

2024 SecureBlue MSHO Supplemental Benefits (at a glance - updated in red 8-21-24)

MSHO Supplemental Benefit (Vendor/Provider)	Member Eligibility	Authorization Requirements	Sample Member Language	Additional Information
Health and Wellbeing Benefits				
<p>Blood Pressure Monitoring System (QMedic) In-home digital home blood pressure monitor designed to inform the member/caregiver of the member's blood pressure. Vendor will notify appropriate member contact of abnormal blood pressure (as defined by the member).</p>	<p>Community members with:</p> <ul style="list-style-type: none"> - Cardiovascular Disorders (including HTN) - Chronic Heart Failure - ESRD - Stroke 	<p>Care Coordinator referral required</p>	<p>Receive a blood pressure cuff that allows blood pressure monitoring and notifications to keep regular, accurate track of your blood pressure.</p>	<p>NEW in 2024. Member must agree to have blood pressure readings received by medic.</p>
<p>Friendly Helper (Lutheran Social Services) Up to 60 hours per year of in-person or virtual services by a trained caregiver to increase community connections and monitor member wellbeing and quality of life. Services may include assistance with:</p> <ul style="list-style-type: none"> - friendly visiting - light household chores - grocery shopping - technical guidance - limited transportation - support review of materials from health plan or provider, i.e. newsletters, surveys, benefit reminders 	<p>All MSHO members</p>	<p>Care Coordinator referral required</p>	<p>SecureBlue covers up to 60 hours per year of in-person and virtual services by a trained caregiver to increase community connections, help with everyday tasks and monitor your wellbeing and quality of life.</p>	<p>NEW in 2024 https://www.lssmn.org/services/older-adults</p>
<p>Health & Wellness Classes (Juniper) Classes that are designed for older adults and led by certified instructors/coaches provide education, skills, and strategies to prevent falls and promote self-management of chronic conditions including diabetes and chronic pain. Juniper's health management programs are available at a broad network of participating facilities. Some classes available online or telephonically. Includes transportation via BlueRide - max one round trip ride per day</p>	<p>All MSHO members</p>	<p>Care Coordinator can refer or member can self-refer. https://yourjuniper.org/Referral/Create</p>	<p>Attend classes on falls prevention, chronic disease, and pain management right in your own community</p>	<p>https://yourjuniper.org/ Juniper is not conducting outreach to members in 2024. Member or care coordinator must contact Juniper directly to sign up for classes.</p>

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<p>Household Supports (CVS Flex Card) Members have a \$120 per month allowance for utilities and rent. Utility company and landlord must have the appropriate merchant category code and accept Visa.</p> <p>Approved utilities include:</p> <ul style="list-style-type: none"> • Electric, Gas, Water, and Sanitary (Merchant code 4900) • Cable, Satellite and Other Pay Television/Radio/Streaming Services (Merchant code 4899) • Telecommunication Services, including Local and Long-Distance Calls, Credit Card Calls, Calls Through Use of Magnetic Stripe-Reading Telephones, and Fax Services (Merchant code 4814) • Telecommunication Equipment and Telephone Sales (Merchant code 4812) • Fuel Oil, Wood, Coal, and Liquefied Petroleum (Merchant code 5983) • Wifi/internet : Computer Network/Information Services and other Online Services such as electronic bulletin board, e-mail, web site hosting services, or Internet access (Merchant code 4816) • Wifi/internet: Computers, Computer Peripheral Equipment, and Software (Merchant code 5045) • Utilities provided by cities or municipalities: Government Services - Not Elsewhere Classified (Merchant code 9399) <p>Rent:</p> <ul style="list-style-type: none"> • Real Estate Agents and Managers (Merchant code 6513) • Nursing, Home Healthcare and Personal Care Facilities (Merchant code 8050) (Customized living facilities who accept Visa may be registered with this merchant code) 	<p>Community members with:</p> <ul style="list-style-type: none"> - Cancer - Cardiovascular Disorders - Chronic Heart Failure - Chronic Lung Disorders - Dementia - Diabetes - End-Stage Renal Disease - HIV/AIDS - Stroke 	<p>Provider receives an eligibility file and sends debit cards to eligible members (based on claims history with Blue Plus).</p>	<p>Receive a monthly allowance of \$120 to help pay your utility bills and rent. You will receive a debit card you can use to help pay for approved utilities and rent when your utility company or landlord meets certain qualifications. Unused benefits do not roll over to next month.</p>	<p>NEW in 2024</p> <p>Members will need to activate their cards upon arrival by visiting www.mybenefitscenter.com or contact 1-855-788-3466 from 8 AM to 7 PM CT. Please note this number is automated to prompt activation and share card balance. The activation code is their birthdate in a mmddyyyy format.</p> <p>For members who need to speak to a customer service representative please call 1-855-788-3466, follow the prompts to speak to a representative (press 1).</p> <p>If you are helping a member access benefits or you are calling CVS on behalf of a member, you must include the alpha prefix on the member's ID (i.e. MQS80XXXXXX) https://usa.visa.com/content/dam/VCOM/download/merchants/visa-merchant-data-standards-manual.pdf</p>

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<p>Medically Tailored Meals and Food - Chronic Condition Benefit (NourishedRx)</p> <p>Up to 12 weeks per year for community members who are managing a chronic condition, plus nutrition education from a certified dietitian to make sustained dietary changes. Members may receive a combination of prepared meals, pantry and food boxes and meal kits.</p>	<p>Community members with:</p> <ul style="list-style-type: none"> - Cancer - COPD - Chronic Heart Failure - Coronary artery disease (CAD) - Diabetes - End-Stage Renal Disease - HIV/AIDS - Peripheral Vascular Disease - Rheumatoid Arthritis - Stroke 	<p>Provider receives an eligibility file and contacts eligible members. Care Coordinator notification/approval required.</p>	<p>Medically-tailored food delivery options include pre-made meals (up to 2 meals per day), produce and pantry boxes and meal kits for up to 12 weeks. You will also receive nutrition education including how to manage chronic conditions through nutrition, shopping and meal planning tips.</p>	<p>Nutrition education is required. Member may not receive the food options without nutrition ed. Food boxes and meal kits are new in 2024.</p> <p>Member must not be receiving meals from any other source at the same time. If member is receiving EW meals, EW meals should be paused for the chronic conditions meals/food.</p>
<p>Music Therapy (Alliance Music Therapy)</p> <p>Music Therapy by board-certified music therapist for persons residing in a nursing facility, customized living or adult foster care with dementia, Alzheimer's Disease, high risk of isolation, depression and other mental health related needs. Up to 26 sessions/year.</p>	<p>Members living in a nursing facility, customized living or adult foster care with:</p> <ul style="list-style-type: none"> - Dementia - Alzheimer's Disease - High risk of isolation - Depression - Other mental health related needs 	<p>Care Coordinator referral required</p>	<p>Enhance your quality of life, improve physical and emotional health and reduce stress and anxiety with music therapy. Get up to 26 sessions per year with a board-certified music therapist. This is available for those living in a nursing or assisted living facility, or foster home and have certain mental-health-related needs.</p>	<p>https://www.alliancemusictherapy.com/</p>

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<p>Over-the-Counter (CVS OTCHS) Members have a \$150 per quarter allowance to purchase select over-the-counter items delivered to their home. Members may order by telephone, online or shop for eligible items at CVS locations. Unused benefits do not roll over to the next quarter.</p>	All MSHO members	Provider receives an eligibility file of all MSHO members	<p>Receive an allowance of \$150 each quarter (January, April, July, October) to purchase select, over-the-counter health and wellbeing items from a CVS catalog. Unused benefits do not roll over to next quarter. You can order by phone or online and have eligible items delivered to your home or shop for eligible items in CVS stores.</p> <p>To view the catalog online or place an order online, visit https://www.cvs.com/benefits or if you need additional help placing an order, your Care Coordinator can help.</p>	<p>Benefit is increased in 2024 from \$50/quarter to \$150/quarter. There is a new website and app. https://www.cvs.com/benefits or call 1-888-628-2770 (TTY: 711), Monday to Friday, 8 AM to 7 PM Central Time</p> <p>Community members will receive one printed copy of the CVS catalog per year. If you'd like to order another printed copy, visit https://www.cvs.com/benefits or call 1-888-628-2770 (TTY: 711), Monday to Friday, 8 AM to 7 PM Central Time</p> <p>If you are helping a member access benefits or you are calling CVS on behalf of a member, you must include the alpha prefix on the member's ID (i.e. MQS80XXXXXX)</p>

Caregiver Supports

<p>Caregiver Emergency Care Plan (Lutheran Social Services) Create an in-depth care plan to be activated if the caregiver can no longer care for their loved one, for either the short-term or the long-term.</p>	<p>Caregivers of members who reside in the community with:</p> <ul style="list-style-type: none"> - Cancer - Cardiovascular Disorders - Chronic Heart Failure - Chronic Lung Disorders - Dementia - Diabetes - ESRD - HIV/AIDS - Neurological conditions - Rheumatoid Arthritis - Stroke 	Care Coordinator referral required	Caregiver emergency care planning services are covered if you have a caregiver and an eligible certain chronic condition. Create an in-depth care plan to be activated if your caregiver can no longer provide care, for either the short-term or the long-term.	<p>NEW in 2024</p> <p>https://www.lssmn.org/services/older-adults</p>
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<p>Caregiver Empowerment Program (Ceresti Health) A tablet- or app-based coaching, education and support service to train and support the Caregiver of members living with dementia, cognitive impairment, Parkinson’s Disease or stroke on best practices for managing the member’s condition.</p>	All MSHO members with: - Dementia - Cognitive impairment - Parkinson's Disease - Stroke	Provider receives an eligibility file. Provider does outreach to eligible members. Care Coordinators may also refer or members/caregivers can self-refer.	Tablet based coaching, education and support for caregivers of persons living with dementia, stroke or Parkinson’s disease	Adding Spanish capabilities in 2024. Visit https://secureblue.ceresticaregiver.com/ for more information.
Health Services (Medical/Dental/Vision)				
<p>Additional Dental Services (Delta Dental network providers) - 1 Additional Preventive Exam - 2 Crowns - 1 Root Canal (molar) (one tooth per lifetime) - 1 Root Canal retreat (one tooth per lifetime) - 1 Full Mouth X-Ray</p>	All MSHO members	None	SecureBlue covers basic dental services, plus two dental crowns, one root canal, and an electric toothbrush with three replacement brush heads each year.	Added another crown in 2024. Member can get 2 crowns per year.
<p>Additional Podiatry Services (in-network providers) Max 12 visits/year for routine foot care such as nail clipping, etc.</p>	All MSHO members	None	Additional podiatry visits not already covered by Medicare, up to 12 visits per calendar year.	Member does not have to meet Medicare criteria for foot care/podiatry.
<p>Eyeglass Upgrades (in-network providers) - Anti-glare lens coating: up to two lenses every year - Photochromatic lens tinting: up to two lenses every year - Progressive (no-line) lenses: up to two lenses every year</p>	All MSHO members	None	SecureBlue covers eyewear upgrades on your glasses each year. Upgrades include anti-glare lens coating, photochromatic (transition) lens tinting and progressive (no-line) lenses.	
Fitness				

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<p>SilverSneakers Fitness Benefit Full fitness facility membership and class access to a broad network of participating fitness clubs and exercise centers. Members can also access online education on SilverSneakers.com, participate in SilverSneakers Live virtual classes, get workout videos on SilverSneakers On-Demand™, or download the SilverSneakers GO™ fitness app for more workout ideas.</p> <p>Includes transportation via Blue Ride - max one round trip ride per day</p>	All MSHO members	Provider receives an eligibility file of all MSHO members	SilverSneakers® gives you opportunities to improve your health, gain confidence and connect with your community. Stay active with on demand and live-streaming fitness classes, home kits, and access to +15,000 fitness locations.	Member or Care Coordinator can call SilverSneakers at 1-833-226-1271 or go to www.SilverSneakers.com to register/search facilities.
Post-Discharge Services				
<p>Post-Discharge Home-Delivered Meals (Lutheran Social Services) Up to 14 meals per week for up to 4 weeks (56 meals) per episode of care (hospital discharge) as nutritional supplement to community members to prevent readmission following an institutional stay.</p>	Community members recently discharged from hospital or SNF stay	Provider receives an eligibility file of members admitted/discharged from the hospital/Nursing Facility. Care Coordinator notification/approval required.	Receive two meals per day for up to four weeks following an inpatient hospital or short-term nursing home stay.	https://www.lssmn.org/services/older-adults Member cannot be receiving meals from another source at the same time as post-discharge meals.
<p>Post-Discharge Healthy Transitions - Certified Community Health Workers (Lutheran Social Services) Weekly in-home/telephonic visits during first 4 weeks post discharge by CHW for all community members following notification of a discharge from a hospital or short term SNF stay. Visits will include a home safety assessment, nutrition discussion, community resources, personal health record and upcoming medical appts.</p>	Community members recently discharged from hospital or SNF stay	Provider receives an eligibility file of members admitted/discharged from the hospital/Nursing Facility. Care Coordinator notification/approval required.	A certified community health worker is available to help you during the first 30 days after a hospital or short-term skilled nursing facility stay as you transition back home.	https://www.lssmn.org/services/older-adults
Equipment/Supplies/Safety Items				
<p>Disposable Face Masks (Corner Home Medical) One box of face masks Limited to one box per year per member</p>	All MSHO members	Care Coordinator reerral required		

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Electric Toothbrush/Replacement heads (Corner Home Medical) One electric toothbrush and one pkg of 3 replacement heads per year	All MSHO members	Care Coordinator referral required		
Fitness Tracker - Fitbit Inspire 3 (Corner Home Medical) Personal wearable activity tracker to increase awareness of physical activity and support making sustained changes to activity levels to improve health. Limited to one per year per member. Member must set up an online account for Fitbit activation.	All MSHO members	Care Coordinator referral required		
Incontinence Package (Corner Home Medical) 6 washable/reusable under pads for beds and furniture per year. Pad size is 34in x 35in	All MSHO members	Care Coordinator referral required		
Wheelchair/Walker Safety (Corner Home Medical) One wheelchair backpack or arm tote OR one small walker tote bag or large walker accessory bag to safely transport necessary items. Limited to only one item per year per member	All MSHO members who use a walker or wheelchair	Care Coordinator referral required		
\$750 Safety Item Benefit (in-network DME provider) Home and bathroom safety devices and modifications to prevent injuries in the home for members not residing in an institution. Benefit may be used multiple times, maximum of \$750/year	Community members only	Care Coordinator referral required	Up to \$750 for home safety items to prevent injuries in the home	
Medication Dispenser & Reminders (Dose Health) Medication dispenser + Reminder Service for community members requiring additional medication management services to monitor multiple medications for chronic conditions. Maximum of 4 devices per member	Community members only	Care Coordinator referral required	Medication dispenser and reminders with notifications to caregiver of missed doses.	
Personal Emergency Response System PERS (QMedic) In-home or mobile Personal Emergency Response device designed to notify appropriate personnel of an emergency that is health related.	Community members only	Care Coordinator referral required	Coverage of an in-home or mobile Personal Emergency Response System designed to let you call for help in an emergency.	Several in home or mobile options including a watch option with a step counter.

Animatronic Pets

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<p>Animatronic Pets (QMedic) Choice of an animatronic cat or dog or bird for members with cognitive impairment diagnosis to provide comfort, companionship and improve mood. Limited to one per year per member.</p>	<p>All MSHO members with:</p> <ul style="list-style-type: none"> - Dementia - Cognitive impairment - Social isolation 	<p>Care Coordinator referral required</p>	<p>Choice of an animatronic cat or dog or bird for members with a cognitive impairment diagnosis to provide comfort, companionship and improve mood.</p>	<p>New bird option in 2024. Bird is supposed to encourage walking with a walker. https://joyforall.com/#</p>
Transportation				
<p>Transportation (BlueRide) to: Alcoholics Anonymous (AA) Narcotics Anonymous (NA) Health and Wellness Classes SilverSneakers fitness facility locations</p> <p>Maximum one round trip per day, per benefit</p>	<p>All MSHO members</p>	<p>Schedule with BlueRide</p>		
<p>Transportation to grocery store (BlueRide) Maximum six round trips per month Maximum 45 miles one-way (90 miles round trip) Shopping time is one hour</p>	<p>Community members only with:</p> <ul style="list-style-type: none"> - Autoimmune disorders - Cancer - Cardiovascular disorders - Chronic alcohol and other drug dependence - Chronic and disabling mental health conditions - Chronic heart failure - Chronic kidney disease - Chronic lung disorders - Chronic pain syndrome - Cognitive impairment - Dementia - Diabetes - End Stage Liver Disease - End Stage Renal Disease - HIV/AIDS - Neurological disorders - Stroke 	<p>Schedule with BlueRide</p>		<p>Must have a chronic condition to be eligible.</p>