

PROVIDER QUICK POINTS

PROVIDER INFORMATION



July 8, 2020

Signify Health Virtual Visits for Medicare Advantage and SecureBlue Members

Blue Cross and Blue Shield of Minnesota and Blue Plus (Blue Cross) remains dedicated to the health and well-being of our members. That's why we've teamed up for the 3rd year with, Signify Health, our independent vendor. With the current conditions of the pandemic and to reduce risk of exposure to COVID-19, we have altered our In-Home Health Assessment offering to provide a Virtual Health Assessment. This service is provided at no additional cost to the member and will not be billed as a claim. Beginning July 2020, Medicare Advantage (MAPD) and SecureBlue members will have the opportunity to complete the Assessment via computer, smart phone, or tablet within the safety of their own home with a nurse practitioner or doctor. When it's safe to return to member's homes, Signify will adjust their process back to the In-Home Health Assessment.

MAPD and SecureBlue members who we've identified as having open risk or care gaps will be actively engaged to participate via mail and phone outreach by Signify. Please note, this will be on an ongoing basis. Also, **all** our MAPD and SecureBlue members can participate by calling Signify Health at **1-844-226-8218** (TTY 711), 7 a.m. to 6 p.m., Central Time, Monday – Friday.

Members who choose to schedule the assessment will pick a day/time and the video chat program that works for them. FaceTime, Doxy.me, Google Hangouts, Google Duo, Zoom, Skype or WhatsApp are all options. Before their visit, the scheduled nurse practitioner or doctor will assist them with getting connected. The assessment will include a chance for the member to discuss:

- General health questions, including the best ways to stay safe from COVID-19
- Health and medical history
- Family medical history
- Care they are receiving from specialists and other health care providers
- Medicine they are taking — both prescription and over the counter — as well as any supplements or vitamins
- How to live safely in their living environment

After the visit is complete, the member will be mailed a recommended plan of care including appropriate referrals, a summary of what was discussed during the visit, and satisfaction survey. Members will also receive a follow up call from Signify Health two weeks later and will be encouraged to follow up with their primary care provider (PCP).

The visit summary and health assessment detailed report will also be mailed to the member's self-identified PCP. If the member does not identify a PCP, Blue Cross will apply our attribution algorithm to assign the PCP. When the PCP receives the results, the office may wish to call their patient and schedule a visit to perform additional assessment as appropriate or schedule a follow up visit to address issues identified.

Additional program materials are available on our Availity Learning Center which can be accessed via the link below. <https://bcbsmn.availitylearningcenter.com/dashboard>. If you don't have an Availity account, click the **Sign up Now** link under the Sign In button to create one.