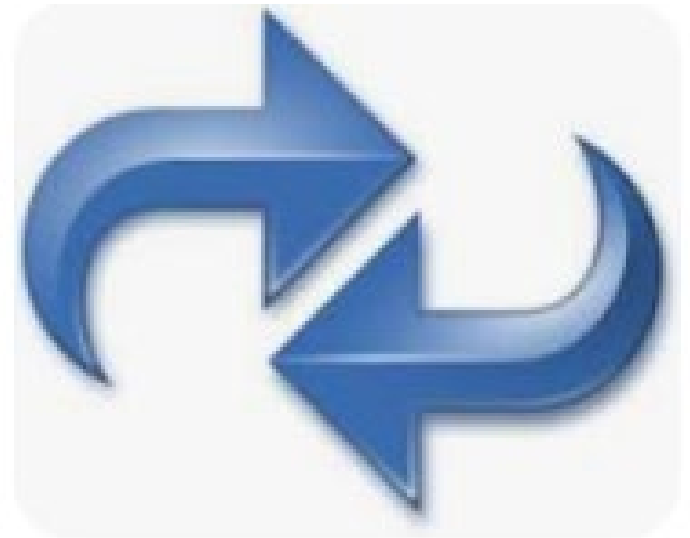


TRANSFERS IN CARE COORDINATION



AGENDA

- Transfers of Care Coordination to another Blue Plus Delegate
 - Responsibilities of Delegate who is initiating the transfer
 - Responsibilities of Delegate who is receiving the transfer
- Transfers of Care Coordination within your agency (change in Care Coordinator)
- Transfers after disenrollment



DEFINITIONS

The term “transfer” refers to either:

- an existing Blue Plus enrollee whose Care Coordination is transferring from one contracted Blue Plus Delegate to another contracted Blue Plus Delegate as a result of a move, change in living arrangement, or a change in primary care.
- or a Blue Plus enrollee who has disenrolled and is now moving to another health plan or back to County fee-for-service see Transfers after Disenrollment.



ENROLLMENT OVERVIEW

TRANSFERS IN CARE COORDINATION

9.07 Care Coordination Delegate Listing and Contact Table

Delegate Contact Information

This contact list is a resource when transferring Care Coordination to another Delegate. It can assist with determining the new Delegate based upon the member's County of Residence, Primary Care Clinic (PCC), and living arrangement, and includes Delegate contact information for sharing documents and other important information per the transfer process. If you are unsure of the new Delegate, you should contact your Partner Relations Consultant with questions. Always refer to the guidelines for all tasks associated with Transfers in Care Coordination Delegation.

CW – COMMUNITY WELL EW – ELDERLY WAIVER NH – NURSING HOME

DELEGATE	CONTACT NAME	PHONE/FAX #	EMAIL	PRODUCT	CW	EW	NH
Aitkin	Erin Melz – Supervisor Lois Peysar	218-927-7209 218-927-7232 Fax: 218-927-7210	Erin.melz@co.aitkin.mn.us Lois.peysar@co.aitkin.mn.us	MSHO & MSC+	X	X	X
Anoka	See Meridian Services						
Becker	Emma Wartmann Nancy Edwards	218-847-5628 218-847-5628	Emma.wartman@co.becker.mn.us Nancy.edwards@co.becker.mn.us	MSHO & MSC+	X	X	X
Beltrami	Mercideze White Elizabeth (Libby) Fadness	218-333-8111 218-333-8033 Fax: 218-333-8360	Merci.white@co.beltrami.mn.us Elizabeth.fadness@co.beltrami.mn.us	MSHO & MSC+	X	X	X
Benton	See Lutheran Social Service (LSS)						
Big Stone	Beth Bohlen	320-487-1226	Beth.bohlen@bigstonecounty.gov	MSHO & MSC+	X	X	X
Blue Earth	General Intake Number Sue Nelson	507-304-4444 507-304-4168	Sue.nelson@blueearthcountymn.gov	MSHO & MSC+	X	X	X
Brown	EW transfers: Human Services General Intake CW & NH transfers: Jessica Johnson	507-359-6500 Fax: 507-359-6542 507-233-6809	Call for email Jessica.Johnson@co.brown.mn.us	MSHO & MSC+	X	X	X
Carlton	Patti Martin	218-878-2859 Fax: 218-878-2500	Patti.martin@carltoncountymn.gov	MSHO & MSC+	X	X	X



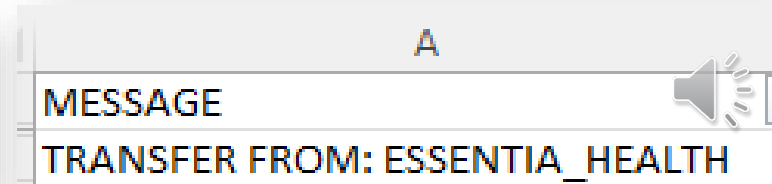
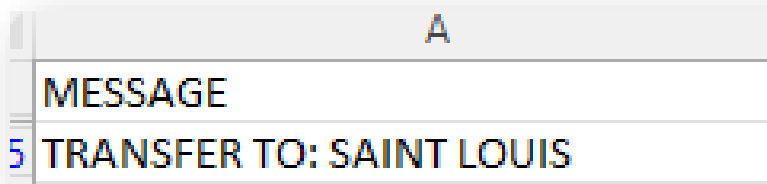
NOTIFICATION OF TRANSFERS

Form 6.08 Transfer in Care Coordination Delegation

- Official notification of a transfer.
- Change in Care Coordination is effective the first of the month following the date of notification via this form
 - For exceptions, email secureblue.enrollment@bluecrossmn.com

Full Detail Enrollment report

- TRANSFER TO: Existing enrollee who transferred from your enrollment roster to another Delegate.
- TRANSFER FROM: Existing enrollee who transferred to your enrollment roster from another Delegate.
- Errors sent to secureblue.enrollment@bluecrossmn.com



INITIATING DELEGATE

Responsibilities of Delegate who is initiating the transfer:

Refer to Transfers checklist for all tasks including:

- Confirm the new Delegate by referring to 9.07 Care Coordination Delegate Listing and Contact Table
- Confirm current or new PCC
- Update the member's address and PCC in Bridgeview
- Send form 6.08 Transfer in Care Coordination Delegate including all transfer documents
- Notify the member's financial worker by completing DHS 5181
- Change is effective the 1st of the following month

CHECKLISTS

Workflow Checklists:

MSHO & MSC+ Care Coordinator Checklists Grid 11-22-2024 (XLSX)

- ▶ Printable Checklist Initial-Annual-Sig Change 11-22-2024 (DOCX)
- ▶ Printable Checklist Transitional HRA 11-22-2024 (DOCX)
- ▶ Printable Checklist Refusal (DOCX)
- ▶ Printable Checklist Unable to Reach (DOCX)
- ▶ Printable Checklist Nursing Home (DOCX)
- ▶ Printable Checklist Other waivers – non EW 11-22-2024 (DOCX)
- ▶ Printable Checklist Transfers (DOCX)



RECEIVING DELEGATE

Responsibilities of Delegate who is receiving the transfer:

- Receiving Delegate will receive 6.08 Transfer in Care Coordination Delegation form as notification of the transfer. *Receipt of this is official notification – not the enrollment report.*
- Assign a CC in Bridgeview and notify the member by the 10th of the month (8.30 CM Change Intro letter may be used).
- Update the Care Coordinator assigned in MnCHOICES using the Smart Guide: Assignments, transfers and discharges in Help Center as applicable.
- Notify financial worker of assigned CC name.
- Confirm the PCC is correct in Bridgeview.
- Notify the primary care provider using Change in CC - Intro to Primary Care Provider letter. For clinic delegates, notification to primary care provider documented per clinic process.
- All assessment due dates remain the same.
- No transitional HRA is needed for Blue Plus to Blue Plus transfers.
- CC should review all transfer documents for completion.



TRANSFERS WITHIN YOUR AGENCY (CHANGE IN CARE COORDINATOR)

If there is a change in Care Coordinator within the Delegate agency, the Delegate agency must:

- Inform member of the name, number, and availability of new Care Coordinator within 10 calendar days (new CC may use *8.30 CM Change Intro letter*)
- Update the Care Coordinator assigned in Bridgeview
- Update the Care Coordinator assigned in MnCHOICES using the Smart Guide: Assignments, transfers and discharges in Help Center as applicable.
- Enter a Screening Document into MMIS if on Elderly Waiver.
- Notify the financial worker of the change in Care Coordinator.
- Notify the primary care provider using *Change in CC - Intro to Primary Care Provider letter*. For clinic delegates, notification to primary care provider documented per clinic process.



TRANSFERS AFTER DISENROLLMENT

When an existing Blue Plus enrollee has disenrolled and is now moving to another health plan or back to the county (fee-for-service), the Care Coordinator must:

- Confirm health plan or coverage change in Mn-ITS
- Send MnCHOICES Lead Agency Transfer and Communication Form (DHS 6037-ENG) to the new health plan or county. This should be attached the member's record in MnCHOICES.
- Refer to MnCHOICES Smart Guide: Assignments, transfers and discharges in MnCHOICES Help Center for steps on what to do in MnCHOICES.
- Send any applicable paper documents directly to the new health plan or County.
- If on EW, do not close waiver span in MMIS.
- Close service agreements in Bridgeview.



QUESTIONS?

Contact your assigned Partner Relations Consultant or email
Partner.Relations@bluecrossmn.com.

THANK YOU!

