecureBlue MSHO 2024 Supplemental Benefits Catalog found on our [MSHO Supplemental Benefits webpage](https://carecoordination.bluecrossmn.com/msho/secureblue-msho-supplemental-benefits/) for all updated supplemental benefit information and resources. Referral forms and other benefit information have been updated.**Care Coordinator Communications from NourishedRx**For members who have started services with NourishedRx, NourishedRx will notify care coordinators (via email) of any of the following:* Enrollment of a member into the beneﬁt via NourishedRx outreach
* If the member discontinues service before the 12-week beneﬁt has been completed
* Member non-compliance with participation in Nutrition Education calls
* A change in member phone number or mailing address from that was supplied by the care coordinator
* Notable change in health status, medical or other needs identiﬁed during contact with the member

These care coordinator notifications (a.k.a. “Actionable Insights”) from NourishedRx are information to the care coordinator only. You may use these Actionable Insights to follow up with the member as needed. **Household Supports through CVS Flex Card*** The January benefit rollover is now available as of 2/15. Members who did not receive a flex card in January or members who did not use their full amount in January will be able to use an additional $120 in February.
* Debit cards for members who were newly identified at the beginning of Feb or end of January were mailed on Feb 12th.

**Frequently asked questions:****Q:** Most members who live in an assisted living or foster care have their rent automatically taken from their bank accounts. Is there another way for them to access this benefit? Why are they getting this benefit if they can’t use it?**A:** We recognize that not all members will have an eligible expense or a way to use the card, however, we did not want to exclude members who live in foster care or assisted living from this benefit as some members will be able to use the flex card.If a member’s rent/utilities are all bundled and their provider does not take a Visa card, members could use it for other utilities like cable, streaming, a phone or phone services, that aren’t included in the housing bundle. If this is not applicable, the member may discard the debit card.**Q:** If the member is not able to use the flex card (provider doesn’t accept Visa or does not have an eligible expense), what should the member do with the card? Just throw it away?**A:** The member can throw the card away if they aren’t going to use it. There is no way to return the card to CVS.**Q:** What are the approved expenses and how do I learn more about merchant category codes?**A:** Approved merchant codes include Electric, Gas, Water, and Sanitary (4900), Cable, Satellite and Other Pay Television/Radio/Streaming Services (4899), Telecommunication Services, including Local and Long-Distance Calls, Credit Card Calls, Calls Through Use of Magnetic Stripe-Reading Telephones, and Fax Services (4814), Telecommunication Equipment and Telephone Sales (4812) and rent (6513).Refer to the Visa Merchant Code manual for details about the specific merchant codes. <https://usa.visa.com/content/dam/VCOM/download/merchants/visa-merchant-data-standards-manual.pdf>**Q:** Will members get a new debit card each month if still eligible or does the original card get loaded with another $120?**A:** They use the same card each month if they remain eligible. Cards are reloaded on the 1st of each month. The money is available on or after the 1st.**Q:** Will Rep Payees/Resp Parties be notified of this benefit?**A:** We do not have a way to communicate the benefit to a representative payee or responsible party separate from the member. The card is mailed to the member’s physical (residential) address.**Q**: Could a member attach their Visa debit card from Incomm to a cash app like Venmo or Paypal and use the cash app to pay for their rent/utilities?   **A:** No, members will not be able to add the DNBC VISA card to cash apps like Venmo, Paypal, etc.Questions? Please reach out to your Partner Relations Consultant. |