|  |
| --- |
| See below for reminders and updates related to SecureBlue MSHO Supplemental Benefits. All supplemental benefit information can be found on the [MSHO Supplemental Benefits webpage](https://carecoordination.bluecrossmn.com/msho/secureblue-msho-supplemental-benefits/). **MSHO Supplemental Benefit Reminders and Updates**REMINDERS1. For newly enrolled MSHO members, explain MSHO supplemental benefits using resource [Explanation of Supplemental Benefits](https://carecoordination.bluecrossmn.com/wp-content/uploads/2023/12/2024-Explanation-of-Supplemental-Benefits.pdf).
2. If you are referring a member to a supplemental benefit, please ensure they have active SecureBlue MSHO coverage and meet the eligibility criteria for each benefit. Refer to the Member Eligibility column on the [2024 SecureBlue MSHO Supplemental Benefits (at a glance)](https://carecoordination.bluecrossmn.com/wp-content/uploads/2024/08/2024-SecureBlue-MSHO-Supplemental-Benefits-Grid_8-21-24.pdf) document.
3. 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 and therefore it is important that Care Coordinators provide them with this info.

UPDATES1. Household Supports Flex Card – **Home internet** has been added as an approved utility under the Household Supports benefit.
2. NourishedRx – there is a new [NourishedRx brochure](https://carecoordination.bluecrossmn.com/wp-content/uploads/2024/08/BCBS-MN-MSHO-NRx-Program-2-Pager-2024.pdf) availiable for care coordinators. This is for care coordinators only and is not an approved member-facing document.
3. New referral forms:

Dose Health – Dose has a new online referral. Updates are being made to enhance the online referral, but care coordinators should start using this new process. Visit <https://app.dosehealth.com/referrals> to make a referral.Ceresti has updated their referral form. Find the new referral form [here](https://carecoordination.bluecrossmn.com/wp-content/uploads/2024/08/BCBS_Ceresti-IntakeForm_8-1-24.pdf). 1. Annual Notice of Changes for 2025 coming soon!

All SecureBlue MSHO members willl be receiving their required Annual Notice of Changes document in September. In advance of this mailing, in the coming weeks, Blue Plus will be sending out a communication to care coordinators to explain changes in 2025 benefits.Blue Plus care coordinator resources have been updated to reflect these changes. Visit the [SecureBlue MSHO Supplemental Benefits](https://carecoordination.bluecrossmn.com/msho/secureblue-msho-supplemental-benefits/) website for more information. Thank you for providing education and information to SecureBlue MSHO members about their Supplemental Benefits throughout the year. We appreciate your work in helping members understand and access their benefits. If you have any questions, please contact your Partner Relations Consultant.Please continue to share your comments on MSHO vendor experiences and supplemental benefits so we can improve the benefits for our members and for you! Send feedback to: jenna.rangel@bluecrossmn.com |