

## 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 25<sup>th</sup> of every month (date can vary month-to-month).
- The Renewal Roster is made up of members whom DHS is reporting are due to complete their MA renewal. If renewal paperwork and any applicable proofs are not submitted and processed by the first of the month listed in column TERM\_MONTH, the member may procedurally disenroll. ***\*MA may still be reinstated if renewal and applicable proofs are submitted late, or if paperwork was submitted timely, but processing was delayed.***
- In the example below, the report was posted to Bridgeview at the end of April 2024. Members listed are at risk of terming by the 1<sup>st</sup> of the month listed in column titled **TERM\_MONTH** (6/1/2024).
- Renewal Roster includes RENEW\_STAT codes, indicating, per DHS data, whether members were Auto-Renewed (AR), Passive Renewed (PR), or Needs to Renew (NTR).
- **Prioritize outreach to members flagged as NTR.**
  - For additional information, refer to [2/2/2024 Renewal Roster Update Communique](#)

TERM_MONTH	RENEW_DAY	RENEW_STAT
Jun-24	38	NTR
Jun-24	38	AR
Jun-24	38	AR
Jun-24	38	NTR

### 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 members listed on the **RENEWAL ROSTER** OR contact members' Financial or Tribal Worker by the 15<sup>th</sup> of the following month.

**Example of outreach timelines for new guidance: Renewal Roster posted November 27<sup>th</sup> outreach is due by December 15<sup>th</sup>.**

- **Prioritize outreach to members flagged as NTR.**
- 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.

**If beginning outreach to [Financial/Income Maintenance or Tribal Worker](#), document the following elements in members' case notes:**

- Confirm member's renewal date.
- **Confirm the member's status from the Renewal Roster. I.E. is NTR status accurate or were they auto-renewed?**
  - **If the member's MA has been auto-renewed, no further outreach is required, though Blue Plus encourages Care Coordinators to contact the member and provide them with this update.**
- If the member is required to complete and return MA renewal paperwork, has this been received and processed by the Worker?
  - If the Financial or Tribal Worker has not yet received this paperwork, confirm renewal was mailed and verify the address that it was sent to.
  - What proofs should the member be prepared to send?

**If the member is required to complete MA Renewal paperwork, proceed with outreach to the member.**

**If outreach to member first (**verses the Financial, Tribal Worker, or Navigator**), document the following information in members' case notes:**

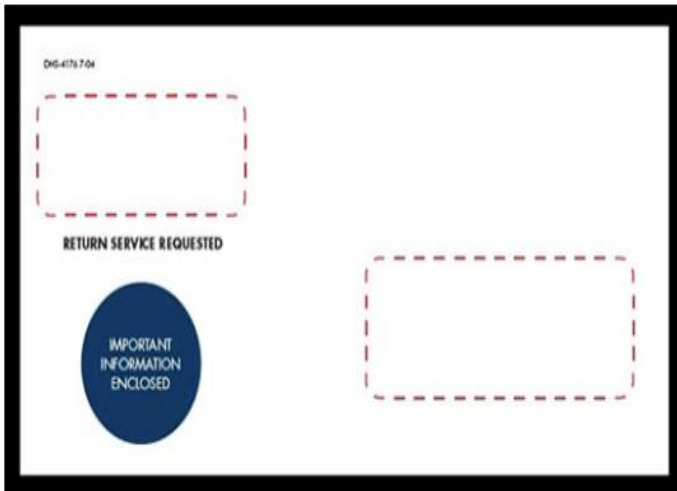
- Has the member received renewal information in the mail? If so, what? Example: Renewal Notice indicating "auto renew" or MA Renewal form.

**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		
PHONE NUMBER where we can call you:		OTHER PHONE NUMBER where we can call you:		
<input type="radio"/> Cell <input type="radio"/> Home <input type="radio"/> Work		<input type="radio"/> Cell <input type="radio"/> Home <input type="radio"/> Work		
STREET ADDRESS	CITY	STATE	ZIP CODE	COUNTY
MAILING ADDRESS (if different)	CITY	STATE	ZIP CODE	COUNTY

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 receives information indicating that they must complete the MA Renewal paperwork **and need to provide proof of assets**, verify that they understand next steps and timeframes.
  - If they require any assistance, **including submitting applicable proof of assets**:
    - Care Coordinators may reach out to the member's [Financial 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 an in-person meeting with a Financial Worker or MNSure Navigator is needed and member requires 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.

**Member Detail**

<b>PMI#:</b>	<b>MAXIS:</b>
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- 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 Financial 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 Blue Plus Customer Service Reps to assist 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 who the member gives the CSR permission 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

- **Beginning June 2024 for July 1<sup>st</sup>, 2024 renewals, the following MA recipients may be subject to asset verification:**

- Medical Assistance for People who are Age 65 or Older, are Blind, or who Have a disability (MA-ABD)
- Medical Assistance for parents or caretaker relatives with a spenddown
- Medical Assistance for Long-Term Care Services (MA-LTC)
- Medicare Savings Programs (MSP) including Qualified Medicare Beneficiaries (QMB), Service Limited Medicare Beneficiaries (SLMB), Qualified Individuals (QI) and Qualified Working Disabled (QWD)
- Emergency Medical Assistance (EMA) under an MA-ABD basis or an MA for parents or caretaker relatives basis with a spenddown.

- **Asset limits depend upon the program, and assets may be reduced (spent down) to maintain eligibility. For specifics, please consult with a Financial/Income Maintenance Worker or review [DHS-3461A](#).**

- **A person's home that they or their spouse live in, one vehicle, and personal items **do not** count as assets.**

- **Assets subject to verification include but may not be limited to the following:**

- **Checking/savings Accounts (open and potentially recently closed accounts)**
- **Money Market Accounts**
- **Certificates of Deposits**
- **Stocks and Bonds**
- **Trusts**
- **Mutual Funds**
- **Real Property (ownership of parcels of land, structures, buildings, house)**
- **Vehicles over the limit of 1**
- **Other Financial Accounts**

- **The following proofs may be required, depending upon the member's situation and program:**

- Bank, financial institution, and automated teller machine (ATM) statements
- Agency-initiated verification forms
- Copies of bonds
- Stock ownership statements
- Copies of life insurance policies, including statements of cash surrender value, from life insurance companies
- Statements from insurance companies or companies providing annuities
- Copies of burial purchase agreements
- An estimate of fair market value from a licensed dealer
- An estimate from a licensed appraiser
- Property tax assessments
- Contracts
- Trust documents

**Impacted enrollees should receive a DHS notice in the mail about two months before their renewal month, notifying them that assets will be counted at their upcoming renewal, and that they will be required to provide proof of assets.**

Educate members about the importance of fully completing their MA renewal paperwork, **including providing requested/required proofs** 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 proof of assets)**. **Processing times are expected to be delayed.**

# MA RENEWAL TIPS FOR CARE COORDINATORS



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?

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.

## 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](#)