

WHERE CAN RENEWAL INFORMATION FOR BLUE PLUS MEMBERS BE FOUND?

Blue Plus's **FULL DETAIL** Enrollment Reports

- Posted in Bridgeview around the 5th of every month.
- Comprised of all members assigned to each county or agency.
- Includes renewal dates for **all** members listed on the Full Detail report.
- Can include future termed information.

Blue Plus's **RENEWAL ROSTER** Reports

- Posted in Bridgeview around the 25th of every month (date can vary month-to-month).
- Comprised of members who DHS reports are due to renew their Medical Assistance (MA) or risk terming by 1st of the month listed in RENEW_DT. **In the example below, report was posted in Bridgeview on 1/24/2024. Members flagged with RENEW_STAT as NTR are at risk of terming 3/1/2024 if renewal is not processed by 2/29/2024.**

RENEW_DAYS:
Indicates the number of days between when this report was run and the renewal date (3/1/2024).

RENEW_DT:
Member is at risk of terming if not renewed (or auto-renewed) by the date indicated in this column (3/1/2024).

RENEW_DT	RENEW_DAYS	RENEW_STAT
Mar-24	37	PR
Mar-24	37	NTR

RENEW_STAT:
PR: Passive Renewal (ex parte). Members identified as "PR" were found to be eligible to be renewed under ex parte process. Members will receive renewal notifications but are not required to complete & return renewal form to retain eligibility.
NTR: Need to Renewal. Members identified as NTR cannot be auto-renewed, and renewal form must be completed/returned/processed prior to RENEW_DT to determine eligibility.

DHS [MA Renewal Look-up](#) Tool

- To use, CCs need to enter two of three data points:
 - Maxis case number – can be found in Bridgeview
 - PMI number – can be found in Bridgeview
 - Social Security Number

RENEWAL ROSTER OUTREACH REQUIREMENTS & TIPS

Care Coordinators and/or Support Staff should complete outreach to County or Tribal Workers **and/or** members as outlined below, by the 15th of the following month.

- Outreach on behalf of those tagged as NTR (Need to Renew) should be prioritized.
- Outreach on behalf of those tagged as PR (Passive Renewal) should still occur to confirm status.
- Delegates who find it difficult to connect with County or Tribal Workers can reach out to a [MNSure Navigator](#) via conference call with the member. ***MNSure Navigators cannot speak to Care Coordinators without the member on the call.**

This replaces previous guidance, requiring outreach be completed to members within 10 business days of receiving the report.

Example timeline for new guidance: Renewal Roster was posted January 24th, outreach to Financial/Tribal Workers and/or members should be completed by February 15th.

COMPLETING OUTREACH

If outreaching to [County or Tribal Worker](#) first, document the following elements in members' case notes:

- Confirm member's renewal date.
- Confirm member's RENEW_STAT.
 - If status has been updated from NTR to PR, best practice is to contact the member/AREP and provide an update.
- Has Financial or Tribal Worker received and processed required renewal paperwork?

- If the Financial or Tribal Worker has **not** yet received this paperwork, confirm renewal was mailed and verify mailing address.
- What proofs should the member be prepared to send?

Best Practice: After connecting with County or Tribal Worker, provide an update to member/AREP.

If outreaching to member first, document the following information in members' case notes:

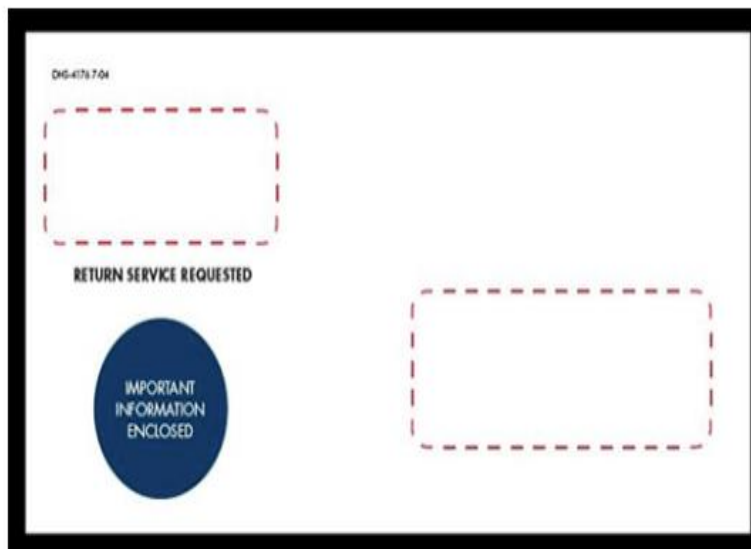
- Has the member received renewal information in the mail? If so, what? Example: Renewal Notice indicating "auto renew" or MA Renewal form.

Check your mail

DHS will mail you a letter about your coverage. This letter will let you know if you need to complete a renewal form to see if you still qualify.

Review your renewal form

Review your form for accuracy when you receive it. If required, complete the form and return it to DHS right away to help avoid a gap in your coverage.



DHS letter envelope example

When you open your renewal envelope, you'll either see:

A: Renewal form with information about what to do next.

Example:

1a. Name, address and contact information				
FIRST NAME	MI	LAST NAME		
<input type="text"/>	<input type="text"/>	<input type="text"/>		
PHONE NUMBER where we can call you:			OTHER PHONE NUMBER where we can call you:	
<input type="text"/> <input type="radio"/> Cell <input type="radio"/> Home <input type="radio"/> Work			<input type="text"/> <input type="radio"/> Cell <input type="radio"/> Home <input type="radio"/> Work	
STREET ADDRESS	CITY	STATE	ZIP CODE	COUNTY
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
MAILING ADDRESS (if different)	CITY	STATE	ZIP CODE	COUNTY
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Read instructions about how to complete the form and how to get help with it if you need it. Make sure your information is complete and accurate.

B: Notice that your insurance automatically renewed.

Example:

Health Care Renewal Notice		
You are getting this notice because it is time to renew coverage for members of your household. This notice tells you the status of your renewal. This notice is for the people listed below.		
Health Care Results		
John Doe - MNSure ID Number: 1234567890		
Effective Date	Action	Coverage Type
01/01/2023	Auto Renew	Medical Assistance

- If the member has received information indicating that they must complete the MA Renewal paperwork, verify that they understand next steps and timeframes.
 - If they require any assistance:
 - Care Coordinators may reach out to the member's [County or Tribal Worker](#) to discuss.
 - Care Coordinators may also reach out to a [MNSure Navigator](#) via conference call with the member. ***MNSure Navigators cannot speak to Care Coordinators without the member on the call.**
 - If a member requires an in-person meeting with a Worker or MNSure Navigator and needs transportation, BlueRide can be utilized. **Rides should be scheduled 5 business days in advance of a face-to-face meeting to allow for the prioritization of medical rides.**

HOW TO ASSIST MEMBERS IN UPDATING CONTACT INFO?

Option #1: Submit address changes through [DHS-8354 MCO Member Address Change Report Form](#).

- PMI number OR Maxis Case number is required – both can be found in member’s Bridgeview record.



- This replaces other means of notifying the Financial Worker about contact information changes.
- **Not for use if change may impact member’s LTC eligibility.** EXAMPLE: If member moves from community to SNF or vice-versa.

Option # 2: Submit address changes to County or Tribal Worker via phone or email (if known).

- [Minnesota Tribal and County Directory](#)

Option #3: Submit address/living arrangement changes that will impact member’s LTC status to County or Tribal workers via [DHS-5181](#).

- Example: If member moves from community to SNF or vice-versa.

Option #4: Members/AREPs can request assistance from Blue Plus Customer Service Reps in updating contact information.

- MSC+ members can call 800-711-9862, TTY 711.
- MSHO members can call 888-740-6013, TTY 711.
- * Updated contact info can only be taken from the member, their POA (when the health plan has a copy of the legal paperwork on file), or an informal representative with the member granting permission for the CSR to speak to. The informal rep can be the Care Coordinator or someone else, **but the member must remain on the line for the duration of the call.**

GENERAL REMINDERS ABOUT THE RENEWAL PROCESS

Required proofs can include:

- ✓ Unaltered current bank statement (always required)
- ✓ Closed bank accounts (if closed since last renewal)
- ✓ Stocks, bonds, or retirement accounts (if applicable)
- ✓ Pay stubs (30 days’ worth)
- ✓ Proof of paid medical insurance premiums
- ✓ Asset proof (example: debit card accounts, life insurance policies)

Educate members about the importance of fully completing their MA renewal paperwork to:

- ✓ Avoid lapses or ending of health insurance coverage.
- ✓ Avoid receiving medical bills.
- ✓ Continue receiving services (EW and State Plan services such as PCA or SNV).
- ✓ Continue to fill prescriptions.

Late, unsigned, or incomplete renewals will not be processed. Encourage timely filing & paperwork submission (including proofs). **Processing times are expected to be delayed.**

Contact County or Tribal Worker:

- ✓ If Care Coordinator would like to receive copies of member annual renewal notices, request to be added to member’s Maxis STAT/SWKR panel.
- ✓ Collaborate with Financial or Tribal Workers and members to resolve incomplete renewals.

Senior Linkage Line is another helpful resource and can be reached at 1-800-333-2433.

WHAT IS BLUE PLUS DOING TO ASSIST MEMBERS WITH THE RENEWAL PROCESS?

In addition to DHS-approved mailings, Blue Plus is sending out the below DHS-authorized text messages & emails:

- ✓ *Blue Plus MN: If you have Medical Assistance or MinnesotaCare, it’s important to keep your contact information updated to avoid a sudden loss in your insurance. Contact <https://mn.gov/dhs/mycontactinfo/> to update your information. Reply STOP to opt out of future texts.*
- ✓ *Blue Plus MN: Keep your health insurance. You should have received a packet in the mail recently about how to renew your Medical Assistance [or MinnesotaCare]. Connect with us for help at*

MA RENEWAL TIPS FOR CARE COORDINATORS

<<https://mn.gov/dhs/renewmycoverage/>>. Español, AF Soomaali, Tiếng Việt, Lus Hmoob, Pycckий: <<https://info.bluecrossmn.com/translate2>>. Reply STOP to opt out of future texts, reply HELP for help. [Msg&Data rates may apply.]

✓ **Members can OPT OUT of receiving these texts by replying STOP.**

BlueRide can be utilized by members who need transportation to in-person appointments with either a Financial Worker or a MNSure Navigator. **Rides should be scheduled 5 business days in advance of a face-to-face meeting to allow for the prioritization of medical rides.**

The BCBS of MN website has a page dedicated to information and resources for all MHCP enrollees about [Renewing your Medical Assistance and MinnesotaCare health coverage](#). This page includes renewal process resources for our members and information on what to do if they no longer qualify for MA.

The following CMS/DHS approved materials will be mailed to all members due for renewal. Care Coordinators may also print and hand out to members:

- [SecureBlue MSHO Renewal Material \(PDF\)](#)
- [BlueAdvantage MSC+ Renewal Material \(PDF\)](#)

HELPFUL LINKS & INFO

Renewal month	Pre-renewal notice mailed by	Renewal form mailed by
July 2023	April 2023	May 2023
August 2023	May 2023	June 2023
September 2023	June 2023	July 2023
October 2023	July 2023	August 2023
November 2023	August 2023	September 2023
December 2023	September 2023	October 2023
January 2024	October 2023	November 2023
February 2024	November 2023	December 2023
March 2024	December 2023	January 2024
April 2024	January 2024	February 2024
May 2024	February 2024	March 2024
June 2024	March 2024	April 2024

Review [DHS'S RENEWAL](#) dashboard for progress and data that can be filtered and viewed, including renewals by County.

MA recipients may scan or take pictures of their renewal and proofs and submit to their county or tribal nation through DHS's [health care renewal document upload tool](#).

- Images taken with a cell phone qualify.
- Care Coordinators may assist members in uploading their documents through this portal.
- The following information is required to upload renewal/proofs through the portal:
 - County of Tribal Nation responsible for processing renewal
 - Legal first name (as it appears on member's ID)
 - Legal last name (as it appears on member's ID)
 - DOB
- Recommended but not required:
 - Social Security Number
 - Phone number
 - Email address
 - Case number

- [Renew my coverage/DHS How to Complete a Minnesota Health Care Renewal](#)
- [Blue Plus Renewing Your Medical Assistance and MinnesotaCare health coverage](#)
- [MN Renewal Lookup](#)
- [Don't risk a gap In you r health insurance/Minnesota Department of Human Services \(mn.gov\)](#)
- [County and Tribal Office with Phone Listing](#)
- [Help from a Navigator / MNSure](#)
- [Renewing MA and MinnesotaCare Eligibility Q/A](#)