



2025

WELCOME GUIDE

Your guide to Blue AdvantageSM
Families and Children, MinnesotaCare
and Minnesota Senior Care Plus (MSC+)

Minnesota Health Care Program plans



Hello and welcome to your **Blue Plus plan**

We're excited to have you as a Blue Cross and Blue Shield of Minnesota and Blue Plus (Blue Plus) member.

Thank you for choosing Blue Plus as your health plan. In this guide, you will find important information about your plan, including how to create your online member account, where to find plan documents, who to call with questions, extra plan features, and more.

QUESTIONS? WE CAN HELP.

Call Member Services

1-800-711-9862, TTY **711**

8 a.m. to 5 p.m. Central Time, Monday through Friday. The call is free.

Or visit bluecrossmn.com/PublicPrograms

Getting started

Your new member ID card will be on the way soon. When your card arrives, here are three steps you can take to help you get the most out of your plan:

1 Keep your member ID card somewhere safe.



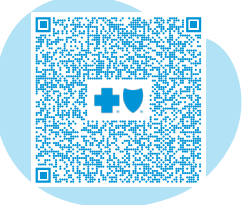
You will need to show your member ID card whenever you visit doctors, clinics, hospitals, dentists or pharmacies. It has all the information that providers will need to submit your claims.

2 Create your online member account.



Visit bluecrossmn.com/WelcomeMHCP and use the information on your member ID card to create your online account.* Here you can check your plan details, access important plan documents, find in-network providers, view, print, email or fax your digital member ID card, and more.

3 Learn more about your benefits.



Visit bluecrossmn.com/WelcomeMHCP or scan the QR code to learn more about your plan.

*You are not required to create your online account to use your benefits. Each healthcare and dental provider is an independent contractor and is not our agent.

Get on the road to better health

Take the Initial Health Screener

The Initial Health Screener is a health assessment for new members, so we can get to know you and your needs better and help identify the best programs and services for you. It only takes 10 minutes, and once you're done, you can:

- Sign up for a care management program to help you better manage your health
- Access free tools and resources to get help quitting tobacco
- Connect with pregnancy-related programs and rewards
- Get free transportation to your medical appointments
- Update your language preferences for future communications

Health screener is not available to Minnesota Senior Care Plus members.

COMPLETE YOUR HEALTH SCREENER

- 1 Visit bluecrossmn.com/HealthScreener and click "Take the health screener."
- 2 Create or log into your online member account.
- 3 Click the 'Forms' tab and then click the 'Health Screener' link.
- 4 Complete the form or check the 'Prefer not to complete' box and submit.

If you are unable to create or log into your online member account, please call the Member Services on the back of your member ID card to request a copy to be mailed to you.

Make the most of your benefits

In addition to medical care, your Blue Plus plan comes with extra benefits, tools and resources to help you take care of your health, all at no additional cost.

PROGRAMS AVAILABLE FOR ALL THREE PLANS

Dental benefits

Get basic dental services, including checkups, cleanings and fillings, all at no additional cost.

Contact Delta Dental for help finding a dentist, setting up interpreter services for a future appointment, or for questions about your dental benefits.

Call **1-800-774-9049** TTY **711**, Monday to Friday, 8 a.m. to 5 p.m. Central Time.



Or visit bluecrossmn.com/DeltaDental to find an in-network dentist. Select “Get Started.” Then click on “PPO Plus Premier Networks” and choose “Minnesota Select Dental” from the drop-down menu.

Delta Dental of Minnesota is independent from Blue Cross and Blue Shield of Minnesota and Blue Plus. Delta Dental provides services for dental benefits, including access to the Minnesota SelectSM Dental Network.

Prescription drugs and over-the-counter medications

Your Blue Plus plan covers some medications prescribed by your doctor, as well as some over-the-counter drugs, based on our formulary when you purchase from a pharmacy in your plan's network.

To find an in-network pharmacy, visit bluecrossmn.com/PublicPrograms and select your plan name from your member ID card. Scroll down to the "doctors, clinics and pharmacies" section to find the pharmacy and formulary information.



Restrictions and conditions apply. See Member Handbook for criteria.

BlueRideSM transportation services

BlueRide offers you a safe and reliable ride to covered medical, dental and pharmacy visits with providers in your plan's network.

Call **1-866-340-8648**, TTY **711**, Monday through Friday, 8 a.m. to 5 p.m. Central Time or visit bluecrossmn.com/BlueRide to schedule a ride.

Restrictions and conditions apply.

Behavioral health services

Mental and emotional wellbeing are important parts of your health. Your plan includes a range of care for mental health and substance use concerns, including virtual and telehealth visits, inpatient and outpatient services, specialized support and more all at no cost to you.

Visit bluecrossmn.com/BluePlusBH to learn more.

Mobile clinics

Get care right in the comfort of your own home. Some services provided in the mobile clinic include well-child screenings, vaccinations, prenatal and postpartum care, diabetes management, behavioral health assessments and more.

Visit bluecrossmn.com/MobileClinics for a list of mobile clinics and service areas.

Learn to Live

Concerned about substance use, stress, insomnia, depression, social anxiety, panic or resilience? Learn to Live is an online program that's available anytime to help you work through it.



Visit learntolive.com/BluePlus and use code "BLUEPLUS" to get started.

Learn to Live, Inc. is an independent company offering online tools and programs for behavioral health support. Learn to Live is an educational program and should not be considered medical treatment.

Omada

Take steps toward keeping diabetes and heart disease at bay with Omada®. You'll get access to tools, education, health coaching and online peer groups.



Visit go.omadahealth.com/BluePlus to learn more.

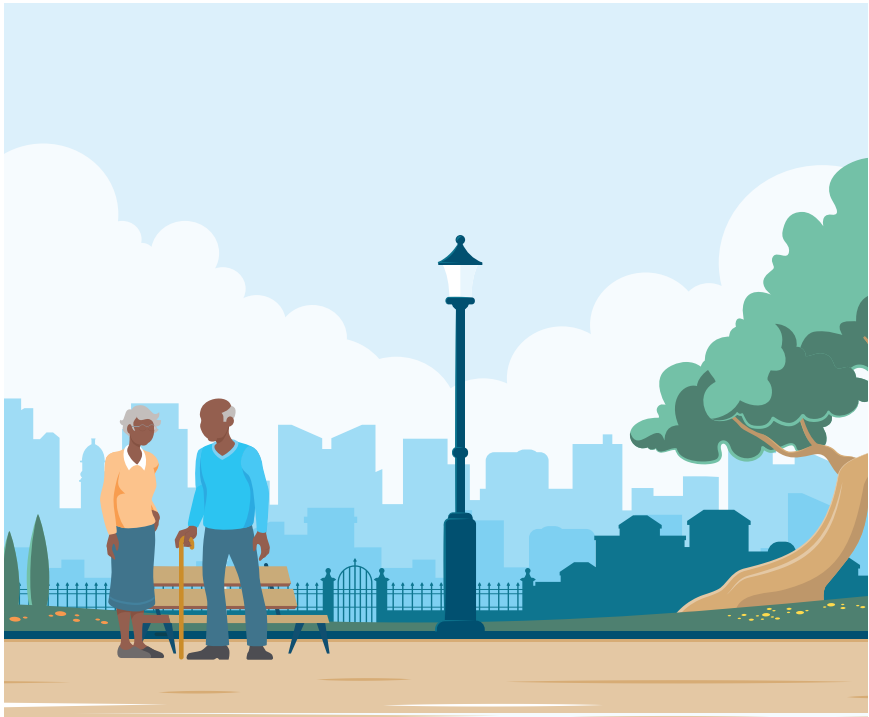
The Omada program is from Omada Health, Inc., an independent company providing a digital intensive behavioral counseling program.

Case manager

If you have a major illness, injury or chronic health condition, you will be assigned a case manager. A case manager is a specially trained licensed nurse and healthcare specialist who can help you:

- Better understand your treatment plan, condition or disease
- Find in-network providers and behavioral health support
- Set up doctor visits and follow-up appointments
- Get answers to questions you have between doctor visits

A case manager will be assigned to you based on your needs. Call Member Services with any questions.



ADDITIONAL PROGRAMS FOR BLUE ADVANTAGE FAMILIES AND CHILDREN AND MINNESOTACARE MEMBERS

Earn rewards and get extra support and resources during and after your pregnancy, so you can better take control of your health. The programs below are available to members under age 65.

Healthier babies start with healthier pregnancies

Blue Plus provides access to case managers, doulas, pregnancy and postpartum education and support all at no cost to you.



Visit bluecrossmn.com/Maternity to learn more about how to get ready for baby or contact Member Services.

Healthy Rewards incentive program

When you choose to join Healthy Rewards, you and your family can earn rewards when you complete certain preventive screenings and healthy activities.

Visit bluecrossmn.com/HealthyRewards to learn more and sign up.



County car seat and booster program

Infants and children under age 9 can receive a car seat or booster at no cost to you. Children aged 9 or older who are unable to pass Minnesota’s Child Passenger Safety Law (5-point test) due to their size remain eligible for the car seat program.

Call Member Services for more information.

Restrictions apply. Pregnant Blue Plus members are eligible at 7 months gestation. Members are eligible for one car seat and one booster seat through this Blue Plus program.

ADDITIONAL SERVICE FOR MSC+ MEMBERS

Get extra support from a care coordinator to help make sure you get the care you need. This service is available to members age 65 and over.

Care coordinator

A care coordinator is a licensed nurse, social worker or qualified healthcare provider who can help you:

- Access home healthcare, community-based services and local resources
- Understand your benefits and help get you enrolled in special programs
- Find transportation to doctor appointments
- Coordinate care between your primary care clinic and specialists
- Get information you and your family can use to make decisions
- Manage your care before and after a hospitalization

Your care coordinator will typically reach out to you within the first month of joining the plan. If you have not been contacted by a care coordinator, call Member Services.

Understand your coverage

Know who to contact with questions, how to find important plan documents and where to go for care.

IMPORTANT CONTACT INFORMATION

Member Services

1-800-711-9862, TTY **711** (The call is free)

If you have questions about your plan, need help updating your preferences, or need access to important documents such as your Member Handbook, Provider and Pharmacy Directory or List of Covered Drugs (Formulary), visit bluecrossmn.com/PublicPrograms or call Member Services.



Translation and interpretation assistance

1-800-711-9862, TTY **711**

Blue Plus provides translated documents and interpretation if English is not your first language. For medical appointments, your doctor's office can help arrange an interpreter.

Behavioral health crisis hotline

1-888-275-3974, TTY **711**

24 hours a day, seven days a week

Contact the Behavioral Health Crisis Line with questions about your treatment options or when you need support from a behavioral health specialist.

KNOW WHERE TO GO FOR CARE

Learn more about the different types of care options available to you. Visit bluecrossmn.com/MedicaidFAD to find providers in your network.



Primary care clinic

Choose a clinic from your plan’s network to be your primary care clinic. They will get to know you and keep all your medical records in one place.



Nurse line

1-888-275-3974, TTY **711**

Get professional medical advice and information from registered nurses 24 hours a day, seven days a week.



Online care

Get help for many common conditions right on your smartphone, tablet or computer. See board-certified doctors, psychiatrists or licensed therapists with Doctor On Demand® by Included Health.



Urgent care center

Get care for an illness, injury or condition that is needed urgently, but is not severe enough to require a hospital emergency room (not life-threatening).



Hospital emergency room

Get emergency care for life-threatening symptoms that may require hospital admission.

Doctor On Demand® by Included Health is an independent company providing telehealth services.



**Thank you for choosing
Blue Plus**

When you choose Blue Cross and Blue Shield of Minnesota and Blue Plus you get a name you can trust, coverage you can count on and peace of mind knowing we're here to help you every step of the way. We look forward to supporting your healthcare needs.

Blue AdvantageSM and MinnesotaCare
1-800-711-9862, TTY 711

Attention. If you need free help interpreting this document, call the above number.

Thov ua twb zoo nyeem. Yog hais tias koj xav tau kev pab txhais lus rau tsab ntaub ntawv no pub dawb, ces hu rau tus najnpawb xov tooj saum toj no. Digniin. Haddii aad u baahantahay caawimaad lacag-la'aan ah ee tarjumaadda (afcelinta) qoraalkan, lambarka kore wac.

Atención. Si desea recibir asistencia gratuita para interpretar este documento, llame al número indicado arriba.



1-800-711-9862, TTY 711
Civil.Rights.Coord@bluecrossmn.com

Discrimination is against the law. Blue Plus will accept all eligible Beneficiaries who select or are assigned to Blue Plus without regard to medical condition, health status, receipt of health care services, claims experience, medical history, genetic information, disability (including mental or physical impairment), marital status, age, sex (including sex stereotypes and gender identity), sexual orientation, national origin, race, color, religion, creed or public assistance status.

Blue Cross[®] and Blue Shield[®] of Minnesota and Blue Plus[®] are nonprofit independent licensees of the Blue Cross and Blue Shield Association.

M08134R01 (10/24)