

2026 SECUREBLUE MSHO SUPPLEMENTAL BENEFITS

Blue Plus Care Coordinator Training
Jan 7, 2026

Welcome

- Contact partner.relations@bluecrossmn.com for connection issues
- Webinar is recorded and will be posted to the Blue Plus Care Coordination website
- Questions:
 - Submit questions in the chat
 - Questions will be addressed as time allows
 - All questions and responses will be sent out after the training

Slides <https://carecoordination.bluecrossmn.com/training/>

- MSHO Supplemental Benefits
- 1-7-2026 MSHO Supplemental Benefits Training

Today's Focus:
SecureBlue MSHO

As a care coordinator, you can help members learn about, understand and access their SecureBlue benefits **each year**

UCARE TRANSITION

UCare's MSHO plan ended 12/31/25

Ucare Members need to pick a new Minnesota Senior Health Options (MSHO) plan or they will be auto-enrolled in a Minnesota Senior Care Plus (MSC+) option for their Medicaid plan, and will have separate Medicare and prescription drug coverage.

Members who didn't enroll in a new MSHO plan by 12/31/25 can still pick a new MSHO plan during the special enrollment period.

See recent communications from the Partner Relations Team for more information and updates

UCARE TRANSITION – DHS UPDATE

Due to the high number of enrollments following the UCare closure, DHS is experiencing delays in processing the enrollment files they've received from health plans and are working as quickly as possible to process them.

DHS confirmed that members can continue to use their UCare member ID number and their Medicare card until their Blue Plus enrollment is finalized. This means they will not experience a gap in coverage.

Once their Blue Plus coverage is fully processed by DHS, they will receive a new Blue Plus member ID card in the mail and can start to use that card for coverage going forward.

WAYS TO ENROLL IN MSHO	APPLICABLE FORMS
<p>Option #1:</p> <p>Care Coordinators can submit a referral to the SecureBlue Referrals team at BCBS.</p> <ol style="list-style-type: none"> 1. Fully complete the referral form. <ol style="list-style-type: none"> a. If there is a best time to reach the member/AREP, please note that using the “additional comments” text box. b. If you are unsure who the member’s PCC is, please indicate as such using the “additional comments” text box. c. If available or known, note member’s meds or include a current med list with referral. 2. Securely email the completed form (and med list if available) to secureblue.referrals@bluecrossmn.com. <ol style="list-style-type: none"> a. A representative from the SecureBlue Referrals team will reach out to the member/AREP and assist with their enrollment. 	<p>Care Coordinator SecureBlue Referral Form</p>
<p>Option #2:</p> <p>Members can call SecureBlue Enrollment Toll-free 1-866-477-1584 or (651) 662-1811, TTY 711. Hours of operation are 8 a.m. to 8 p.m.</p>	
<p>Option #3:</p> <p>Member can complete the online application located on our public SecureBlue MSHO website. (The form includes instructions for how and where to submit.)</p>	<p>2026 SecureBlue Enrollment Form</p>
<p>Option #4:</p> <p>Members can contact their county financial worker or complete the DHS-4106C and submit to their financial worker.</p>	<p>DHS-4106C - Health plan enrollment form for people 65 years old or older</p>

SecureBlue MSHO referrals

<https://carecoordination.bluecrossmn.com/wp-content/uploads/2025/09/Care-Coordinator-Secure-Blue-Referral-Form.docx>

Email:

SecureBlue.Referrals@bluecrossmn.com

2026 SecureBlue MSHO

SUPPLEMENTAL BENEFITS

BACKGROUND

- ✓ Extra benefits approved by CMS (in addition to what's covered under the member's Medicare and Medicaid benefits)
- ✓ Benefits are approved on an annual basis, change from year to year
- ✓ Supplemental benefits are for MSHO members only
- ✓ No Service Agreements in Bridgeview
- ✓ Some supplemental benefits require care coordinator referral, authorization or approval
- ✓ Some supplemental benefit providers receive an eligibility file from BCBS and do direct outreach to members
- ✓ Some offered to only those with chronic conditions or other eligibility requirements

2026 BENEFITS

- Transportation services to:
 - SilverSneakers fitness locations
 - AA/NA meetings
 - Juniper health education classes
 - Grocery store (up to 6 round-trip rides per month)*
- Additional podiatry services
- \$750.00 for safety items in the home
- Friendly Helper
- Eyeglass upgrades
- Home-delivered meals for 2 weeks following a hospitalization
- Post-discharge Healthy Transitions (up to 3 visits from a Community Health Worker following a hospitalization)
- Comfort Item (baby doll, cat, dog and bird option)*
- Caregiver Empowerment Program*
- Personal Emergency Response System*
- Music Therapy*
- Medication dispenser and reminders*
- Juniper health and wellness classes
- SilverSneakers® fitness benefit
- OTC benefit \$75/quarter (myFlexCard)
- Healthy Foods and Household Supports \$275/quarter for utilities and rent and healthy foods* (myFlexCard)

*Restrictions or conditions apply.

Visit the SecureBlue MSHO Supplemental Benefits webpage for all information related to SecureBlue MSHO supplemental benefits.

CARE COORDINATOR RESOURCES

The SecureBlue MSHO Supplemental Benefit Catalog includes all supplemental benefit information document. Use this document to find all benefit links, referral forms and resources.

- ▶ [2026 SecureBlue MSHO Supplemental Benefits Catalog 12-17-25 \(PDF\)](#)

The SecureBlue MSHO Supplemental Benefits Grid is an at-a-glance resource for Care Coordinators benefits categorized by type of benefit and eligibility requirements.

- ▶ [2026 SecureBlue MSHO-Supplemental-Benefits-Grid 12-9-25 \(PDF\)](#)

The Explanation of Supplemental Benefits resource is a smaller, printable version of all MSHO Supplemental Benefits for Care Coordinators.

- ▶ [2026 Explanation of Supplemental Benefits \(PDF\)](#)

myFlexCard Instructions Sheets for Care Coordinators

- ▶ [2026 myFlexCard Instruction Sheet- OTC_12-9-25 \(PDF\)](#)
- ▶ [2026 myFlexCard Instruction Sheet – Healthy Foods and Household Supports_12-9-25 \(PDF\)](#)

Juniper: SecureBlue MSHO members can take classes at no cost to them. Visit yourjuniper.org for information.

- ▶ current class offerings (coming soon)

Dose Medication Dispenser / QMedic PERS process

- ▶ [2026 MSHO Medication Dispenser and PERS process \(PDF\)](#)
- ▶ [QMedic Care Coordinator Training \(PDF\) 9/9/25](#)

MEMBER RESOURCES

2026 Explanation of Supplemental Benefits – printable resources to review annually with members

- <https://carecoordination.bluecrossmn.com/wp-content/uploads/2025/12/2026-Explanation-of-Supplemental-Benefits.pdf>

2026 MSHO Benefit Highlights – member approved handout

- https://carecoordination.bluecrossmn.com/wp-content/uploads/2025/10/FINAL-plan-highlights-M08060R03_enabled_508C.pdf

MSHO Enrollment Page (for care coordinators)

- <https://carecoordination.bluecrossmn.com/msho/secureblue-msho-enrollment/>

UPDATES

Benefit changes

Part D copays resume 1/1/26

Prior Auth changes ambulance services (non-emergent) and cardiac and pulmonary rehabilitation services - PA may be required

Diabetic Supplies coverage for test strips, meters and lancets is limited to [Ascensia](#) brands. Preferred CGM brands are Dexcom and Freestyle Libre

Medicare Prescription Payment Plan (MP3) a payment option that began in 2025 and can help manage out-of-pocket costs for drugs covered by our plan by spreading them across the calendar year (January-December).

REMINDERS

QMedic PERS and Dose Medication Dispenser

- Members must **not be on a waiver** to access these benefits under MSHO
- A small number of members were granted a one-time exception to this in December 2024. Any services initiated after 1/1/25 must be for Community Well members only.
- If a Community Well member is receiving services and later goes on the waiver, services must be transferred to the waiver at that time
- We will be implementing a billing edit/review on these services for members on EW

HEALTH AND WELLNESS

- **Podiatry** up to 12 visits per calendar year additional podiatry services not already covered by Medicare or Medicaid
- **Eyeglass Upgrades** on 2 lenses per year (each benefit)
 - anti-glare lens coating
 - photochromatic (transition) lens tinting
 - progressive (no-line) lenses

Must use in-network providers

HEALTH AND WELLNESS

- **Fitness program** SilverSneakers®

Fitness facility membership and class access at a broad network of participating fitness clubs and exercise centers. Members can also access online education on SilverSneakers.com, participate in SilverSneakers Live virtual classes, get workout videos on SilverSneakers On-Demand, or download the SilverSneakers GO fitness app.

- **Health and Wellness classes** Juniper

Free evidence-based classes designed for older adults and led by certified instructors/coaches. Some classes available online or telephonically. Care Coordinator can complete a referral or member can contact Juniper directly.

Includes transportation via BlueRide.

TRANSPORTATION

- **Non-Medical transportation services** BlueRide

In addition to the medical/dental rides, members can use BlueRide for trips to:

- SilverSneakers participating fitness locations (one ride per day)
- Narcotics Anonymous/Alcoholics Anonymous (one ride per day)
- Juniper Health and Wellness class locations (one ride per day)

- **Grocery Store transportation** BlueRide

Six round trips per month to the grocery store. Maximum 45 miles one-way. Limited to members who have an identified chronic condition and live in the community (not in a facility).

MUSIC THERAPY

SECUREBLUE

MSHO Supplemental Benefit

AGENDA

01. MUSIC THERAPY REFERRALS
Who meets the candidate criteria?

02. COMMUNICATION
Communication, contacts, and referrals

03. DATA + TESTIMONIALS
We appreciate you!

REFERRAL CRITERIA

INDIVIDUAL/S...



diagnosed with Alzheimer's Disease or Dementia



at a high risk for isolation



who demonstrate signs of depression or low mood



who may require additional mental health support

LIVING ARRANGEMENT...



Skilled Nursing

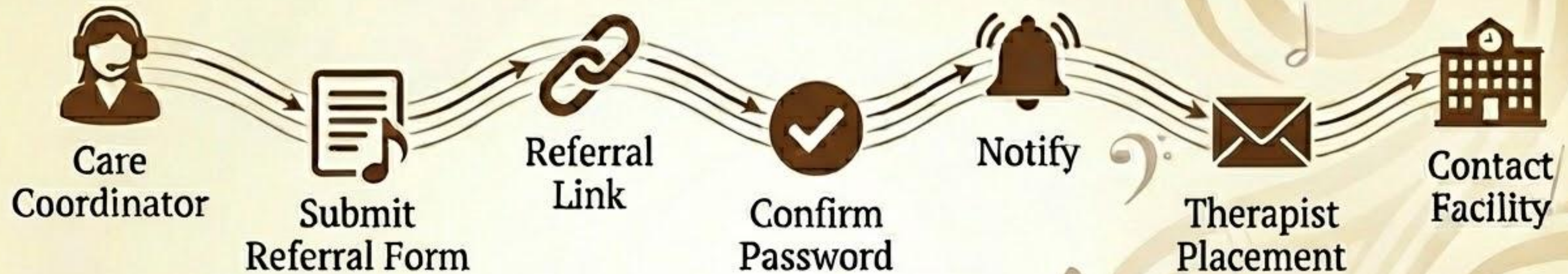


Customized Living



Adult Foster Care

COMMUNICATION



Referral Form URL: <https://www.alliancemusictherapy.com/bcbsreferralform>



Password: musictherapy26

ADDITIONAL INFORMATION

🎵 Activities Coordinator, Life Enrichment Director
Confirm correct email and number for direct contact

- 🎵 What to expect
- 🎵 Virtual sessions (HIPAA Zoom)
- 🎵 iPad assistance, if needed

2025 Music Therapy Program Data



26

Sessions Offered
Per Year (2025)



229

Members
Referred



3432

Total Music
Therapy Sessions

TESTIMONIALS

This is a testimonial from a BCBS Member receiving our services, who stated,

“

It's [Music therapy] been helpful in giving me a spot in my life where I can talk to somebody about what is going on or has gone one. It helps me remember a lot of things. It's really the only place that I get a chance to really talk about things, whatever they may be. It feels helpful in strengthening my memory. It's helpful to have someone to put my ideas into motion.

”

The background of the entire image is a light cream color with faint, stylized musical staves and notes in a golden-brown hue. The notes are scattered across the frame, some appearing as single notes and others as small groups, creating a sense of musical flow.

THANK YOU!

Lydia Holmes, MT-BC

☎ Phone: (651) 600-0843

✉ Email: lydia@alliancemusictherapy.com

Ceresti Caregiver Support Program

A supplemental benefit that empowers family caregivers to improve care and outcomes for SecureBlue members with Alzheimer's Disease or related dementias



For more information contact:

Casey Criss

Sr. Director, Client Success
& Channel Partnerships

casey.criss@ceresti.com

1 (442) 287-3840

**SecureBlue MSHO Care
Coordinator Training**



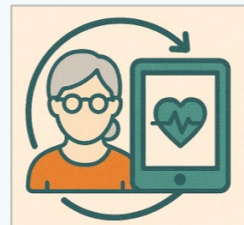
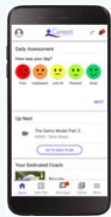
Ceresti Program Overview

Ceresti Dementia Management Platform

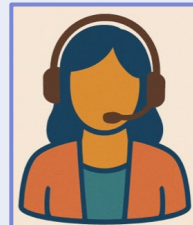
Activate the caregiver ↔ Monitor the member



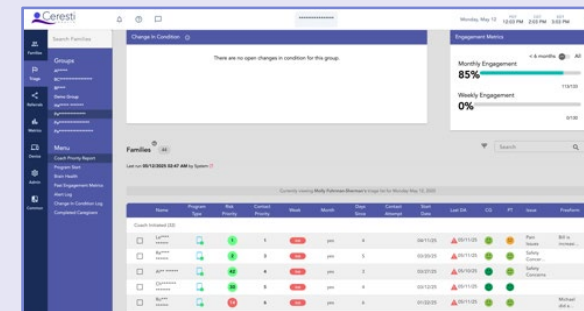
Personalized education, tools and access to resources



Continuous monitoring



Proactive coaching



Caregiver enablement and member monitoring (caregiver EHR)



Empower & unburden primary care physicians

- More effective encounters
- Close care gaps
- Actionable alerts

Predictive analytics & risk mgt

Enrollment management

Clinical data management (patient EHR)

Ceresti Program Talking Points

Improve your relationship with your loved one.

Gain access to a huge library of engaging videos to stimulate and bond with your loved one



Learn to manage your loved one's chronic conditions.

Learn how to help your loved one address their medications, weight, nutrition, exercise and other health concerns



Increase your family connectedness.

Invite friends and family to share in this adventure and learn alongside you



Detect problems early and keep your loved one out of the hospital.

Daily Assessments and education will help teach you how to identify signs and symptoms to help avoid preventable hospitalizations



Get support from a dedicated coach.

Build a relationship with your Ceresti Coach, someone to help you along your journey



Become a more confident caregiver.

Gain the knowledge, skills, and confidence you need to care for your loved one



Ceresti Benefit Updates

Eligibility

- The Ceresti Benefit is now only supporting SecureBlue Members with Alzheimer's Disease and related dementias (previously included stroke and Parkinson's Disease)
- The Ceresti Benefit can be utilized by a SecureBlue Member/caregiver dyad throughout the entirety of the plan year (previously there was a 6-month benefit maximum during the plan year)
- Referral form has been condensed to require less lift from care coordinators when referring members

Product Enhancements

- Ceresti has generated a new facility workflow tailored to caregivers supporting a SecureBlue Member with dementia in a facility (skilled nursing, memory care etc.)
 - < 65% of currently enrolled dyads are in a facility
- Ceresti has partnered with Koda Health to offer *Advance Care Planning*
 - Delivered via the Ceresti tablet, Koda Health is embedded within Ceresti's caregiver support model, making advance care planning a guided, accessible part of ongoing care
 - While Ceresti facilitates advance care planning conversations and captures member preferences, it does not become a legal medical document until reviewed and completed with a physician or qualified clinician

CMS GUIDE Model

Eligibility

The member/caregiver dyad must meet the following criteria:

- Must be a SecureBlue Member
- SecureBlue Member must have a dementia diagnosis, or be suspected to have dementia
- SecureBlue Member must have an unpaid caregiver (e.g. adult child, spouse, friend)
- The caregiver must be able to read, write and speak English or Spanish
- *Caregivers and SecureBlue Members do not need to be co-located*

Benefit Enrollment

Ceresti-initiated Outreach

- BCBS MN team identifies eligible SecureBlue Members with an ICD-10 code indicating dementia
- Ceresti receives an eligibility file of SecureBlue Members with dementia
- Ceresti's team of enrollment specialists conduct mail and telephonic outreach to identified members and caregivers to facilitate benefit enrollment

Inbound Channels

- Caregivers may contact Ceresti after:
 - Receiving a postcard outlining the Ceresti benefit via mail, or
 - Visiting a co-branded informational website <https://secureblue.ceresticaregiver.com>
- Ceresti may receive SecureBlue Member/caregiver referrals from care coordinators
 - Referral forms are populated and emailed to intakebcmn@ceresti.com
 - Ceresti's enrollment team contacts the referred families for enrollment
 - Care coordinators may also call in referrals to 760-828-2718

Ceresti Empowerment Program Intake Form

Instructions: Please fill out this form for caregivers of BCBS MN members with dementia who are interested in participating in the Ceresti program. Send the completed forms via secure email to intakebcmn@ceresti.com or call 760-828-2718.

BCBS Delegate Organization:

Care Coordinator Name:

Member Name:

Member Residence (check one): ☐ Home ☐ Assisted Living ☐ Memory Care ☐ Skilled Nursing

MA ID:

Caregiver Name: Relationship to Member:

Caregiver Phone Number:

Is Caregiver the Authorized Representative?(check one): ☐ Yes ☐ No

Member Cognition (check one): ☐ Mild Impairment ☐ Moderate Impairment ☐ Severe Impairment

Other Notes (about the member or caregiver that Ceresti should be aware of:)

Communication

Ceresti → MSHO Care Coordinators

Upon a member/caregiver dyad referral from a care coordinator

- Secure email notification confirming receipt of referral

Confirmation that a member/caregiver dyad becomes enrolled

- Secure email notification with the Member name, Member ID, caregiver name and date of enrollment

Alerts from Ceresti Coach

- Secure email notification or phone call if an urgent matter (regarding a SecureBlue member or their caregiver) is found via remote monitoring. Ex: hospitalization, emergency room visit, SDOH gap etc.

Resources

For care coordinators, SecureBlue Members and their families:

- [Link](#) to Ceresti referral form for care coordinators
- Co-branded website with information on Ceresti's Caregiver Benefit:
 - <https://secureblue.ceresticaregiver.com/>
- Upon request, an example of a postcard mailed to eligible SecureBlue Members can be provided

**For more questions or more information,
contact:**

Casey Criss
BCBS MN Account Manager

casey.criss@ceresti.com
1 (442) 287-3840

intakebcmn@ceresti.com

(760) 828-2718



**Helping patients
take medications
as prescribed**

Email :

office@dosehealth.com

Phone : 844-300-6212

Web : dosehealth.com



Dose Flip

Dose Flip - Medication Dispenser

Help individuals take the correct medications at the right time, and keeping people in their homes being independent longer.



Cost: \$60/member/month for up to 2 devices

Included as a supplemental benefit under SecureBlueSM (HMO SNP), a Minnesota Senior Health Options plan offered by Blue Plus[®], in addition to all MN Medicaid HCBS Waiver programs.

WHAT'S INCLUDED?

Dose Flip Rental

If a device breaks, we replace it at no cost.

Adaptive Equipment

Free adaptive equipment to make taking meds easier.

Dose Dashboard and Notifications

View pillbox activity and events and set up live notifications about adherence via text, call or email

Dose Remind

Customized call or text reminders for injection, inhaler, insulin, tasks, etc

24/7 Support

Call us anytime!

DOSE FLIP



Clear Alarm

Never miss a dose with a crystal clear and friendly alarm



Secure

Lockable with additional lid sensor



Easy to Set Up

Simple setup process using on screen guides and touch screen



Easy to Fill

Onscreen guide will walk the user through filling



Easy to Dispense

Take pills by simply flipping pillbox over into hand or a cup.

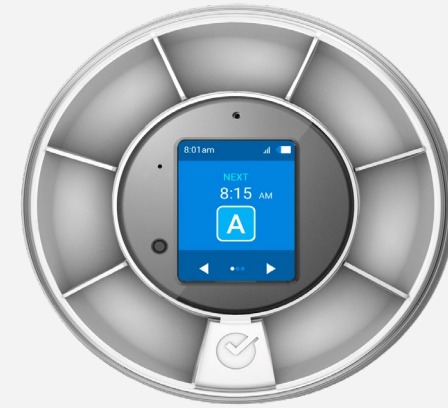
ADAPTIVE EQUIPMENT



Extra Tray(s)

Allows for pre-filling medication in advance.

7 Slot Tray available if more space is needed



Refilling Disk

Aids the med filling process - more easily see what medications are being filled for each compartment.

ADAPTIVE EQUIPMENT



Adaptive Flipper

For individuals who have limited mobility of their hands or arms.



Stand

For clients that are hard of hearing, it positions the Dose Flip so the screen is easier to see.

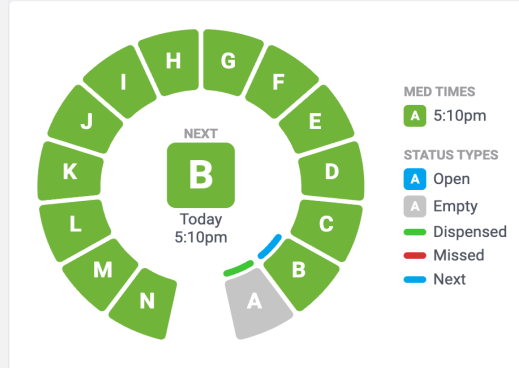
DOSE DASHBOARD



Status History Statistics Notifications Settings

Slot Statuses

Red/green arcs show missed/taken med times, and the blue arc marks the next med time. Gray slots are empty.



Dose Flip Status

Battery Level	94%
Last Connected	19.5 hours ago (Yesterday, 7:10pm)
Is Flipped Over?	No
Firmware Version	4526



Notifications

Receive texts, calls or emails if medications are missed, taken, and when a refill is needed



History

See device history in real time



Multiple Viewers

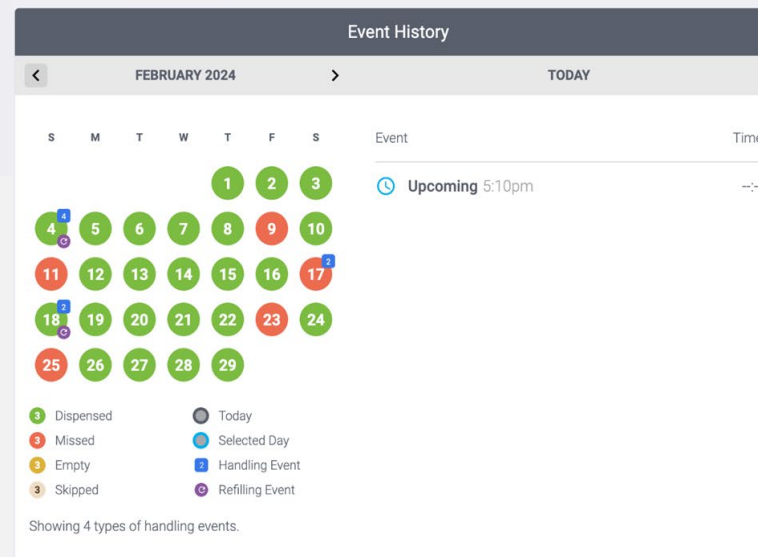
Unlimited people can get notifications, and view dashboard



Monitoring

Get notified if the lid is taken off and put back on

Status History Statistics Notifications Settings



Calendar Settings

Basic Options:

Display Mode: **BY MONTH** BY WEEKS

Show early/late dispenses separately: ☐

Handling events to display:

Lid On/Off: ☒

Power plugged/unplugged: ☒

Low Battery: ☐

Flipped upright/down: ☐

Tray Stuck: ☒

Tray Pushed: ☒

Slot Manually Changed: ☐

Tray push events are only visible from 3/26/2021 onwards.

On Call Support Services

We provide 24/7 support with our on call services. Individuals can call us any day or time with questions or issues and we will respond right away to help out.

If a Dose Flip needs to be replaced, we will send out a new device along with packaging and a prepaid label to return the broken device. If or when services are ending we will also send a prepaid label and packaging for members to send the device back.

Our phone number is listed on the back of every device [\(844\)300-6212](tel:(844)300-6212)

New Secure Online Referral

Dosehealth.com and click on the orange referrals/orders button in the top right corner

link: Form-<https://www.dosehealth.com/referrals>

You can also submit a referral anytime by sending in the Dose Health Referral form via email or fax

Fax: [\(844\)525-0515](tel:(844)525-0515)

Email: referrals@dosehealth.com

We will send you a confirmation email when the referral is processed and once the device goes out in the mail with a tracking number.

LSS Services: Friendly Helper, Healthy Transitions, and Meals

A Lutheran Social Service of Minnesota
program in partnership with BCBS

January 2026

Friendly Helper Service

Companionship and Friendly Visiting

- Supplemental benefit available to qualified Minnesota Senior Health Options (MSHO) members
- If member is currently receiving service is or actively on the waitlist, you do not need to send a new referral for 2026. We will automatically carry them over to the new year.

In-home and Telephonic Support for 48 Hours Each Year

- Targeting older adults who identify as lonely or isolated to provide support, socialization, and community integration

Service Provided by a Paid LSS Staff Member

- Care Companion – LSS employee (this is not a volunteer service)
- Fully vetted, and receives regular supervision and support



Services Provided

Friendly visits(in home and telephonic)

Light household chores

Transportation

Resource provision

Communication with Care Coordinator as necessary

Visit Activities



75% of visits should take place in home



Companionship:

Visiting/reminiscing
Play cards/games
Help go through mail
Build a relationship



Transportation

Transportation in community:
grocery shopping, errands,
appointments, going out for a cup of
coffee, thrift store shopping, senior
center, community events, etc.



Light household chores

Member Impact

Our Friendly Helper had been working with a member who hadn't left his room in half a year. No matter the reason—meals, activities, or visits—he always declined. But two weeks before the facility's annual Assisted Living picnic, our Friendly Helper brought him a flyer and gently asked if he'd like to go.

He looked at her and said, "I'll go—for you."

Determined to make it happen, our Friendly Helper rearranged her schedule so she could be there on the day of the event.

When the day arrived, he kept his word. With her by his side, he walked out of his room, down the hall, and into the fresh air. The staff, many of whom hadn't seen him outside his room in months, were stunned—and overjoyed.

Our Friendly Helper didn't just get him to a picnic. She helped him take a step back into the world.

LSS Healthy Transitions Service

Readmission Prevention Benefit

- Supplemental benefit available to qualified Minnesota Senior Health Options (MSHO) members

In-home support following a hospital stay

- Targeting older adults living independently with frequent hospital admissions

Service provided by a trained staff

- Certified Community Health Worker (CHW)

Successful Transitions from Hospital to Home

Lutheran Social Service of Minnesota offers coaching and support to assist patients for the first 30 days during a transition of care from a hospital or care facility back home. We are currently partnering with multiple hospitals and major health insurance partners.

How it Works

1.



After discharge from the hospital, a specially trained and certified LSS Community Health Worker (CHW) contacts the patient to let them know what to expect.

2.



Within 72 hours of discharge notification, the CHW calls the patient to schedule in-person or phone visits.

3.



During visits, the patient and CHW develop goals, review medications, conduct a home safety assessment, and discuss community resources, nutrition, and upcoming medical appointments.

4.



The CHW communicates consistently with the care coordinator throughout the service to ensure a safe and healthy transition.



Services Provided

Personal Health Record
(PHR)

Home Safety Assessment

Nutrition Review

Resource Sharing

Communication with Care
Coordinator following each
touch point

Member Engagement



We have found that member engagement is far more successful if their Care Coordinator lets them know to expect a phone call from us and gives them just a little information about the service.



This helps members know what to expect and understand that we are not scammers.



We found that members are less likely to readmit to hospital after engaging in service. Furthermore, readmittance rates go down the more visits the member completes.

Member Impact

Frances was referred due to multiple admission with-in a few months due to fluid overload.

While talking with Frances, the CHW noticed some confusion and misunderstanding surrounding the cause of the fluid overload. There were instructions to weigh herself daily and watch for an increase of 3lbs. in 24 hrs. or 5lbs in 5 days. She had not started this and was unsure why it needed to be done.

The CHW and Frances spent time at each visit talking about CHF and making sure Frances was weighing herself each morning and recording it. CHW printed off a weight management booklet for her and taught her how to use it. At the 4-week visit, Frances was successfully using the booklet. She even called the RN line when she had a 3 lb. weight gain in 24 hrs.

She just needed some 1:1 education and encouragement.

LSS Post Discharge Meals Service

Post Discharge Benefit

- Supplemental benefit available to qualified Minnesota Senior Health Options (MSHO) members
- Healthy Transitions Staff coordinates orders

Frozen Shipped Meals

- 14 Meals sent biweekly - equivalent of 1 per day for 14 days. Sent in two shipments
- Available for all members that are eligible for post discharge service
- Low sodium, diabetic friendly, and vegetarian options available

LSS Meals – Stand Alone Benefit

- Post discharge Meals are available alongside the Healthy Transitions benefit or independently

Member Impact

Albert goes to the clinic for dialysis every other day. He would like to be able to receive treatment at home, but his vitals have been irregular and requiring adjustments to his treatment. A machine has been ordered, his spouse has been receiving education, and now he is waiting and working on improving his vitals. He has had regular appointments with a dietician for consulting since he has been struggling to eat the quantity to maintain his weight.

Upon the first visit of our Healthy Transitions Service, we were able to order him a shipment of 14 LSS Meals, which were modified to fit his dietary requirements (low-sodium and diabetic-friendly). At the second HTS visit, Albert enthusiastically shared, “The meals have been wonderful. I like the flavor, selection, everything.” Albert used to come home from dialysis and eat an apple because he didn’t have energy to cook. Since receiving LSS Meals, he has been heating one up after dialysis and finishing his meal. At the third HTS visit, Albert led by sharing that he has seen improvement in his vital signs and that the machine for dialysis has a set date for delivery.



Care Coordinator discusses Friendly Helper, Healthy Transitions, and/or Meals benefit(s) with member.



THEN



Care Coordinator sends referral to LSS.

- The Care Coordinator will complete the referral form
- Referral is sent to LSS email – LSSHealthyTransitions@lssmn.org or Fax 651.310.9449
- LSS Admin will contact Care Coordinator to confirm receipt of referral
- LSS Admin will call the member to schedule visit #1

Referral Process

Contact Information:

LSS Healthy Transitions Service

1605 Eustis Street, Suite 406

Saint Paul, MN 55108

Phone: 800-200-0986

Email:

LSSHealthyTransitions@lssmn.org



2026 Overview Personal Emergency Response Systems from QMedic



Proactive Support Model



In-Home Options:



Your Way
Bracelet or Pendant Choice

All Around the House
Optional Extra Speakers

Plug In or Power Up
Battery & Wired Options

Wear as a necklace



Mobile Options:



Clip to belt or pocket



Wear as a necklace



Value Beyond the Devices

Comprehensive support that empowers care teams and improves member outcomes.



Blink App

Proprietary voice-activated help tool with customizable trigger words.



Lockboxes

Enable safe, non-destructive home access for EMS and caregivers during emergencies



Free Replacements/Exchanges/Returns

Whether your member loses their device, it breaks, or they simply want to try a different device, QMedic we'll get them the device they need hassle free



Dashboard

Track all of your members in one place with QMedic's Dashboard



We don't just provide devices.

We deliver peace of mind, connection, and continuity of care.

New Ways to Offer More than Care. Create Moments of Connection.

Companion Pets

- Real-feel heartbeat and soft fur-like coat
- Responsive head and tail movements, built-in sensors, pet responds to motion, voice and touch
- Barkback technology - When member talks to the loveable companion pet, it responds back
- Helps members become more active and avoid loneliness

Comfort Babies

- Lifelike and durable
- Weighted to add comfort
- Many ethnicities available
- Studies show act of cuddling can help re-establish nurturing feelings and give a sense of purpose
- Recommended by the Alzheimer's and Dementia Association



Introducing Our Most Advanced Safety Solution Yet.

GEOFENCING:

The Freedom to Roam. The Peace of Mind to Know.

HOW GEOFENCING WORKS



Set a monitored location

Customize the radius (150m, 200m, or 250m)

Get real-time alerts when they enter or exit



- Choose the Mobile GPS X device
- Download the caregiver app (iPhone or Android)
- Set up geofences by selecting addresses to monitor (like home, adult day programs or caregivers' home)
- Define a safety perimeter that fits your needs (150, 200 or 250 meters)
- Receive real-time alerts when your loved one enters or exits the designated area



Easy Referral Process!



QMedic Referral Form

Email completed form to referrals@qmedichealth.com or fax to: 617-904-1745
NPI: 121-535-8361 Phone: 877-241-2244

*Indicates required field

Care Coordinator Information

*Organization:
*Your Name:
*Your Phone:
Your Email:

Member Information

*Member Name:
*Member Phone:
*Member ID:
Member DOB:
*Diagnosis Code:
*Member Street Address:
*City, State, Zip:

*Specify Benefit

☐ Elderly Waiver ☐ Supplemental Benefit

*Specify Product(s) ☐ QMedic In-Home ☐ Mobile/GPS Monitoring

☐ Medication Dispenser

Complimentary Services

Choose only one companion option

- ☐ Lockbox
- ☐ Companion Pet - Dog
- ☐ Companion Pet - Cat
- ☐ Companion Pet - Bird
- ☐ Companion Baby

Any Additional Comments: (In particular, please specify member's preferred language if not English.)

Caregiver Information

Only fill out this section if you would like us to contact the caregiver instead of member.

Caregiver Name:
Caregiver Phone:
Relationship to Member:

BCBS Community PERS Partnership



Care Coordinator Assistance

Unmatched Member Offerings

Built on Our Service Pillars

Support

- Real-time notifications
- Monthly reports for supervisors
- Units with Direct Dialing
- Bilingual compassionate & trusted customer service team

Innovation

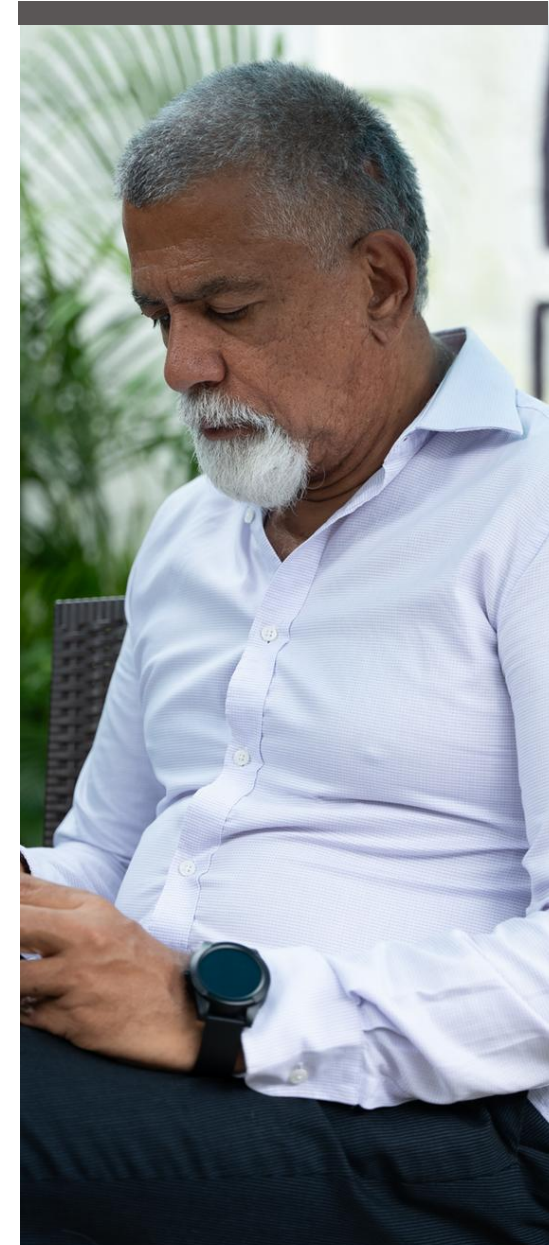
- Dashboard/CASA
- BLINK
- Hands-free voice activated device
- Actionable data to improve outcomes
- **Geofencing**

Versatility









- Choice of wearables
- In-home devices with voice activation
- Mobile devices/Fall detection/GPS tracking
- Smart watches
- Cellular options: AT&T, T-Mobile, US Cellular, Verizon & Sprint

Value

- Many free add-ons: medication reminding calls, redetermination support, and more
- Community outreach with important member information
- Free returns/no contracts



Be sure to check out all the QMedic resources on the portal!

  <p>PERS intro Video</p>	Personal Emergency Response System Device Chart					
	In-Home	Mobile GPS	Mobile GPS +	Mobile GPS X	Mobile Watch	Mobile W
						
Weight	0.4 oz (wrist), 0.3 oz (neck)	1.7 oz	1.5 oz	1.3 oz	2.1 oz	1.2 oz
Range	Button press works within 2000 feet of the base station	Works anywhere in the USA with sufficient cell coverage	Works anywhere in the USA with sufficient cell coverage	Works anywhere in the USA with sufficient cell coverage	Works anywhere in the USA with sufficient cell coverage	Works anywhere in the USA with sufficient cell coverage
Battery Life	Wearable battery life of 2 years, backup base station battery of 24 hours	Wearable battery needs recharge monthly for 3 hours	Wearable battery needs recharge every 5 days for 2 hours	Wearable battery needs recharge every 4 days for 3 hours	Wearable battery needs recharge every 2 days for 2 hours	Battery needs recharge every week for 1 hour
Waterproof	Fully waterproof wearable	IP 67 Waterproof rating	IP 67 Waterproof rating	IP 67 Waterproof rating	IP 67 Waterproof rating	IP67 Waterproof rating
Data Monitoring	Activity, sleep, non-wear monitoring	No data monitoring	Real-time GPS tracking optional	Real-time GPS tracking optional	Real-time GPS tracking optional	Real-time GPS tracking optional
Wearable Options	Available as necklace or wristband, Wall mounted.	Available as necklace or belt clip, wrist conversion optional	Available as necklace or belt clip	Available as necklace or belt clip	Available as wristband only (various band options)	Available as wristband only (various band options)
Cellular Carrier	Landline, AT&T or US Cellular	Verizon or AT&T	AT&T	Verizon or AT&T	T-Mobile or AT&T	AT&T or Verizon
Fall Detection	Fall detection	No Fall detection	Fall detection	Fall detection	Fall detection	Fall detection
Extra Features	Direct Connect, Voice Activated	GPS activated when button pressed	GPS tracking any time	GPS tracking any time/Geo fencing	Direct Connect Vital Monitoring GPS Tracking	GPS Tracking

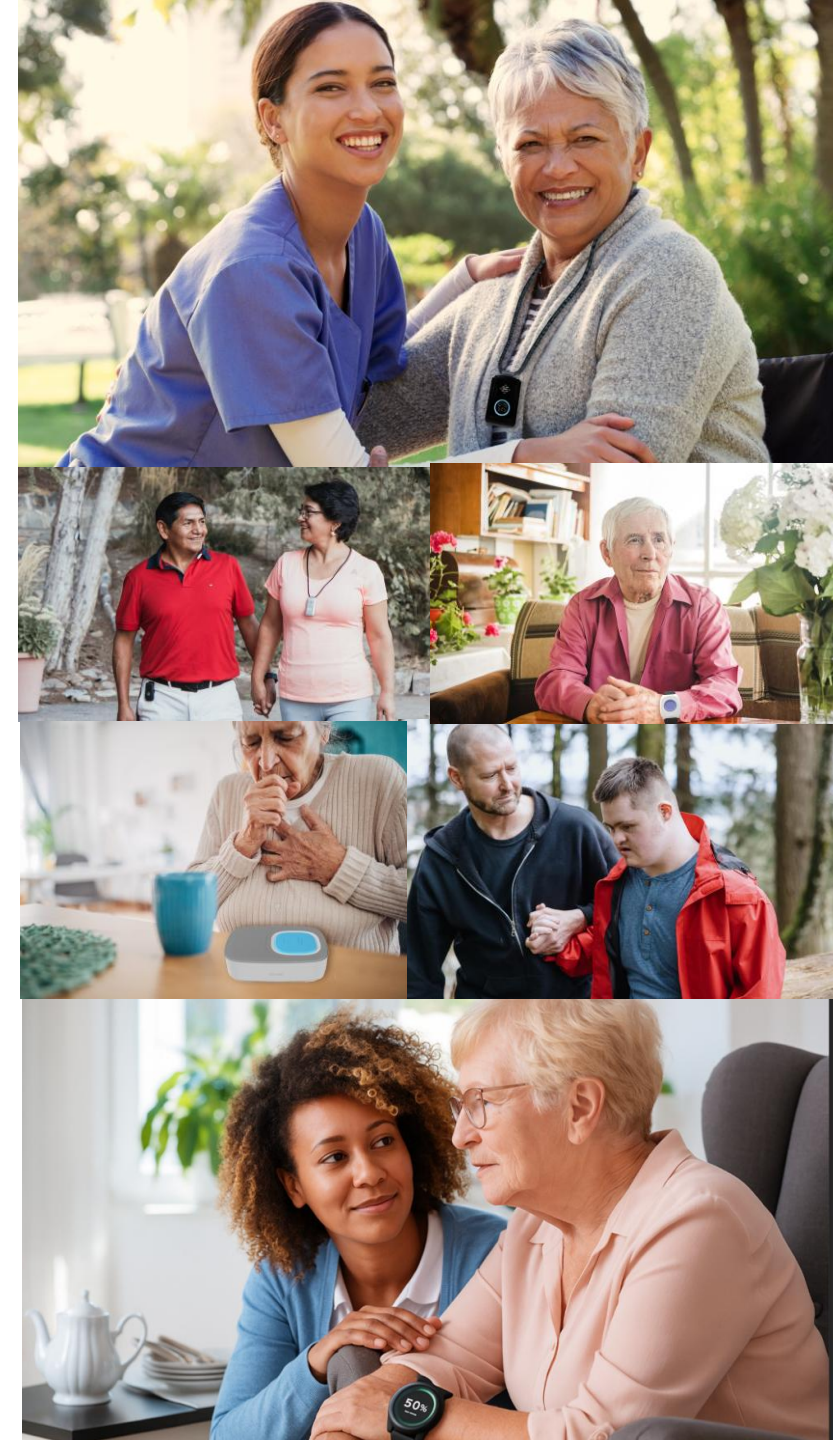


**Thank you for your time
and your partnership!**

Mike Weidt

612.280.2855

mweidt@qmedichealth.com



MYFLEXCARD

2 benefits, 1 card

- Over-the-Counter allowance
- Healthy Foods and Household Supports* combined allowance



www.myflexcardmn.com


*eligibility requirements apply

If member has a card in 2025, they should keep their card. They will not receive a new card in 2026. Members who did not have a card in 2025 will receive a card to their mailing address.



Card carrier and Member Guide will accompany the card

Blue Cross® and Blue Shield® of Minnesota
MN Mail Processing Center
PO Box 982819
El Paso, TX 79998-2819
IMPORTANT PLAN INFORMATION



<< Member Name >>
<< Address >>
<< City, State, Zip >>

Your myFlexCard has arrived.

As part of your SecureBlueSM (HMO SNP) plan from Blue Cross and Blue Shield of Minnesota and Blue Plus, you're eligible for a quarterly¹ allowance to buy approved over-the-counter (OTC) health and wellbeing products. Qualified members² can also use their funds to purchase healthy foods and to help pay for home utilities and rent.

For more information, see the enclosed member guide. You can also visit myFlexCardMN.com or call myFlexCard Member Services at 1-844-451-1164, TTY 711 Monday through Friday from 8 a.m. to 8 p.m., Central Time.

Activate your card on or after your coverage begins.

TO ACTIVATE CARD:

Log in to
myFlexCardMN.com

or call the card activation line at
1-844-210-2175, TTY 711

Don't throw away this card. It's reloadable and reusable.

To report a lost or stolen card, call **1-844-451-1164, TTY 711** Monday – Friday from 8 a.m. to 8 p.m.





2026 MYFLEXCARD MEMBER GUIDE

One card with access to multiple benefits.¹

OVER-THE-COUNTER ALLOWANCE

ALL MSHO members

\$75 quarterly allowance on myFlexCard to purchase select, over-the-counter items. Unused funds don't roll over to next quarter.

3 ways to shop:

1. Shop for approved OTC items in the online marketplace* at www.myFlexCardMN.com
2. Shop the OTC catalog*. Members will receive an OTC catalog in the mail from myFlexCard. Keep this catalog for all of 2026.
3. Shop for OTC items at participating network retailers - find a list of participating retail stores at www.myFlexCardMN.com or call 1-844-451-1164 (TTY: 711).

*Free shipping

HEALTHY FOODS AND HOUSEHOLD SUPPORTS

\$275 quarterly allowance on myFlexCard for approved utilities, rent, and healthy foods. Unused funds don't roll over to next quarter.

- Utility company and landlord must meet certain qualifications to be eligible
- Limited to healthy food items in participating retail locations - visit myFlexCardMN.com or call 1-844-451-1164
- **Limited to members who have an eligible chronic condition and live in the community** (not in a nursing facility)

HEALTHY FOODS AND HOUSEHOLD SUPPORTS

Eligibility/Requirements:

Community members only with:

- Asthma
- Cancer
- Chronic Liver Disease
- Chronic Renal Disease
- Congestive Heart Failure
- COPD/Emphysema
- Coronary Artery Disease
- Diabetes Mellitus
- Peripheral Vascular Disease
- Schizophrenia

*Members are eligible based on medical/pharmacy claims to Blue Plus within the last 12 months

If a member has not received care with Blue Cross, they will not appear as eligible for this benefit

HEALTHY FOODS AND HOUSEHOLD SUPPORTS

Approved Healthy Food Items for Purchase

We are pleased to provide you with the below eligible foods and beverages guide, based on national dietary guidelines. This guide outlines approved foods that may be available when shopping at participating stores. It is not all inclusive of every item. Available products may vary when shopping through the catalog versus in-store.

Approved utility expenses
rent, electric, gas, water,
sanitary, cable, satellite,
streaming services, phone
and internet

Healthy foods fresh fruits
and vegetables, meats,
healthy grains, dairy, beans,
some canned foods and
more

Fruits (Canned / Dried / Fresh / Frozen)					
Apple Sauce Apples Asian Pears Bananas	Berries Cherries Cranberries Dates / Figs	Grapefruit Grapes Guava Lemon	Limes Lychee Mangoes Melons	Nectarines Olives Oranges Pomegranates	Prunes Raisins Raspberries Rhubarb
Vegetables (Canned / Dried / Fresh / Frozen)					
Asparagus Avocado Bagged Salads Bamboo Shoots	Beets Broccoli Brussel Sprouts Cabbage	Carrots Cauliflower Celery Cucumber	Eggplant Green Beans Jalapenos Lettuce	Mushrooms Okra Onions / Peppers Potatoes	Snow Peas Summer Squash Tomatoes Turnips
Dairy / Dairy Substitutions					
Almond Milk Buttermilk	Cheeses Frozen Yogurt	Ice Cream Kefir	Lactose-Free / Reduced Milk Milk (dry, evaporated, fluid)	Soy Milk Yogurt	Coffee Creamer Half & Half
Nuts, Seeds, Soy Products					
All Nuts	Nut Butters	Sesame / Sunflower	Tahini	Tempeh	Tofu
Protein (Fresh / Frozen / Prepared)					
Chicken Chitterlings Cornish Hens	Duck Eggs (chicken, other birds) Fish	Giblets Gizzard Goat	Ground Beef Lamb Liver	Pork Sweet Bread Tongue	Tripe Turkey
Beans, Peas, Lentils (Canned / Dry)					
Black Beans Black Eyed Peas	Chickpeas Edamame	Kidney Beans Lentils	Lima Beans Mung Beans	Pinto Beans Split Peas	
Seafood (Canned / Fresh / Frozen)					
Anchovy Catfish	Clams Cod	Crab / Crawfish Freshwater Trout	Haddock Lobster / Shrimp	Mullet Salmon / Sea Bass	Tilapia Tuna
Grains, Breads, Cereals					
Bagels Barley	Breads (white, wheat) Cereal	Cornmeal Crackers	Cream of Wheat / Grits / Oatmeal Granola Bars	Pasta / Rice (brown, white, wild) Pita	Rolls Tortillas
Baking Items / Condiments					
Cooking Oil Extracts	Flour Herbs and Spices	Ketchup Mayonnaise	Mustard Relish	Tomato Sauce Vinegar	
Beverages					
Coffee (beans, instant, single serve)	Fruit Juice	Sparkling Water	Sport Drinks	Tea (dry, fluid)	Water

PARTICIPATING RETAILERS

Visit www.myFlexCardMN.com or call 1-844-451-1164 (TTY: 711)

How the Flex Card works

The Flex Card only works at participating (in-network) stores. Items must also be eligible for the benefit. Qualified items must be purchased at participating store locations.

If the card is declined

Common reasons for decline:

- Store is not in the network
- Item is not eligible
- Insufficient balance
- Card has not been activated

Declined transactions do not remove funds from the account.

If the store is not in the network

The store is not currently approved for Flex Card use. Use the Store Finder to find in-network locations by location/address.

Use the card at walgreens.com (this is the only online retailer)

If the member feels the store should be added, member can call 1-844-451-1164

The retailer network is continually being worked on and will change/grow over time.

New stores are being added as quickly as possible.

MYFLEXCARD

Visit myFlexCardMN.com or call 1-844-451-1164, TTY 711 to:

- activate their card, check balances, see transactions, order replacement cards, search for participating retail locations and get help with any questions about using their card

Care Coordinator resources:

- 2026 myFlexCard Instruction Sheet- OTC
- 2026 myFlexCard Instruction Sheet - Healthy Foods and Household Supports

Questions?



Wrap Up and Reminders

- Q/A will be sent out, training to be posted on Blue Plus Care Coordination website
- Online resources now available

Planning

- Medicare Advantage plans must submit their annual bids for the upcoming year to CMS on the first Monday of June each year. This includes all supplemental benefits for the next year.
- Please share your ideas, feedback or suggestions to Jenna.Rangel@bluecrossmn.com or your Partner Relations Consultant.

THANK YOU

JENNA.RANGEL@BLUECROSSMN.COM

PARTNER.RELATIONS@BLUECROSSMN.COM

SECUREBLUE.REFERRALS@BLUECROSSMN.COM

APPENDIX

ANNUAL NOTICE OF CHANGES

Benefit	2025	2026
Blood Pressure Monitoring Services	Blood pressure monitor with monthly monitoring services are covered for eligible members.	Blood pressure monitoring services aren't covered. You may use your Over-the Counter (OTC) allowance to obtain a blood pressure monitor.
Caregiver Emergency Care Planning	Caregiver emergency care planning services are covered for eligible members.	Caregiver emergency care planning services aren't covered.
Caregiver Empowerment Program	Caregiver coaching, education and support program is covered for caregivers of members with dementia, cognitive impairment, Parkinson's Disease or stroke. Caregiver program is limited to 6 months per year	Caregiver coaching, education and support program is covered for caregivers of members with dementia or cognitive impairment . Caregiver program is not time-limited.

ANNUAL NOTICE OF CHANGES

Benefit	2025	2026
Comfort Item	One animatronic dog, cat or bird is covered for members with cognitive impairment, dementia, or risk of social isolation.	Members with Alzheimer's disease, cognitive impairment, dementia, depression, intellectual and development disabilities, traumatic brain injuries or social isolation are eligible to receive one comfort item per year. Comfort item options include one baby doll or one animatronic dog, cat or bird per year.
Dental Services	One extra preventive exam and two crowns are covered as supplemental benefits.	Medically necessary dental services (services recommended by the dentist) are available as part of your standard dental benefit.
Electric toothbrush and replacement heads	Electric toothbrush and replacement heads are covered as a supplemental benefit.	You may use your Over-the-Counter (OTC) allowance to obtain an electric toothbrush and replacement heads.

ANNUAL NOTICE OF CHANGES

Benefit	2025	2026
Music Therapy	Members who have dementia, Alzheimer's disease, high risk of isolation, depression, and other mental health-related needs and who live in a nursing home, assisted living facility or foster care are eligible to receive music therapy.	Members with Alzheimer's disease, cognitive impairment, dementia, depression, intellectual and developmental disabilities, traumatic brain injuries or social isolation and who live in a nursing home, assisted living facility or foster care are eligible to receive music therapy.
Over the Counter (OTC)	<p>You receive \$150 per quarter allowance for select OTC items.</p> <p>You must purchase OTC items through a CVS catalog.</p>	<p>You receive \$75 per quarter allowance for select OTC items.</p> <p>You'll receive a preloaded Mastercard debit card called myFlexCard to purchase select OTC items. Unused benefits do not roll over to next quarter.</p>

ANNUAL NOTICE OF CHANGES

Benefit	2025	2026
Special supplemental benefits for the chronically ill (chronic condition meals, food and nutrition education)	<p>Up to 12 weeks of prepared meals, meal kits and grocery boxes with nutrition education for eligible members is covered.</p> <p>Eligibility for chronic condition meals, food and nutrition education includes members who live in a community setting and have one of the following diagnoses:</p> <ul style="list-style-type: none"> - COPD - Diabetes - Hypertension 	<p>Eligible members have a combined allowance of \$275 per quarter for rent and approved utilities and healthy foods. Eligible members will receive a preloaded myFlexCard. Unused benefits do not roll over to next quarter.</p> <p>Eligibility for the healthy foods allowance includes members who live in a community setting and have one of the following diagnoses:</p> <ul style="list-style-type: none"> - Asthma - Cancer - Chronic Liver Disease - Chronic Renal Disease - Congestive Heart Failure - COPD/Emphysema - Coronary Artery Disease - Diabetes Mellitus - Peripheral Vascular Disease - Schizophrenia

ANNUAL NOTICE OF CHANGES

Benefit	2025	2026
Special supplemental benefits for the chronically ill (household supports and healthy foods)	<p>Eligible members have an allowance of \$260 per quarter for rent and approved utilities.</p> <p>Eligibility for the allowance for rent and utilities includes members who live in a community setting and have one of the following diagnoses:</p> <ul style="list-style-type: none">- COPD- Diabetes- Hypertension	<p>Eligible members have a combined allowance of \$275 per quarter for rent and approved utilities and healthy foods. Eligible members will receive a preloaded myFlexCard. Unused benefits do not roll over to next quarter.</p> <p>Eligibility for the combined allowance includes members who live in a community setting and have one of the following diagnoses:</p> <ul style="list-style-type: none">- Asthma- Cancer- Chronic Liver Disease- Chronic Renal Disease- Congestive Heart Failure- COPD/Emphysema- Coronary Artery Disease- Diabetes Mellitus- Peripheral Vascular Disease- Schizophrenia