<DATE>

<Member Name>

<Member Address>

<Member City, Stae, Zip>

Nyob Zoo Txog <Authorized Rep>,

Kuv lub npe yog <CC's Name>. Kuv yog <member's full name> Tus Neeg Cev Ncauj Cev Lus ntawm Blue Plus Care. Tsis ntev los no kuv tau ntsib <member's full name> thiab xav nrog koj sib tham txog raws li nram qab no:

Tshuaj xyuas txog cov kev pab cuam hauv chaw Tshuaj xyuas ntawm kuv lub luag hauj lwm tam li yog Tus Neeg Pab Txuas Lus Rau Fab Kev Saib Xyuas Kho Mob

Kev siv tsheb thauj mus los ntawm BlueRide  Daim Ntawv Sau Qhia Txoj Hau Kev Ua Ntej Txog Fab Kev Saib Xyuas Kho Mob

Cov kev pab fab kev kho hniav thiab fab kev nyuaj siab puas hlwb  Txoj kev txhaj tshuaj tiv thaiv kab mob hauv nrog cev los sis lwm yam kev xav tau ntxiv

Txoj kev pab them nqi duav roos rau cov tshuaj raws kev sau ntawv yuav Cov kev xav tau cov khoom siv thiab khoom txhawb pab fab kev kho mob

Sib tham txog cov txiaj ntsig SecureBlue (HMO SNP) ntxiv

Lwm Yam

Kuv tes hauj lwm uas yog <member's full name> Tus Neeg Cev Ncauj Cev Lus rau Kev Saib Xyuas Kho mob yog txhawm rau:

* Muab cov ntaub ntawv qhia paub txog cov chaw muab kev pab cuam thiab cov kev pab cuam uas muaj siv tau rau koj
* Koom nrog koj txoj kev saib xyuas ntawm koj lub chaw kuaj mob uas muab txoj kev saib xyuas kho mob xub thawj thiab cov kws kho mob tshwj xeeb
* Muab ntaub ntawv qhia paub los pab koj thiab koj tsev neeg tsim kev txiav txim siab txog koj li kev saib xyuas kho mob
* Pab rau txoj kev hloov rhais chaw mus rau lub zej zos, raws li xav tau

Yog xav tiv tauj kuv, thov hu rau <Phone Number>. Peb cov xuaj moos ua hauj lwm yog txij 8:00 am to 4:30 pm. Thov tso ib tsab lus cia nyob rau hauv kuv tus xov tooj kaw lus yog tias kuv

tsis khoom teb koj tsab xov tooj tau. Kuv yuav hu rov qab rau koj. Yog hais tias koj hais tsis tau Lus As Kiv, qhia rau kuv paub hom lus uas koj hais tau. Txhawm rau pab kom kuv tham nrog koj tau, kuv yuav siv ib tug neeg txhais lus hauv lub xov tooj. Yog hais tias koj muaj kev hnov lus tsis zoo thiab xav siv TTY, thov hu rau 711.

Sau npe,

<Care Coordinator Name, Title>

Tus Neeg Cev Ncauj Cev Lus ntawm Blue Plus Care

<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.

H2425\_001\_090617\_Z01A Internal Approved 9/25/2017

DHS\_090617\_Z02A Internal Approved 9/25/2017