

# BRIDGEVIEW TUESDAYS SEPTEMBER 2024

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09/10/2024

# AGENDA

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- ✓ Welcome and Introductions
- ✓ Bridgeview Resources
- ✓ Changes and Updates
- ✓ Enrollment Overview
- ✓ Assessment Changes
- ✓ Questions

<https://carecoordination.bluecrossmn.com/bridgeview/>

## BRIDGEVIEW

### BRIDGEVIEW ALERTS:

Bridgeview Tuesdays are back in session! The 2nd Tuesday of the month from 10AM to 11AM:

[Click here to join the Teams meeting](#)

- ▶ September 10, 2024
- ▶ October 8, 2024
- ▶ November 12, 2024
- ▶ December 10, 2024

*Note: New Cap enrollment reports continue to be on hold due to enrollment discrepancies.*

Any issues with the Bridgeview website? Try clearing your cache.

\*Before clearing your cache, you will want to check in any documents you may have checked out/offline in the Revised MnCHOICES application to prevent losing your assessment data.

Please continue to report defects to [Bridgeview.Service.Agreements@bluecrossmn.com](mailto:Bridgeview.Service.Agreements@bluecrossmn.com) so we can get them corrected. Thank you for your patience and assistance.

**\*Bridgeview contact information is for Care Coordinator and Provider use only, it should not to be shared with members or families\***

**BRIDGEVIEW TUESDAY TRAININGS**



# ACCESS REQUESTS- BRIDGEVIEW, R-MNCHOICES AND MNSP



- Please submit all access request to [Secureblue.enrollment@bluecrossmn.com](mailto:Secureblue.enrollment@bluecrossmn.com). This includes adds, terminations and updates.
- When requesting any access requests, add/remove/changes, complete the **Bridgeview Web Tool and Revised MNCHOICES User Access Request form**. Supervisors/Managers must complete one form per request (we no longer accept multiple security requests on one form). **This form can be found on the Care Coordination Site in two places under the Access Request Form dropdown:**  
<https://carecoordination.bluecrossmn.com/mnchoices/>  
<https://carecoordination.bluecrossmn.com/bridgeview/>



## **Bridgeview Web Tool, MnSP and Revised MnCHOICES User Access Request Form**

As a contracted Care Coordination Delegate, every individual accessing the Bridgeview Company's web tool, MnSP EW RS Tool and R-MnCHOICES must have their own user account created. The Manager/Supervisor must complete this form. This access request serves as your notification of new staff to your Partner Relations Consultant.

For any changes to current users (name/contact info/email/role) submit a new form identifying the changes. For bulk global changes refer to the last page.

**Email completed form to [Partner.Relations@bluecrossmn.com](mailto:Partner.Relations@bluecrossmn.com) and [Secureblue.Enrollment@bluecrossmn.com](mailto:Secureblue.Enrollment@bluecrossmn.com)**

### **Bridgeview Access/Role Definitions:**

**Delegate Representative:** Full access to Delegate agency dashboard reports and data entry abilities (includes entering HRA info, creating service agreements, submit edit requests and update care coordination assignments). \*Support Staff access has been eliminated and has been combined to this role.

**Care Coordinator:** Limited access for individual Care Coordinator to access and enter their own HRAs, service agreements and submit edit requests.


- User access request for Care Coordinators may be submitted prior to receiving an UMPI# from DHS:
  - Indicate "pending" in the UMPI# text field, Bridgeview will assign a temporary UMPI #.
  - Upon receipt of DHS UMPI, report the permanent UMPI to [Secureblue.enrollment@bluecrossmn.com](mailto:Secureblue.enrollment@bluecrossmn.com)
  - For non-care coordinator staff, leave the UMPI field blank.
  - UMPI number updates can be sent directly to [Secureblue.enrollment@bluecrossmn.com](mailto:Secureblue.enrollment@bluecrossmn.com).

# ACCESS REQUESTS FOR BULK CHANGES

If requesting bulk email changes, complete the second page of the Access request form completely.

<i>Use section below for any bulk global changes ONLY (i.e., change in email naming convention)</i>			
User First and Last Name	User Login ID (PW/X1 ID)	Previous Email	New Email

# NEW TAB - CLAIMS SECTION

 **Care Coordination**

**Member**  
Member ID: [REDACTED] Date of Birth: [REDACTED] Name: [REDACTED]

**Claims History** Page: 1/3 ([Previous](#) | [Next](#))

Service Date	Claim Number	Provider	Diagnosis	Status	Charges	Amount Paid
07/30/2024	[REDACTED]	Lifespark Health	Encounter for general adult medical examination w	Claim Accepted; Batch Run Completed	\$346	\$87.66
06/12/2024	[REDACTED]	In House Senior Services LLC	Tinea	Claim Accepted; Batch Run Completed	\$85	\$43.6
06/06/2024	[REDACTED]	In House Senior Services LLC	Type 2 diabetes mellitus without complications	Claim Accepted; Batch Run Completed	\$368	\$159.29
05/24/2024	[REDACTED]	Lifespark Health	Alzheimer's disease, unspecified	Claim Accepted; Batch Run Completed	\$332	\$86.1
04/17/2024	[REDACTED]	Activstyle Inc	Mixed incontinence	Claim Accepted; Batch Run Completed	\$282.9	\$201.26
04/09/2024	[REDACTED]	Lifespark Health	Unspecified open wound, right foot, initial encounter	Claim Accepted; Batch Run Completed	\$201	\$52.12
03/29/2024	[REDACTED]	Lifespark Health	Alzheimer's disease, unspecified	Claim Accepted; Batch Run Completed	\$332	\$86.1
03/27/2024	[REDACTED]	Activstyle Inc	Mixed incontinence	Claim Accepted; Batch Run Completed	\$282.9	\$197.7

**Navigation Menu:** Dashboard, Care Coordinator Info, Delegate Assignment, CC Assignment, Assessments Due, Member Selection, Enrollment History, Dates & PCA, Facility Stays, LTCC & Case Mix, Service Agreements, **Claims**, Blue Ride, Helios, Logout

# ENROLLMENT-

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- New cap report end of the month- Currently on hold until enrollment issues are resolved
- Full detail the first week each month from DHS
  - New members, product changes, grace period, terminations, (death, disenrolled to another plan, future, out of service area) rate cell changes, reinstated, transfer
- Daily enrollment updates
  - CMS notification of MSHO members terminating due to health plan changes, grace period, deceased, new members, and reinstates.
  - Renewals
    - Separate formal MA renewal reports have stopped, we are working to add this information to the full detail report in the near future.

# ENROLLMENT SCREEN CHANGES IN BRIDGEVIEW

Member Detail Screen displays “Grace” next to the end date when an **MSHO** member is in a grace period. This information is subject to change pending enrollment notifications from CMS.

**Member Detail**

PMI#: [REDACTED]      MAXIS: [REDACTED]  
 Member Name: [REDACTED]      Medicare Number: [REDACTED]

**Residential Address**      **Mailing Address**

[REDACTED]      [REDACTED]  
 MINNEAPOLIS, MN 55      MINNEAPOLIS, MN 55  
 Resident County: 027 HENNEPIN  
 Phone: [REDACTED]

**Guardian or Resp. Party**      **Financial Worker**

xxx      \* HSPH.ES.TEAM [REDACTED]  
 Phone: (xxx)xxx-xxxx      Phone: (xxx)xxx-xxxx  
 Contact Note:

Date of Birth: [REDACTED]      Sex: F  
 Date of Death: xx/xx/xxxx      Marital Stat: N NEVER MARRIED  
 Rate Cell:      PCC: HEALTHPARTNERS MEDICAL GROUP CLINICS  
 Living Status: COM COMMUNITY

	Begin Date	End Date:	
Enrollment:	01/01/2024	10/31/2024	Grace
Medicare PartA:	xx/xx/xxxx	xx/xx/xxxx	
Medicare PartB:	xx/xx/xxxx	xx/xx/xxxx	
Waiver:	07/11/2019	05/31/2025	

Waiver Obligation: PENDING  
 Pol#: [REDACTED]  
 Cvg: [REDACTED]

Living Arrng: 80 COMMUNITY      Race: B BLACK  
 Responsible County: 027 HENNEPIN      Ethnicity: NO  
 Language: 99 ENGLISH      Interpret Ind: NO

**Update to Member History**

Manual: 12/29/2023 13: [REDACTED]      DHS: 08/25/2024 04: [REDACTED] SYSTEM



# ENROLLMENT HISTORY DETAILS TAB

“Grace” will display next to the end date in the Enrollment History Details when an MSHO member is in their grace period.

Member			
Member ID:		Date of Birth:	
		Name	
Enrollment History Details			
Group	Program	Start Date	End Date
P072ZN	MSC+ COMM MED N CENT	08/01/2022	07/01/2023
MSHOCO	MSHO COMMUNITY	07/01/2023	10/31/2024 GRACE

# ENROLLMENT – AFTER CMS UPDATE

When CMS retroactively updates the MSHO grace period, due to the member no longer being eligible;

- The enrollment history details: row indicating “GRACE”, will no longer display and their End Date will be the date their enrollment termed.
- Member Detail screen: “Grace” will also be removed from Enrollment line
- The Daily enrollment report will reflect this new term date.
- No longer need to follow member to the end of their originally communicated MSHO grace period

Member			
Member ID:		Date of Birth:	
		Name	
Enrollment History Details			
Group	Program	Start Date	End Date
P072ZN	MSC+ COMM MED N CENT	08/01/2022	07/01/2023
MSHOCO	MSHO COMMUNITY	07/01/2023	07/31/2024

	Begin Date	End Date:
Enrollment:	11/01/2021	07/31/2024
Medicare PartA:	07/01/2021	12/31/2999
Medicare PartB:	07/01/2021	12/31/2999
Waiver:	xx/xx/xxxx	xx/xx/xxxx

The update term date now displays on the member detail screen member detail screen

# CLOSING SERVICE AGREEMENTS

Reminder of reasons when service agreements in Bridgeview must be closed.

## Closing Service Agreements

A service agreement must be closed for the following reasons:

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- The person is moving out of the EW program
- The person has enrolled in another managed care health plan
- The person dies (automatically updates once the date of death is entered in Bridgeview)
- The person no longer needs or wants Elderly Waiver services
- The person goes into the hospital, nursing home or other facility for more than 30 consecutive days
- The person has been institutionalized for more than 30 consecutive days.
- The person loses MA financial eligibility
- A different lead agency will now manage the case
- Care Coordinator determines, based on a reassessment, that the person no longer meets Nursing Facility Level of Care
- Physician certifies that the person requires continued institutionalization for an indefinite period
- Home and community-based services no longer reasonably assure the health and safety of the person
- The person elected EW CDCS from non-CDCS services or vice versa

When services are ending, it is the responsibility of the care coordinator to go into the applicable Service Agreement(s) and

# IMPROVED ASSESSMENT ENTRY CHANGES

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- Bridgeview Training overview
- Reminder that all assessments on or after 7/1/24 must be completed in the revised MnCHOICES application, exception of Nursing Home/ICF assessments.
- Changes were communicated on [07/05/24](#) and [07/12/24](#) located under the Care Coordination website on the [Communications page](#) under Bridgeview Communications. These enhancements are currently being added to the [Bridgeview Care Coordination User Guide](#).

Important troubleshooting tip: Before clearing your cache, check in any offline MnCHOICES assessment(s) first.

# NEW & IMPROVED FIELDS - OVERVIEW

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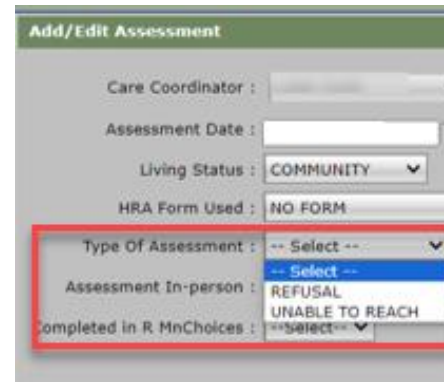
Enhancements were implemented to streamline assessment entry and improve data integrity.

- Rules were applied to these fields that may trigger edits and inability to save entry:
  - *Assessment Date*
  - *Living Status*
  - *HRA Form Used*
  - *Type of Assessment*
  - *Completed in R MnCHOICES*
- Available drop-down options for *HRA Form Used* depends on the *Living Status*
- Available drop-down options for *Type of Assessment* depends on *HRA Form Used*

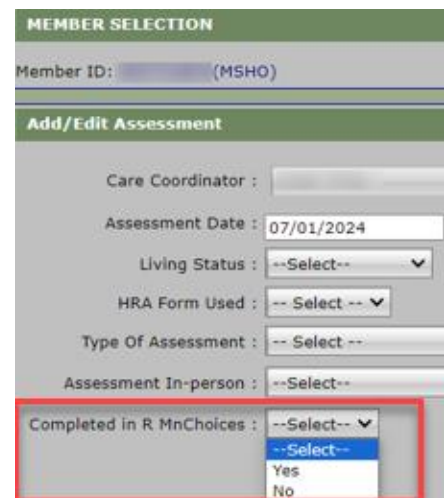
# NEW & IMPROVED FIELDS

- Do not use LTCC and 3428H for assessment dates on or after 7/1. Edit “*Assessment activity on or after 7/1, Consultation required with PR Consultant*” will display and users will not be able to save their entry.
- UTR and Refusal is only available under “*Community*” *Living Status* and *HRA Form Used* “*No Form*”
- New field: *Completed in R MnCHOICES*. All community assessments completed on or after 7/1 must be “*Yes*” (i.e., 6.28 THRA, R MnCHOICES Assessment, No Form, HRA-MCO).
- Assessment In-person option “*Done by FFS/Other/MCO*” selection is limited to “*FFS/Review HRA*” entries

• Assessment activity on or after 7/1, Consultation required with Partner Relations Consultant



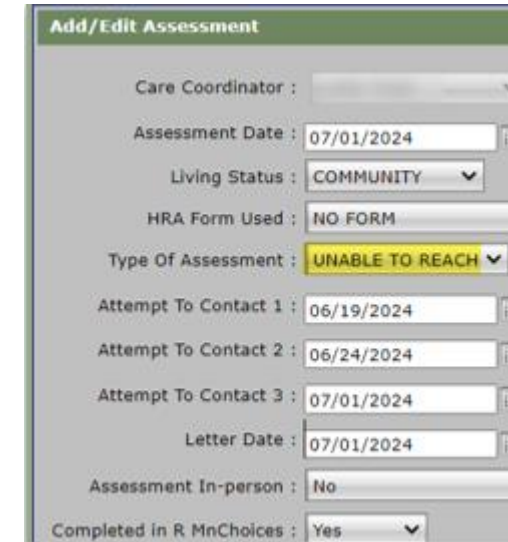
The screenshot shows the 'Add/Edit Assessment' form. The 'Type Of Assessment' dropdown menu is open and highlighted with a red box. The visible options are: -- Select --, -- Select --, REFUSAL, and UNABLE TO REACH. Other fields include Care Coordinator, Assessment Date, Living Status (COMMUNITY), and HRA Form Used (NO FORM).



The screenshot shows the 'MEMBER SELECTION' section with Member ID (MSHO) and the 'Add/Edit Assessment' form. The 'Completed in R MnCHOICES' dropdown menu is open and highlighted with a red box. The visible options are: --Select--, --Select--, Yes, and No. Other fields include Care Coordinator, Assessment Date (07/01/2024), Living Status, and HRA Form Used.

# COMMUNITY LIVING STATUS – NO FORM

- *Type of Assessment: “Unable to Reach” (UTR)*
  - Allowed with “Community” Living Status only
  - HRA Form Used must be “No Form”
  - Letter Sent field has been changed to Letter Date.
  - Letter Sent date is the Assessment Date.
  - All dates are required and must be sequential, if not will get error edits.
  - Assessment In-person must be “No”
  - Completed in R MnCHOICES must be “Yes” for assessment date 7/1 or later
  - Letter Date must match Assessment Date.
  
- *Type of Assessment: “Refusal”*
  - Allowed with “Community” Living Status only
  - HRA Form Used must be “No Form”
  - Assessment In-person must be “No”
  - Completed in R MnCHOICES must be “Yes” for assessment date 7/1 or later



**Add/Edit Assessment**

Care Coordinator :

Assessment Date : 07/01/2024

Living Status : COMMUNITY

HRA Form Used : NO FORM

Type Of Assessment : UNABLE TO REACH

Attempt To Contact 1 : 06/19/2024

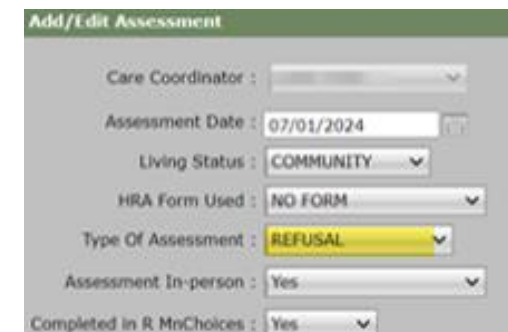
Attempt To Contact 2 : 06/24/2024

Attempt To Contact 3 : 07/01/2024

Letter Date : 07/01/2024

Assessment In-person : No

Completed in R MnChoices : Yes



**Add/Edit Assessment**

Care Coordinator :

Assessment Date : 07/01/2024

Living Status : COMMUNITY

HRA Form Used : NO FORM

Type Of Assessment : REFUSAL

Assessment In-person : Yes

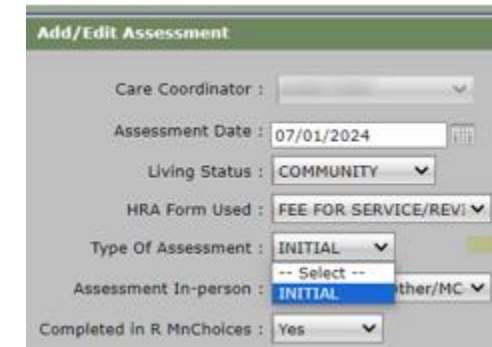
Completed in R MnChoices : Yes

\*Important: Must select “No Form” in Bridgeview, even though entering UTR and Refusal in R MnCHOICES application.



# ASSESSMENT COMPLETED PRIOR TO ENROLLMENT

- *HRA Form Used “FFS/Reviewed HRA” is limited to Community Living Status only*
- *Must enter separate “FFS/Reviewed HRA” entry for new non-BP to BP members when completing 6.28 THRA*
- *Select “Fee For Service/Reviewed HRA” for recording community assessment completed prior to Blue Plus enrollment regardless of tool used in combination with 6.28 THRA (i.e., LTCC,3428H, MnCHOICES, Revised MnCHOICES, HRA-MCO)*
- *Type of Assessment drop-down option limited to “Initial”*
- *Assessment In-Person drop-down option “Done by FFS/Other/MCO” is limited for FFS/HRA entries only. This should be used when the Care Coordinator is not sure if the “FFS/Reviewed HRA” assessment was completed in person or remotely. Do not rely solely on MMIS SD activity type “02 – Face to Face Assess (P)/In Person” to answer this question.*



**Add/Edit Assessment**

Care Coordinator :

Assessment Date : 07/01/2024

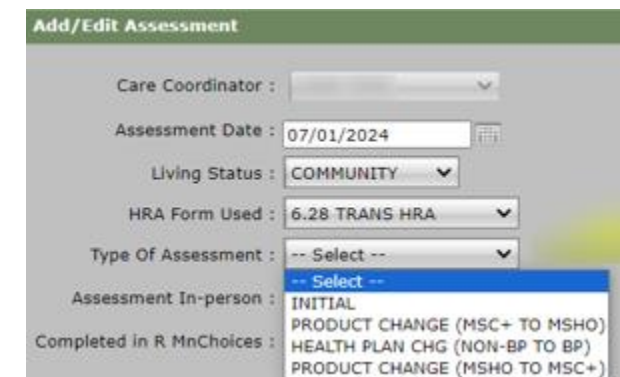
Living Status : COMMUNITY

HRA Form Used : FEE FOR SERVICE/REV

Type Of Assessment : INITIAL

Assessment In-person : INITIAL

Completed in R MnChoices : Yes



**Add/Edit Assessment**

Care Coordinator :

Assessment Date : 07/01/2024

Living Status : COMMUNITY

HRA Form Used : 6.28 TRANS HRA

Type Of Assessment : -- Select --

Assessment In-person : -- Select --

Completed in R MnChoices : -- Select --

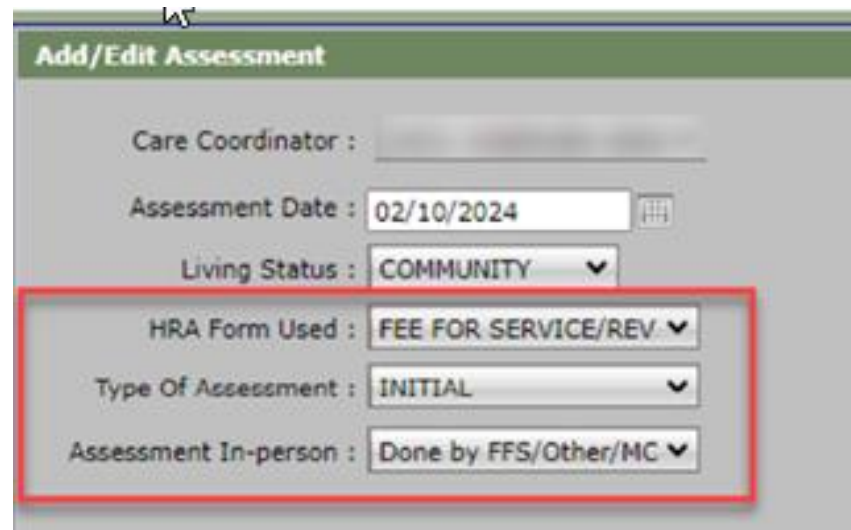
- INITIAL
- PRODUCT CHANGE (MSC+ TO MSHO)
- HEALTH PLAN CHG (NON-BP TO BP)
- PRODUCT CHANGE (MSHO TO MSC+)

*Note: Refer to Care Coordination Guidelines for additional process related details*



# ADD /EDIT FFS ASSESSMENT - REMINDER

To avoid gaps in elderly waiver coverage, when entering assessment, Care Coordinators must confirm the actual date of the in-person assessment when determining the annual re-assessment due date. Additionally complete and enter the reassessment in MMIS prior to the monthly cut off date.



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**Add/Edit Assessment**

Care Coordinator : \_\_\_\_\_

Assessment Date : 02/10/2024

Living Status : COMMUNITY

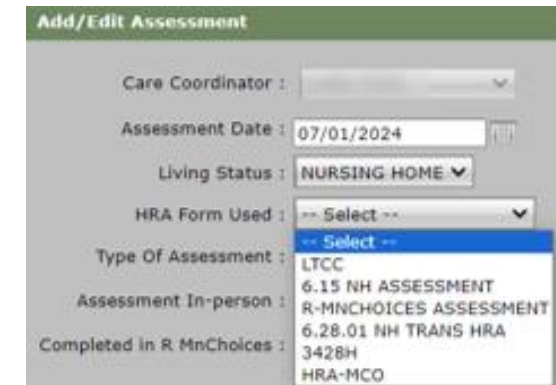
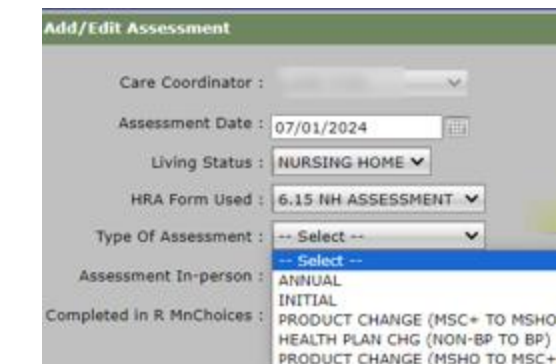
HRA Form Used : FEE FOR SERVICE/REV

Type Of Assessment : INITIAL

Assessment In-person : Done by FFS/Other/MC

# NURSING HOME LIVING STATUS

- *HRA Form Used* includes some community assessments to accommodate return to community assessment documentation only
- 6.15 NH and 6.28.01 NH THRA are the primary assessments and are not documented in R MnCHOICES application
- *Completed in R MnCHOICES* must be “No”, only exception if return to community assessment is completed in R MnCHOICES application
- All return to community assessments on or after 7/1 must be “Yes” Completed in R MnCHOICES
- *Type of Assessment drop-down* option no longer has “No Form”. Cannot enter UTR or Refusal for members in NH

Note: Legacy documents are set to retire on 10/1/2024. In Bridgeview LTCC and 3428H options will be completely deactivated soon, plan accordingly.

# QUESTIONS

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For process related questions, contact your Partner Relations Consultant or email: [Partner.Relations@bluecrossmn.com](mailto:Partner.Relations@bluecrossmn.com)

For technical questions related to entering service agreements, contact the Bridgeview Team: [Bridgeview.service.agreements@bluecrossmn.com](mailto:Bridgeview.service.agreements@bluecrossmn.com)

