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| **SECUREBLUE MSHO ANNUAL NOTICE OF CHANGES (ANOC)**  In September, all current SecureBlue MSHO members will be mailed the Annual Notice of Changes (ANOC).   * The ANOC is a required document that is sent to Medicare members to announce important plan changes for the coming plan year. * It is meant to help members make informed decisions during the Medicare Annual Enrollment Period.   The chart below is included in the ANOC that SecureBlue members will receive and is a summary of **SecureBlue** **MSHO supplemental benefits changes** from 2024 to 2025.   * Care Coordinators will receive additional information about these changes during the annual Fall Blue Plus Care Coordinator training. * **If a member contacts you with questions after receiving their ANOC**,you may share the benefit information below.  | **Benefit** | 2024 (this year) | 2025 (next year) | | --- | --- | --- | | Activity tracker | You get one activity tracker each year. | Activity trackers are **not** covered. | | Dental services | One root canal any molar, one root canal retreat and one additional full mouth x-ray (once every 5 years) are covered as supplemental benefits. | Medically necessary dental services (services recommended by the dentist) are available as part of your standard dental benefit. | | Disposable face masks | You get one box of disposable face masks each year. | Disposable face masks are available within the over-the-counter items allowance. | | Friendly helper | You get up to sixty hours per year of in-person and virtual Friendly Helper services. | You get up to **forty-eight** hours per year of in-person and virtual Friendly Helper services. | | Incontinence package | You get six washable/reusable pads per year for incontinence. | Washable/reusable pads for incontinence are **not** covered as a supplemental benefit. | | Medication dispenser and reminders | You get a medication dispenser with reminders to help you safely manage medications. | You get a medication dispenser with reminders to help you safely manage medications. **Members cannot be covered by a Home and Community-Based Services waiver.** | | Personal Emergency Response System (PERS) | You get an in-home or mobile Personal Emergency Response System to let you call for help in an emergency. | You get an in-home or mobile Personal Emergency Response System to let you call for help in an emergency. **Members cannot be covered by a Home and Community-Based Services waiver.** | | Post-discharge services | Home delivered meals  You get up to two home-delivered meals per day, for a period not to exceed four weeks following an inpatient hospital or nursing home stay.  Healthy transitions visits  You get up to four visits from a certified community health worker during the first 30 days after a hospital or short term skilled nursing facility stay. | Home delivered meals  You get up to two home-delivered meals per day, for a period not to exceed **two** weeks following an inpatient hospital or nursing home stay.  Healthy transitions visits  You get up to **three** visits from a certified community health worker during the first 30 days after a hospital or short term skilled nursing facility stay. | | Safety item | You get one plan selected wheelchair or walker safety item per year to safely transport necessary items. | Wheelchair or walker safety item is **not** covered as a supplemental benefit. | | Special supplemental benefits for the chronically ill (chronic condition meals, food and nutrition education) | Eligibility for chronic condition meals, food and nutrition education includes members who live in a community setting and have one of the following diagnoses:   * Cancer * COPD * Chronic Heart Failure * Coronary Artery Disease * Diabetes * End-Stage Renal Disease * HIV/AIDS * Peripheral Vascular Disease * Rheumatoid Arthritis * Stroke | Eligibility for chronic condition meals, food and nutrition education includes members who live in a community setting and have one of the following diagnoses:   * COPD * Diabetes * Hypertension | | Special supplemental benefits for the chronically ill (household supports for rent and utilities) | You have an allowance of $120 per month for rent and approved utilities. Unused benefits do not roll over to next month.  Household Supports debit card is provided by CVS Over-the-Counter Health Solutions.  Eligibility for Household Supports includes members who live in a community setting and have one of the following diagnoses:   * Cancer * COPD * Chronic Heart Failure * Coronary Artery Disease * Diabetes * Eng-Stage Renal Disease * HIV/AIDS * Peripheral Vascular Disease * Rheumatoid Arthritis * Stroke | You have an allowance of **$260 per quarter** for rent and approved utilities. Unused benefits do not roll over to next quarter.  Household Supports debit card is now **myFlexCard.** Eligible members will receive a myFlexCard debit card in the mail.  Eligibility for Household Supports includes members who live in a community setting and have one of the following diagnoses:   * COPD * Diabetes * Hypertension |  1. Effective 1/1/25, **ALL** MSHO members will have a $0 copay on all Part D drugs!   **NEW MSHO BENEFITS IN 2025**   1. Members will receive a $50 gift card upon completion of a Medication Management Therapy visit. More details to come.   **ALL 2025 MSHO SUPPLEMENTAL BENEFITS**    Please note: Blue Plus will review, in detail, all benefits with care coordinators during a webinar in January, and additional information about changes will be provided to care coordinators and members.  **All 2025 MSHO Supplemental Benefits:**   1. **Blood Pressure Monitoring System (QMedic)**   In-home digital home blood pressure monitor to inform the member/caregiver of the member's blood pressure. QMedic will notify appropriate member contact of abnormal blood pressure. Must have eligible chronic condition.   1. **Friendly Helper (Lutheran Social Services)**   Up to 48 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:   * friendly visiting * light household chores * grocery shopping * technical guidance * limited transportation  1. **Health & Wellness Classes (Juniper)**   Classes that are designed for older adults and led by certified instructors to provide education, skills, and strategies to prevent falls and promote self-management of chronic conditions. Programs are available at a broad network of participating facilities. Some classes are available online or telephonically. Includes transportation via BlueRide.   1. **Household Supports (myFlexCard)**   Community members with an eligible chronic condition have a $260 per quarter allowance for approved utilities and rent. Unused benefits do not roll over to the next quarter.   1. **Chronic Conditions Meals and Food and Nutrition Education (NourishedRx)**   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, meal kits and pantry and food boxes.   1. **Music Therapy (Alliance Music Therapy)**   Music Therapy for members 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.   1. **Over-the-Counter (CVS OTCHS)**   $150 per quarter allowance to purchase select over-the-counter items. Members may order by telephone, online or shop for eligible items at CVS locations. Unused benefits do not roll over to the next quarter.   1. **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. Must have eligible chronic condition.   1. **Caregiver Empowerment Program (Ceresti Health )**   Coaching and education to train and support the caregiver of members living with dementia, cognitive impairment, Parkinson’s Disease or stoke on best practices for managing the member’s condition.   1. **Additional Dental Services (Delta Dental network providers)**  * 1 additional preventive exam per year * 2 crowns per year  1. **Additional Podiatry Services** **(in-network providers)**   12 visits/year for routine foot care such as nail clipping, etc.   1. **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  1. **Fitness Benefit (SilverSneakers)**   Full fitness facility membership and access to a broad network of participating fitness clubs and exercise centers. Members can access online education on SilverSneakers.com, participate in SilverSneakers Live virtual classes, get workout videos on SilverSneakers On-DemandTM, or download the SilverSneakers GOTM fitness app. Includes transportation via Blue Ride.   1. **Post-Discharge Home-Delivered Meals (Lutheran Social Services)**   Up to 14 meals per week for up to 2 weeks (28 meals) per episode of care (hospital or skilled nursing facility discharge) for community members to prevent readmission following an institutional stay.   1. **Post-Discharge Healthy Transitions (Lutheran Social Services)**   Up to 3 in-home/telephonic visits during first 4 weeks post discharge by a certified community health worker for community members following discharge from a hospital or short term SNF stay. Visits include a home safety assessment, nutrition discussion, community resources, personal health record and review of upcoming medical appointments.   1. **Electric Toothbrush/Replacement heads (Corner Home Medical)**   One electric toothbrush and one package of 3 replacement heads per year   1. **$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.   1. **Medication Dispenser & Reminders (Dose Health)**   Medication dispenser + reminders for community members requiring additional medication management services to monitor multiple medications. For members not on a waiver.   1. **Personal Emergency Response System PERS (QMedic)**   In-home or mobile PERS device designed to notify appropriate personnel of an emergency. For members not on a waiver.   1. **Animatronic Pets (QMedic)**   Choice of an animatronic cat or dog or bird for members with a cognitive impairment diagnosis to provide comfort, companionship and improve mood. One per year per member.   1. **Transportation (BlueRide) to**:  * Alcoholics Anonymous (AA) * Narcotics Anonymous (NA) * Juniper Health and Wellness Classes * SilverSneakers fitness facility locations  1. **Transportation to grocery store (BlueRide)**  * 6 round trips per month * Maximum 45 miles one-way (90 miles round trip) * Shopping time is one hour * Members must have an eligible chronic condition   **Important MSHO Supplemental Benefits Reminders**:   * Supplemental benefits are approved on an annual basis by CMS. * 2024 MSHO supplemental benefits must end on 12/31/24, however, if the benefit is offered in 2025, it may be continued for the member, if the member remains eligible. * If a member is choosing to discontinue an MSHO supplemental benefit or is no longer eligible in 2025, please inform the provider. * If you are referring a member to a supplemental benefit, ensure they have active 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) document](https://carecoordination.bluecrossmn.com/wp-content/uploads/2024/03/2024-SecureBlue-MSHO-Supplemental-Benefits-Grid_3-1-24.pdf) (2025 coming soon!). * If a member is receiving on-going services from an MSHO supplemental benefit provider (Alliance Music Therapy, Ceresti, Dose, Juniper, LSS, NourishedRx, QMedic) and the member loses SecureBlue MSHO eligibility (i.e. due to redetermination, chooses another health plan, etc), **you must 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. * Please continue to share your comments on vendor experiences so we can improve the benefits for our members and processes for you. Send feedback to: [jenna.rangel@bluecrossmn.com](mailto:jenna.rangel@bluecrossmn.com).   Thank you,  **Partner Relations Team | Government Markets**  [Partner.Relations@bluecrossmn.com](mailto:Partner.Relations@bluecrossmn.com) |