<DATE>

<Member Name>

<Street Address>

<City, State, Zip>

Dear <Member Name>,

My name is <Care Coordinator Name>. I am writing to introduce myself as your new Care Coordinator. I will be replacing <Name of Previous CC> from <Name of Previous County/Clinic/Blue Plus>.

As a reminder, I can talk with you and your family about your health care needs and what I can do to help. My services are a benefit of your health plan for no additional cost including:

* Provide information on resources and services available to you
* Coordinating your care between your primary care clinic and specialists
* Provide information to help you and your family make decisions about your health care
* Assist you with your care needs before and after a hospitalization
* Share additional benefits available to you for being enrolled in SecureBlue MSHO such as fitness and extra dental benefits.

To contact me, please call <Phone Number>. Our hours of operation are from <8:00 am to 4:30 pm>. Please leave a message on my voicemail if I am not available to answer your call. I will call you back. If you do not speak English, let me know the language you speak. To help me talk with you, I will use an over-the-phone interpreter. If you have a hearing impairment and use TTY, please call 711.

Sincerely,

<Care Coordinator Name, Title>

Blue Plus Care Coordinator

<Name of County/Clinic/Organization>

SecureBlueSM (HMO SNP) is a health plan that contracts with both Medicare and the Minnesota Medical Assistance (Medicaid) program to provide benefits of both programs to enrollees. Enrollment in SecureBlue depends on contract renewal.

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