WE’RE HERE FOR YOU

When you get home from an inpatient or short-term nursing home stay, your focus should be on a healthy recovery. Your SecureBlue™ plan offers home delivered meals and a home visit from a pharmacist to review your medications. These benefits are available to you for no additional cost.

HOME DELIVERED MEALS

Your next meal is on us. You can have up to two meals per day, for up to four weeks, delivered to your home.

MEDICATION RECONCILIATION AND REVIEW

Get help understanding your medications. A pharmacist will come to your home and review your medications, and if there are concerns, the pharmacist can contact your doctor for you.

CONTACT YOUR CARE COORDINATOR TO HAVE THESE SERVICES ARRANGED FOR YOU.
GET TO KNOW THE PHARMACISTS
MEDICATION RECONCILIATION AND REVIEW

MEET YOUR TEAM
Our pharmacists have experience in medication safety and management, and are ready to help you make the best use of your medications. After you have an inpatient hospital or short-term nursing home stay, call your care coordinator and request this benefit.

LEAH WONDERUL
PharmD
Dr. Leah Wonderful has experience coordinating healthcare teams to ensure medication safety and efficacy. Leah studied political science at Metropolitan State University (St. Paul, MN) and pharmacy and leadership at the University of Minnesota – Twin Cities (Minneapolis, MN). Leah enjoys spending time with her family, practicing yoga and volunteering at the Phillips Neighborhood Clinic (Minneapolis, MN).

WILLIAM (BILL) VOUK III
PharmD
Dr. Bill Vouk, a lifelong Minnesota resident, is passionate about helping patients make the best use of their medications. Bill studied philosophy at the University of Saint Thomas (St. Paul, MN), theology at the Pontifical University of Saint Thomas Aquinas (Rome, Italy), and pharmacy at the University of Minnesota College of Pharmacy (Duluth, MN). In his free time, Bill enjoys hiking, cross-country skiing and canoeing.

AIMEE TURCOTTE
PharmD
Dr. Aimee Turcotte is dedicated to collaborating with patients, families and caregivers to empower them to make well informed decisions about their health. Aimee studied pharmacy at the University of Minnesota – Twin Cities (Minneapolis, MN). Aimee has experience in both human and veterinary pharmacy settings. She loves country music and spending time with her family.
Network of providers: Blue Plus has formed a network of doctors, specialists, hospitals and other providers. You must use network providers except in emergency or urgent care situations, open access services, out-of-network dialysis services, or any other services previously authorized. If you obtain routine care from out-of-network providers neither Medicare nor Blue Plus will be responsible for the costs. The plan providers in our network can change at any time. Each provider is an independent contractor and is not our agent.

Formulary and network: Formulary and non-formulary drugs are subject to change within a contract year. You will be notified at least 60 days in advance when drugs are removed from the formulary. Drug coverage benefits are subject to limitations.

SecureBlue members must use network pharmacies to access their prescription drug benefit, except under nonroutine circumstances when you cannot reasonably use network pharmacies. Quantity limits and restrictions may apply.

Blue Plus contracts with Prime Therapeutics LLC, an independent company providing pharmacy benefit management services. Prime has contracts with pharmacies that equal or exceed the Centers for Medicare & Medicaid Services (CMS) requirements for pharmacy access in your area. Members can go to more than 67,000 pharmacies nationwide. Types of network pharmacies include: retail, home infusion, long-term care and Indian/Tribal/Urban. The pharmacies in our network can change at any time. For more information on the pharmacy network, call member services or write to Prime Therapeutics, P.O. Box 64812, St. Paul, MN 55164-0812.

Extra help: If you have Medical Assistance, you qualify for and are getting extra help to pay for your prescription drug premiums and costs.

If you have questions about extra help, contact:

- 1-800-Medicare (1-800-633-4227). TTY users should call 1-877-486-2048, 24 hours a day, 7 days a week;
- The Social Security Office at 1-800-772-1213 between 7 a.m. and 7 p.m., Monday through Friday. TTY users should call 1-800-325-0778; or
- Your State Medicaid Office.

Federal contract: SecureBlue℠ (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.

Other information: This information is not a complete description of benefits. Contact the plan for more information. Benefits, premium and/or copayments/coinsurance may change on January 1 of each year. The formulary, pharmacy network, and/or provider network may change at any time. You will receive notice when necessary.

MEMBER SERVICES:
Call (651) 662-6013 or toll free 1-888-740-6013, TTY users call 711, this call is free, 8 a.m. to 8 p.m. Central Time, daily. You can also obtain information by writing to SecureBlue, P.O. Box 64560, St. Paul, MN 55164-0179.
SecureBlue 1-888-740-6013; TTY 711

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

Mلاحظة: إذا أردت مساعدة مجانية لترجمة هذه الوثيقة، انصل على الرقم أعلاه.

Attention. Si vous avez besoin d’une aide gratuite pour interpréter le présent document, veuillez appeler au numéro ci-dessus.

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.

알려드립니다. 이 문서에 대한 이해를 돕기 위해 무료로 제공되는 도움을 받으시려면 위의 전화번호로 연락하십시오.

โปรดจดหมาย. ที่คาดหวัง ท่านต้องการความช่วยเหลือในการแปลเอกสารนี้ โปรดไปใช้บริการที่ด้านล่าง.

Hubachiisa. Dokumentiin kun tola akka siif hiikamu gargaarsa hoo feete, lakkoobsa gubbatti kenable bilbili.

Внимание: если вам нужна бесплатная помощь в устном переводе данного документа, позвоните по указанному выше телефону.

Digniin. Haddii aad u baahantahay caawimaad lacag-la’aan ah ee tarjumaadda qoraalkan, lambarka kore wac.

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

Chú ý. Nếu quý vị cần được giúp đỡ dịch tài liệu này miễn phí, xin gọi số bên trên.
Civil Rights Notice

Discrimination is against the law. Blue Plus does not discriminate on the basis of any of the following:

- Race
- Color
- National origin
- Creed
- Religion
- Sexual orientation
- Public assistance status
- Age
- Disability (including physical or mental impairment)
- Sex (including sex stereotypes and gender identity)
- Marital status
- Political beliefs
- Medical condition
- Health status
- Receipt of health care services
- Claims experience
- Medical history
- Genetic information

Auxiliary Aids and Services. Blue Plus provides auxiliary aids and services, like qualified interpreters or information in accessible formats, free of charge and in a timely manner, to ensure an equal opportunity to participate in our health care programs.

Contact Blue Plus at Civil.Rights.Coord@bluecrossmn.com, or call SecureBlue Member Services (651) 662-6013 or 1-888-740-6013, or your preferred relay service.

Language Assistance Services. Blue Plus provides translated documents and spoken language interpreting, free of charge and in a timely manner, when language assistance services are necessary to ensure limited English speakers have meaningful access to our information and services.

Contact Blue Plus at Civil.Rights.Coord@bluecrossmn.com, or call SecureBlue Member Services (651) 662-6013 or 1-888-740-6013, or your preferred relay service.

Civil Rights Complaints

You have the right to file a discrimination complaint if you believe you were treated in a discriminatory way by Blue Plus. You may contact any of the following four agencies directly to file a discrimination complaint.

U.S. Department of Health and Human Services’ Office for Civil Rights (OCR)

You have the right to file a complaint with the OCR, a federal agency, if you believe you have been discriminated against because of any of the following:

- Race
- Color
- National origin
- Age
- Disability
- Sex (including sex stereotypes and gender identity)

Contact the OCR directly to file a complaint:

Director
U.S. Department of Health and Human Services’ Office for Civil Rights
200 Independence Avenue SW
Room 509F
HHH Building
Washington, DC 20201
800-368-1019 (voice) | 800-537-7697 (TDD)
Complaint Portal – https://ocrportal.hhs.gov/ocr/portal/lobby.jsf
Minnesota Department of Human Rights (MDHR)
In Minnesota, you have the right to file a complaint with the MDHR if you believe you have been discriminated against because of any of the following:

- Race
- Color
- National origin
- Religion
- Creed
- Sex
- Sexual orientation
- Marital status
- Public assistance status
- Disability

Contact the MDHR directly to file a complaint:
Minnesota Department of Human Rights
Freeman Building, 625 North Robert Street
St. Paul, MN 55155
(651) 539-1100 (voice)
800-657-3704 (toll free)
711 or 800-627-3529 (MN Relay)
(651) 296-9042 (Fax)
Info.MDHR@state.mn.us (Email)

Minnesota Department of Human Services (DHS)
You have the right to file a complaint with DHS if you believe you have been discriminated against in our health care programs because of any of the following:

- Race
- Color
- National origin
- Creed
- Religion
- Sexual orientation
- Public assistance status
- Age
- Disability (including physical or mental impairment)
- Sex (including sex stereotypes and gender identity)
- Marital status
- Medical condition
- Health status
- Receipt of health care services
- Claims experience
- Medical history
- Genetic information

Complaints must be in writing and filed within 180 days of the date you discovered the alleged discrimination. The complaint must contain your name and address and describe the discrimination you are complaining about. After we get your complaint, we will review it and notify you in writing about whether we have authority to investigate. If we do, we will investigate the complaint.

DHS will notify you in writing of the investigation’s outcome. You have a right to appeal the outcome if you disagree with the decision. To appeal, you must send a written request to have DHS review the investigation outcome period. Be brief and state why you disagree with the decision. Include additional information you think is important.

If you file a complaint in this way, the people who work for the agency named in the complaint cannot retaliate against you. This means they cannot punish you in any way for filing a complaint. Filing a complaint in this way does not stop you from seeking out other legal or administration actions.

Contact DHS directly to file a discrimination complaint:
ATTN: Civil Rights Coordinator
Minnesota Department of Human Services
Equal Opportunity and Access Division
P.O. Box 64997
St. Paul, MN 55164-0997
(651) 431-3040 (voice) or use your preferred relay service
Blue Cross and Blue Shield of Minnesota and Blue Plus

If you believe that Blue Cross has failed to provide these services or discriminated in another way on the basis of 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, you can file a grievance with the Nondiscrimination Civil Rights Coordinator

- by email at: Civil.Rights.Coord@bluecrossmn.com
- by mail at: Nondiscrimination Civil Rights Coordinator
  Blue Cross and Blue Shield of Minnesota and Blue Plus
  M495
  PO Box 64560
  Eagan, MN 55164-0560
- or by phone at: 1-800-509-5312 or use your preferred relay service

Grievance forms are available by contacting us at the contacts listed above, by calling 1-800-382-2000 or by using the telephone number on the back of your member identification card. TTY users call 711. If you need help filing a grievance, assistance is available by contacting us at the numbers listed above.

American Indians: American Indians can continue or begin to use tribal and Indian Health Services (IHS) clinics. We will not require prior approval or impose any conditions for you to get services at these clinics. For enrollees age 65 years and older this includes Elderly Waiver (EW) services accessed through the tribe. If a doctor or other provider in a tribal or IHS clinic refers you to a provider in our network, we will not require you to see your health plan primary care provider prior to the referral.