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| **SECUREBLUE MSHO SUPPLEMENTAL BENEFIT REMINDERS AND UPDATES**  **Part D Reminders**   1. In 2025, SecureBlue members will receive a $50 gift card upon completion of a comprehensive medication review visit with a pharmacist. Once the visit is completed and the claim is submitted to Blue Cross, a $50 gift card will be mailed to the member. Limited to one gift card per member per year. See the [Instruction Sheet here](https://carecoordination.bluecrossmn.com/wp-content/uploads/2024/12/2025-CMR-Reward-Card-Instruction-Sheet-12-12-24.pdf) for more details. 2. Effective 1/1/25, **ALL** SecureBlue members will have a $0 copay on all Part D drugs!     **SecureBlue MSHO Supplemental Benefit reminders and updates**   1. **Care Coordinator Resources:** 2025 resources have been posted. Visit the [SecureBlue MSHO supplemental benefits care coordination website](https://carecoordination.bluecrossmn.com/msho/secureblue-msho-supplemental-benefits/) for updated supplemental benefit resources. 2. **Referral forms:** Many of the supplemental benefit providers have updated their referral forms. New forms are linked in the [2025 SecureBlue MSHO Supplemental Benefits Catalog](https://carecoordination.bluecrossmn.com/wp-content/uploads/2024/12/2025-SecureBlue-MSHO-Supplemental-Benefits-Catalog-12-12-24.pdf) now posted on the Blue Plus care coordination website.   Note: for any referrals starting now through 2025 to Alliance Music Therapy, please use the updated password code when entering the referral [Alliance Music Therapy Referral Form](https://www.alliancemusictherapy.com/bcbsreferralform) (PW: musictherapy25)   1. **Eligibility for household supports and nutrition benefits:** there is new eligibility criteria for the household supports flex card and chronic condition food and nutrition education benefit. Effective 1/1/25, members qualify for these services if they do not live in a nursing facility, and they have COPD, diabetes or hypertension. Members were notified of this change in their 2025 [Annual Notices of Changes](https://www.bluecrossmn.com/sites/default/files/DAM/2024-09/2025-secureblue-annual-notice-of-changes.pdf) document. Delegates received lists of members who qualified in 2024 but do not have a claim to Blue Plus indicating the member has COPD, diabetes or hypertension and therefore are no longer eligible for this benefit. 2. **Household Supports Flex Card Letter:** Members who have a 2024 CVS household supports flex card will receive a letter the week of Dec 16th explaining the changes to the household supports benefit. A copy of letter is attached. The 2025 household supports flex card instruction sheet has also been posted on the care coordination website [here](https://carecoordination.bluecrossmn.com/wp-content/uploads/2024/12/2025-Household-Supports-Flex-Card-Benefit-Instruction-Sheet_12-12-24.pdf). The new flex card is called **myFlexCard**. Members who remain eligible in 2025 will receive a myFlexCard in mid-January. The new card must be activated prior to use. The CVS Visa household supports card can be destroyed after 12/31/24. 3. **2025 CVS OTC Catalogs:** In mid-January, MSHO members who live in the community will receive a copy of the 2025 CVS OTC catalog in the mail from Blue Cross. Additionally, **in December, all Blue Plus care coordination delegates will receive 5 to 20 copies the catalog (depending on the size of your SecureBlue MSHO population).** Members may request one printed copy of the catalog directly from CVS by calling 1-888-628-2770 (in addition to the copy sent by Blue Plus). Catalogs can also be found online here: <https://www.bluecrossmn.com/sites/default/files/DAM/2024-09/2025-secureblue-otc-catalog.pdf> 4. **Dose Flip Medication Dispenser/QMedic PERS:** Effective 1/1/25, eligibility for the Dose medication dispenser and QMedic PERS benefits under SecureBlue MSHO is changing. Members who are on a Home and Community Based Services (HCBS) waiver are no longer eligible to receive the Dose medication dispenser or QMedic PERS under the MSHO supplemental benefit. The ONLY exception to this is current SecureBlue members who are at their waiver budget cap may be grandfathered in. In November 2024 delegates received a report of MSHO members who have a Dose medication dispenser and/or a QMedic PERS device under the MSHO benefit and who are on an HCBS waiver. See the instruction sheet [here](https://carecoordination.bluecrossmn.com/wp-content/uploads/2024/11/2025-MSHO-Medication-Dispenser-PERS-member-review-process-11-19-24.pdf). 5. **Ceresti Caregiver Coaching** is continuing to take referrals for the caregiver coaching program for the remainder of 2024. Caregivers who sign up in 2024 can continue their program in 2025 as long as the member remains eligible for SecureBlue and continues to meet the criteria for the benefit in 2025. For caregivers who need extra support during the end of the year/holiday time, please send referrals to Ceresti so they can engage the caregiver as soon as possible. [Ceresti Intake Form (PDF)](https://carecoordination.bluecrossmn.com/wp-content/uploads/2024/08/BCBS_Ceresti-IntakeForm_8-1-24.pdf" \t "_blank) 6. **2025 SecureBlue MSHO Supplemental Benefits Training for Care Coordinators:** Join us on Wednesday, January 8th 2025 from 9:30 am – 11:00 am to learn about the 2025 MSHO supplemental benefits.   **Microsoft Teams** [Need help?](https://aka.ms/JoinTeamsMeeting?omkt=en-US)  [**Join the meeting now**](https://teams.microsoft.com/l/meetup-join/19%3ameeting_OWIxODkzNjMtM2Y2Ni00MDhiLWIwY2UtZDJmZDliZTQwM2Rm%40thread.v2/0?context=%7b%22Tid%22%3a%22f2cae92a-8892-4e20-96c4-6ad7ba8f0e72%22%2c%22Oid%22%3a%22fbfef67d-ac73-4da1-a3f3-07a5b828eb77%22%7d)  Meeting ID: 218 886 237 085  Passcode: yNtN6U  **Dial in by phone**  [+1 651-724-9390,,453921319#](tel:+16517249390,,453921319) United States, Minneapolis  [Find a local number](https://dialin.teams.microsoft.com/8eec6d1e-6ff1-472a-802c-82b27674f69e?id=453921319)  Phone conference ID: 453 921 319#  Other reminders:   * Supplemental benefits are approved on an annual basis by CMS. * 2024 MSHO supplemental benefits must end on 12/31/24, however, if the benefit is offered in 2025 AND is an ongoing benefit (i.e Dose Medication dispenser, QMedic PERS, Blood Pressure Monitoring), it may be continued for the member **without** a new referral.   If a service ended in 2024 (for example the member completed their full benefit for music therapy, chronic condition meals, friendly helper, caregiver coaching) and the member meets eligibility again in 2025, a new referral **IS** required.   * If a member is choosing to discontinue an MSHO supplemental benefit in 2025, please inform the provider. * If you are referring a member to a supplemental benefit, please ensure they have active MSHO coverage and meet the eligibility criteria for each benefit. * If a member is receiving on-going services from a SecureBlue MSHO supplemental benefit provider (Alliance Music Therapy, Ceresti, Dose, Juniper, LSS, NourishedRx, QMedic) and the member loses SecureBlue MSHO eligibility (i.e. due to redetermination, chooses another health plan, etc.), **you must inform the provider** **that the member is no longer eligible, and services should be stopped**. Supplemental benefit providers may not be aware that a member has termed from SecureBlue MSHO.   Please continue to share your comments on vendor or benefit experiences so we can improve the benefits for our members and processes for you. Send feedback to: [jenna.rangel@bluecrossmn.com](mailto:jenna.rangel@bluecrossmn.com). |