



Service Authorization Process: MSHO with Elderly Waiver

When a member is on a waiver, there must be communication between the Care Coordinator and the MCO for State plan, extended, and waiver services to ensure appropriate services and avoid duplication of assessments, services, and effort.

[Information on MA State Plan Services](#)

[Information on MA State Plan home care](#)

[Information on the Elderly Waiver](#)

[Information on MSHO](#)

For more information on tribal-provided services or items, contact the Tribal Case Manager.

Service Authorization Process: MSHO with Elderly Waiver

Request for authorization of a service or item	State plan home care	Elderly Waiver service	Elderly Waiver extended State Plan home care services	MCO additional or supplemental service	Tribal-provided service or item
Who can request an authorization?	Anyone	Anyone	Anyone	Anyone	Anyone
Who can recommend a service or item?	Care Coordinator	Care Coordinator	Care Coordinator	Care Coordinator	Contact Tribal Case Manager
Who can approve an authorization request?	Care Coordinator or Integrated Health Management (IHM)-Utilization Management	Care Coordinator	Care Coordinator	Integrated Health Management (IHM) Clinical Guide	Contact Tribal Case Manager
Who can deny an authorization request?	Integrated Health Management (IHM)-Utilization Management sends all DTRs. Denial requests are submitted by the Care Coordinator for services they deny.	Care Coordinator	Care Coordinator	Integrated Health Management (IHM) Clinical Guide	Contact Tribal Case Manager
Steps to request an authorization	State plan home care	Elderly Waiver service	Elderly Waiver extended State Plan home care services	MCO additional or supplemental service	Tribal-provided service or item
Where is the authorization request submitted?	Integrated Health Management (IHM)-Utilization Management. See below link to determine if Care Coordinator will notify Blue Plus of services they authorized or request authorization from Blue Plus http://www.bluecrossmn.com/internet_core/en_US/ccurl/96/478/Final_Home_care_authorization_QP.pdf Fax: 651-662-4022 or 866-800-1665	Not necessary; Care Coordinator determines	Not necessary; Care Coordinator determines	Phone: 866-518-8447	Contact Tribal Case Manager



Service Authorization Process: MSHO with Elderly Waiver

What form and other information must be included in the request?	http://www.bluecrossmn.com/carecoordination/public/msho_secureblue.html Form 6.04.03	Not applicable	Not applicable	No form; verbal discussion	Contact Tribal Case Manager
Who contacts the provider if additional information is needed to make the authorization determination ?	Care Coordinator	Care Coordinator	Care Coordinator	Integrated Health Management (IHM) Clinical Guide or Care Coordinator	Tribal Case Manager
Who from the MCO consults with the Care Coordinator and/or Tribal Case Manager prior to making the authorization determination ?	Integrated Health Management (IHM)-Utilization Management, as needed	Not applicable	Not applicable	Integrated Health Management (IHM) Clinical Guide	Not applicable for MCO
Steps to share an authorization	State plan home care	Elderly Waiver service	Elderly Waiver extended State Plan home care services	MCO additional or supplemental service	Tribal-provided service or item



Service Authorization Process: MSHO with Elderly Waiver

How does the MCO notify the Care Coordinator and/or Tribal Case Manager of the authorization decision?	Email determination notification to Care Coordination delegate	Not applicable	Not applicable	Verbal	Not applicable
How does the Care Coordinator and/or Tribal Case Manager notify the MCO of the authorization decision?	http://www.bluecrossmn.com/carecoordination/public/msho_secureblue.html Form 6.04.03 or Not applicable-MCO determines the auth	Not applicable	Not applicable	Not applicable – MCO determines the auth.	Not applicable
Whom does the MCO contact for information on State Plan home care authorizations ?	Care Coordinator	Not applicable	Not applicable	Not applicable	Not applicable
Payment, billing, claims	State plan home care	Elderly Waiver service	Elderly Waiver extended State Plan home care services	Additional or supplemental service	Tribal-provided service or item
For payment authorization information or issues, contact:	Integrated Health Management (IHM)-Utilization Management 800-711-9868	Bridgeview Company 800-584-9488	Bridgeview Company 800-584-9488	Integrated Health Management (IHM) Clinical Guide 866-518-8447	Tribal Case Manager



Service Authorization Process: MSHO with Elderly Waiver

For billing or claims information or issues, refer to / contact:	http://www.bluecrossmn.com/Page/mn/en_US/provider-self-service or Blue Plus Provider Service 800-262-0820	Bridgeview Company 800-584-9488	Bridgeview Company 800-584-9488	Providers.bluecrossmn.com or Blue Plus Provider Service 800-262-0820	Tribal Case Manager
To apply to join the Blue Plus provider network:	http://www.bluecrossmn.com/Page/mn/en_US/join-our-network	Blue Plus utilizes HCBS providers enrolled with DHS; statewide network.	Blue Plus utilizes HCBS providers enrolled with DHS; statewide network.	Blue Plus utilizes HCBS providers enrolled with DHS.	Not applicable.
Provider Directory:	https://www.bluecrossmn.com/Page/pg/en_US/secureblue-2014	Contact county contract manager	Contact county contract manager	Contact county contract manager	Not applicable.



Service Authorization Process: MSHO with CAC, CADI, BI, or DD Waiver

The managed care organization (MCO) is generally not involved with authorization of the CAC/CADI/BI/DD waiver services, but must communicate with the county / tribe waiver case manager because of waiver budget monitoring.

[Information on MA State Plan services](#)

[Information on MA State Plan home care](#)

[Information on CAC, CADI, BI and DD waivers](#)

[Information on MSHO](#)

For more information on tribal-provided services or items, contact the Tribal Case Manager.

Service Authorization Process: MSHO with CAC, CADI, BI, or DD Waiver

Request for authorization of a service or item	State plan home care	Waiver service: CAC, CADI, BI, DD	Waiver extended State Plan home care services: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
Who can request an authorization?	Anyone	Anyone	Anyone	Anyone	Anyone
Who can recommend a service or item?	Care Coordinator or waiver case manager may recommend to the Care Coordinator	Not applicable for MCO	Not applicable for MCO	Care Coordinator	Contact Tribal Case Manager
Who can approve an authorization request?	Care Coordinator or Integrated Health Management (IHM)-Utilization Management	Not applicable for MCO. Contact the County/Tribe	Not applicable for MCO Contact the County / Tribe.	Integrated Health Management (IHM) Clinical Guide	Contact Tribal Case Manager
Who can deny an authorization request?	Integrated Health Management (IHM)-Utilization Management sends all DTRs. Denial requests are submitted by the Care Coordinator for services they deny.	Not applicable for MCO. Contact the County / Tribe.	Not applicable for MCO Contact the County / Tribe.	Integrated Health Management (IHM) Clinical Guide	Contact Tribal Case Manager
Steps to request an authorization	State plan home care	Waiver service: CAC, CADI, BI, DD	Waiver extended State Plan home care services: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item



Service Authorization Process: MSHO with CAC, CADI, BI, or DD Waiver

<p>Where is the authorization request submitted?</p>	<p>Integrated Health Management (IHM)-Utilization Management. See below link to determine if Care Coordinator will notify Blue Plus of services they authorized or request authorization from Blue Plus http://www.bluecrossmn.com/internet_core/en_US/ccurl/96/478/Final_Home_care_authorization_QP.pdf Fax: 651-662-4022 or 866-800-1665</p>	<p>Not applicable for MCO. Contact the County / Tribe.</p>	<p>Not applicable for MCO. Contact the County / Tribe.</p>	<p>Phone: 866-518-8447</p>	<p>Contact Tribal Case Manager</p>
<p>What form and other information must be included in the request?</p>	<p>http://www.bluecrossmn.com/carecoordination/public/msho_secureblue.html Form 6.04.01 (DHS 5841)</p>	<p>Not applicable for MCO. Contact the County / Tribe.</p>	<p>Not applicable for MCO. Contact the County / Tribe.</p>	<p>No form; verbal discussion</p>	<p>Contact Tribal Case Manager</p>
<p>Who contacts the provider if additional information is needed to make the authorization determination?</p>	<p>Care Coordinator</p>	<p>Not applicable for MCO. Contact the County / Tribe.</p>	<p>Not applicable for MCO. Contact the County / Tribe.</p>	<p>Integrated Health Management (IHM) Clinical Guide</p>	<p>Tribal Case Manager</p>
<p>Who from the MCO consults with the Waiver or Tribal Case Manager PRIOR to making the authorization determination?</p>	<p>Integrated Health Management (IHM)-Utilization Management</p>	<p>Not applicable for MCO. Contact the County / Tribe.</p>	<p>Not applicable for MCO. Contact the County / Tribe.</p>	<p>Integrated Health Management (IHM) Clinical Guide</p>	<p>Not applicable for MCO</p>



Service Authorization Process: MSHO with CAC, CADI, BI, or DD Waiver

Steps to share an authorization	State plan home care	Waiver service: CAC, CADI, BI, DD	Waiver extended State Plan home care services: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
How does the MCO notify the Waiver or Tribal Case Manager of the authorization decision?	Email determination notification to Care Coordination delegate	Not applicable	Not applicable	Verbal	Not applicable
How does the Waiver or Tribal Case Manager notify the MCO of the service authorization decision?	Form 6.04.01 (DHS 5841)	Not applicable	Not applicable	Not applicable.	Not applicable
Whom does the MCO contact for information on State Plan home care authorizations?	Care Coordinator	Not applicable	Waiver Case Manager.	Not applicable.	Not applicable.
Payment, billing, claims	State plan home care	Waiver service: CAC, CADI, BI, DD	Waiver extended State Plan home care services: CAC, CADI, BI, DD	Additional or supplemental service	Tribal-provided service or item
For payment authorization issues, refer to / contact:	Integrated Health Management (IHM)-Utilization Management 800-711-9868	Waiver case manager	Waiver case manager	Integrated Health Management (IHM) Clinical Guide	Tribal Case Manager
For billing or claims information or issues, refer to / contact:	Providers.bluecrossmn.com or Blue Plus Provider Service 800-262-0820	Waiver case manager	Waiver case manager	Providers.bluecrossmn.com or Blue Plus Provider Service 800-262-0820	Tribal Case Manager
To apply to join the Blue Plus provider network:	http://www.bluecrossmn.com/Page/mn/en_US/join-our-network	Not applicable	http://www.bluecrossmn.com/Page/mn/en_US/join-our-network	http://www.bluecrossmn.com/Page/mn/en_US/join-our-network	Not applicable.



Service Authorization Process: MSHO with CAC, CADI, BI, or DD Waiver

Provider Directory:	https://www.bluecrossmn.com/Page/pg/en_US/secureblue-2014	Not applicable	https://www.bluecrossmn.com/Page/pg/en_US/secureblue-2014	https://www.bluecrossmn.com/Page/pg/en_US/secureblue-2014	Not applicable.
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Service Authorization Process: MSHO without a waiver

[Information on MA State Plan services](#)

[Information on MSHO](#)

For more information on tribal-provided services or items, contact the Tribal Case Manager.

Service Authorization Process: MSHO without a waiver

<i>Request for authorization of a service or item</i>	State plan home care	Waiver service: EW, CAC, CADI, BI, DD	Waiver extended State Plan home care services	MCO additional or supplemental service	Tribal-provided service or item
Who can request an authorization?	Anyone	Not applicable - no waiver.	Not applicable - no waiver.	Anyone	Anyone
Who can recommend a service or item?	Care Coordinator	Not applicable - no waiver.	Not applicable - no waiver.	Care Coordinator	Contact Tribal Case Manager
Who can approve an authorization request?	Care Coordinator or Integrated Health Management (IHM)-Utilization Management	Not applicable - no waiver.	Not applicable - no waiver.	Integrated Health Management (IHM) Clinical Guide	Contact Tribal Case Manager
Who can deny an authorization request?	Integrated Health Management (IHM)-Utilization Management sends all DTRs. Denial requests are submitted by the Care Coordinator for services they deny.	Not applicable - no waiver.	Not applicable - no waiver.	Integrated Health Management (IHM) Clinical Guide	Contact Tribal Case Manager



Service Authorization Process: MSHO without a waiver

Steps to request an authorization	State plan home care	Waiver service: EW, CAC, CADI, BI, DD	Waiver extended State Plan home care services	MCO additional or supplemental service	Tribal-provided service or item
Where is the authorization request submitted?	Integrated Health Management (IHM)-Utilization Management. See below link to determine if Care Coordinator will notify Blue Plus of services they authorized or request authorization from Blue Plus: http://www.bluecrossmn.com/internet_core/en_US/ccurl/96/478/Final_Home_care_authorization_QP.pdf Fax: 651-662-4022 or 866-800-1665	Not applicable – no waiver.	Not applicable – no waiver or extended services.	Phone: 866-518-8447	Contact Tribal Case Manager
What form and other information must be included in the request?	http://www.bluecrossmn.com/carecoordination/public/msho_secure_blue.html Form 6.04.03	Not applicable – no waiver.	Not applicable – no waiver or extended services.	No form; verbal discussion	Contact Tribal Case Manager
Who contacts the provider if additional information is needed to make the authorization determination?	Care Coordinator	Not applicable – no waiver.	Not applicable – no waiver or extended services.	Integrated Health Management (IHM) Clinical Guide	Tribal Case Manager



Service Authorization Process: MSHO without a waiver

<p>Who from the MCO consults with the Care Coordinator or Tribal Case Manager PRIOR to making the authorization determination?</p>	<p>Integrated Health Management (IHM)-Utilization Management, as needed</p>	<p>Not applicable – no waiver.</p>	<p>Not applicable – no waiver or extended services.</p>	<p>Integrated Health Management (IHM) Clinical Guide</p>	<p>Not applicable for MCO</p>
<p>Steps to share an authorization</p>	<p>State plan home care</p>	<p>Not applicable – no waiver.</p>	<p>Waiver extended State Plan home care services</p>	<p>MCO additional or supplemental service</p>	<p>Tribal-provided service or item</p>
<p>How does the MCO notify the Care Coordinator or Tribal Case Manager of the authorization decision?</p>	<p>Email determination notification to Care Coordination delegate</p>	<p>Not applicable – no waiver.</p>	<p>Not applicable – no waiver or extended services.</p>	<p>Verbal</p>	<p>Not applicable</p>



Service Authorization Process: MSHO without a waiver

<p>How does the Care Coordinator and/or Tribal Case Manager notify the MCO of the service authorization decision?</p>	<p>http://www.bluecrossmn.com/carecoordination/public/msho_secure_blue.html Form 6.04.03 or Not applicable when MCO determines the auth</p>	<p>Not applicable – no waiver.</p>	<p>Not applicable – no waiver or extended services.</p>	<p>Not applicable</p>	<p>Not applicable</p>
<p>Whom does the MCO contact for information on State Plan home care authorizations?</p>	<p>Care Coordinator</p>	<p>Not applicable – no waiver.</p>	<p>Not applicable</p>	<p>Not applicable</p>	<p>Not applicable</p>
<p>Payment, billing, claims</p>	<p>State plan home care</p>	<p>Waiver service: EW, CAC, CADI, BI, DD</p>	<p>Waiver extended State Plan home care services</p>	<p>Additional or supplemental service</p>	<p>Tribal-provided service or item</p>
<p>For payment authorization information or issues, refer to / contact:</p>	<p>Integrated Health Management (IHM)-Utilization Management 800-711-9868</p>	<p>Not applicable</p>	<p>Not applicable</p>	<p>Integrated Health Management (IHM) Clinical Guide</p>	<p>Tribal Case Manager</p>



Service Authorization Process: MSHO without a waiver

For billing or claims authorization information or issues, refer to / contact:	Providers.bluecrossmn.com or Blue Plus Provider Service 800-262-0820	Not applicable	Not applicable	Providers.bluecrossmn.com or Blue Plus Provider Service 800-262-0820	Tribal Case Manager
To apply to join the Blue Plus provider network:	http://www.bluecrossmn.com/Page/mn/en_US/join-our-network	Not applicable	Not applicable	http://www.bluecrossmn.com/Page/mn/en_US/join-our-network	Not applicable.
Provider Directory:	https://www.bluecrossmn.com/Page/pg/en_US/secureblue-2014	Not applicable	Not applicable	https://www.bluecrossmn.com/Page/pg/en_US/secureblue-2014	Not applicable.



Service Authorization Process: Minnesota Senior Care Plus (MSC+) with Elderly Waiver

When a member is on a waiver, there must be communication between the Care Coordinator and the MCO for State plan, extended, and waiver services to ensure appropriate services and avoid duplication of assessments, services, and effort.

[Information on MA State Plan services](#)

[Information on MA State Plan home care.](#)

[Information on the Elderly Waiver](#)

For more information on tribal-provided services or items, contact the Tribal Case Manager.

Service Authorization Process: Minnesota Senior Care Plus (MSC+) with Elderly Waiver

Request for authorization of a service or item	State plan home care	Elderly Waiver service	Elderly Waiver extended State Plan home care services	MCO additional or supplemental service	Tribal-provided service or item
Who can request an authorization?	Anyone	Anyone	Anyone	Anyone	Anyone
Who can recommend a service or item?	Care Coordinator	Care Coordinator	Care Coordinator	Care Coordinator	Contact Tribal Case Manager
Who can approve an authorization request?	Care Coordinator or Integrated Health Management (IHM)- Utilization Management	Care Coordinator	Care Coordinator	Integrated Health Management (IHM) Clinical Guide	Contact Tribal Case Manager
Who can deny an authorization request?	Care Coordinator or Integrated Health Management (IHM)- Utilization Management sends all DTRs. Denial requests are submitted by the Care Coordinator for services they deny	Care Coordinator	Care Coordinator	Integrated Health Management (IHM) Clinical Guide	Contact Tribal Case Manager
Steps to request an authorization	State plan home care	Elderly Waiver service	Elderly Waiver extended State Plan home care services	MCO additional or supplemental service	Tribal-provided service or item



Service Authorization Process: Minnesota Senior Care Plus (MSC+) with Elderly Waiver

<p>Where is the authorization request submitted?</p>	<p>Integrated Health Management (IHM)-Utilization Management. See below link to determine if Care Coordinator will notify Blue Plus of services they authorized or request authorization from Blue Plus http://www.bluecrossmn.com/internet_core/en_US/ccurl/96/478/Final_Home_care_authorization_QP.pdf Fax: 651-662-4022 or 866-800-1665</p>	<p>Not necessary; Care Coordinator determines</p>	<p>Not necessary; Care Coordinator determines</p>	<p>Phone: 866-518-8447</p>	<p>Contact Tribal Case Manager</p>
<p>What form and other information must be included in the request?</p>	<p>http://www.bluecrossmn.com/carecoordination/public/msho_secureblue.html Form 6.04.03</p>	<p>Not applicable</p>	<p>Not applicable</p>	<p>No form; verbal discussion</p>	<p>Contact Tribal Case Manager</p>
<p>Who contacts the provider if additional information is needed to make the authorization determination?</p>	<p>Care Coordinator</p>	<p>Care Coordinator</p>	<p>Care Coordinator</p>	<p>Integrated Health Management (IHM) Clinical Guide or Care Coordinator</p>	<p>Tribal Case Manager</p>
<p>Who from the MCO consults with the Care Coordinator or Tribal Case Manager PRIOR to making the authorization determination?</p>	<p>Integrated Health Management (IHM)-Utilization Management, as needed</p>	<p>Not applicable</p>	<p>Not applicable</p>	<p>Integrated Health Management (IHM) Clinical Guide</p>	<p>Not applicable for MCO</p>



Service Authorization Process: Minnesota Senior Care Plus (MSC+) with Elderly Waiver

Steps to share an authorization	State plan home care	Elderly Waiver service	Elderly Waiver extended State Plan home care services	MCO additional or supplemental service	Tribal-provided service or item
How does the MCO notify the Care Coordinator of the authorization decision?	Email determination notification to Care Coordination delegate	Not applicable	Not applicable	Verbal	Not applicable
How does the Care Coordinator or Tribal Case Manager notify the MCO of the authorization decision?	http://www.bluecrossmn.com/carecoordination/public/msho_secureblue.html Form 6.04.03 or Not applicable-MCO determines the auth	Not applicable	Not applicable	Not applicable-MCO determines the auth	Not applicable
Whom does the MCO contact for information on State Plan home care authorizations ?	Care Coordinator	Not applicable	Not applicable	Not applicable	Not applicable
Payment, billing, claims	State plan home care	Elderly Waiver service	Elderly Waiver extended State Plan home care services	Additional or supplemental service	Tribal-provided service or item



Service Authorization Process: Minnesota Senior Care Plus (MSC+) with Elderly Waiver

For payment authorization information or issues, refer to / contact:	Integrated Health Management (IHM)-Utilization Management 800-711-9868	Bridgeview Company 800-584-9488	Bridgeview Company 800-584-9488	Integrated Health Management (IHM)-Clinical Guide 866-518-8447	Tribal Case Manager
For billing or claims authorization information or issues, refer to / contact:	Providers.bluecrossmn.com or Blue Plus Provider Service 800-262-0820	Bridgeview Company 800-584-9488	Bridgeview Company 800-584-9488	Providers.bluecrossmn.com or Blue Plus Provider Service 800-262-0820	Tribal Case Manager
To apply to join the Blue Plus provider network: To apply to become a DHS HCBS enrolled provider	http://www.bluecrossmn.com/Page/mn/en_US/join-our-network http://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=dhs16_181952#	Blue Plus utilizes HCBS providers enrolled with DHS; statewide network.	Blue Plus utilizes HCBS providers enrolled with DHS; statewide network.	Blue Plus utilizes HCBS providers enrolled with DHS; statewide network.	Not applicable.
Provider Directory: DHS listing of HCBS enrolled providers:	https://www.bluecrossmn.com/Page/pg/en_US/secureblue-2014 http://mnhelp.info/public/	Blue Plus utilizes HCBS providers enrolled with DHS; statewide network.	Blue Plus utilizes HCBS providers enrolled with DHS; statewide network.	Blue Plus utilizes HCBS providers enrolled with DHS; statewide network.	Not applicable.



Service Authorization Process: Minnesota Senior Care Plus (MSC+) with CAC, CADI, BI, or DD Waiver

The managed care organization (MCO) is generally not involved with authorization of the CAC/CADI/BI/DD waiver services, but must communicate with the county / tribe waiver case manager because of waiver budget monitoring.

[Information on MA State Plan services](#)

[Information on MA State Plan home care](#)

[Information on CAC, CADI, BI, and DD waivers](#)

For more information on tribal-provided services or items, contact the Tribal Case Manager.

Service Authorization Process: Minnesota Senior Care Plus (MSC+) with CAC, CADI, BI, or DD Waiver

Request for authorization of a service or item	State plan home care	Waiver service: CAC, CADI, BI, DD	Waiver extended State Plan home care services: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
Who can request an authorization?	Anyone	Anyone	Anyone	Anyone	Anyone
Who can recommend a service or item?	Care Coordinator or waiver case manager may recommend to the Care Coordinator	Not applicable for MCO	Not applicable for MCO	Care Coordinator	Contact Tribal Case Manager
Who can approve an authorization request?	Care Coordinator or Integrated Health Management (IHM)-Utilization Management	Not applicable for MCO. Contact the County/Tribe	Not applicable for MCO. Contact the County / Tribe.	Integrated Health Management (IHM) Clinical Guide	Contact Tribal Case Manager
Who can deny an authorization request?	Integrated Health Management (IHM)-Utilization Management sends all DTRs. Denial requests are submitted by the Care Coordinator for services they deny.	Not applicable for MCO. Contact the County / Tribe.	Not applicable for MCO. Contact the County / Tribe.	Integrated Health Management (IHM) Clinical Guide	Contact Tribal Case Manager



Service Authorization Process: Minnesota Senior Care Plus (MSC+) with CAC, CADI, BI, or DD Waiver

Steps to request an authorization	State plan home care	Waiver service: CAC, CADI, BI, DD	Waiver extended State Plan home care services: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
Where is the authorization request submitted?	Integrated Health Management (IHM)-Utilization Management. See below link to determine if Care Coordinator will notify Blue Plus of services they authorized or request authorization from Blue Plus http://www.bluecrossmn.com/internet_core/en_US/ccurl/96/478/Final_Home_care_authorization_QP.pdf Fax: 651-662-4022 or 866-800-1665	Not applicable for MCO. Contact the County / Tribe.	Not applicable for MCO. Contact the County / Tribe.	Phone: 866-518-8447	Not applicable for MCO. Contact the County / Tribe.
What form and other information must be included in the request?	http://www.bluecrossmn.com/carecoordination/public/msho_secureblue.html Form 6.04.01 (DHS 5841)	Not applicable for MCO. Contact the County / Tribe.	Not applicable for MCO. Contact the County / Tribe.	No form; verbal discussion	Contact Tribal Case Manager
Who contacts the provider if additional information is needed to make the authorization determination?	Care Coordinator	Not applicable for MCO. Contact the County / Tribe.	Not applicable for MCO. Contact the County / Tribe.	Integrated Health Management (IHM) Clinical Guide	Tribal Case Manager



Service Authorization Process: Minnesota Senior Care Plus (MSC+) with CAC, CADI, BI, or DD Waiver

<p>Who from the MCO consults with the Care Coordinator or Tribal Case Manager PRIOR to making the authorization determination?</p>	<p>Integrated Health Management (IHM)-Utilization Management.</p>	<p>Not applicable for MCO.</p>	<p>Not applicable for MCO.</p>	<p>Integrated Health Management (IHM) Clinical Guide</p>	<p>Not applicable for MCO - Tribe responsibility.</p>
<p>Steps to share an authorization</p>	<p>State plan home care</p>	<p>Waiver service: CAC, CADI, BI, DD</p>	<p>Waiver extended State Plan home care services: CAC, CADI, BI, DD</p>	<p>MCO additional or supplemental service</p>	<p>Tribal-provided service or item</p>
<p>How does the MCO notify the Care Coordinator and/or Tribal Case Manager of the authorization decision?</p>	<p>Email determination notification to Care Coordination delegate</p>	<p>Not applicable</p>	<p>Not applicable</p>	<p>Verbal</p>	<p>Not applicable</p>



Service Authorization Process: Minnesota Senior Care Plus (MSC+) with CAC, CADI, BI, or DD Waiver

How does the Care Coordinator and/or Tribal Case Manager notify the MCO of the service authorization decision?	Form 6.04.01 (DHS 5841)	Not applicable.	DHS-5841	Not applicable.>	Not applicable.
Whom does the MCO contact for information on State Plan home care authorizations?	Care Coordinator	Not applicable.	Waiver Case Manager	Not applicable	Not applicable for MCO
Payment, billing, claims	State plan home care	Waiver service: CAC, CADI, BI, DD	Waiver extended State Plan home care services: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
For payment authorization information or issues, refer to / contact:	Integrated Health Management (IHM)-Utilization Management 800-711-9868	Waiver case manager	Waiver case manager	Integrated Health Management (IHM) Clinical Guide	Tribal Case Manager



Service Authorization Process: Minnesota Senior Care Plus (MSC+) with CAC, CADI, BI, or DD Waiver

For billing or claims information or issues, refer to / contact:	Providers.bluecrossmn.com or Blue Plus Provider Service 800-262-0820	Waiver case manager	Waiver case manager	Providers.bluecrossmn.com or Blue Plus Provider Service 800-262-0820	Tribal Case Manager
To apply to join the Blue Plus provider network:	http://www.bluecrossmn.com/Page/mn/en_US/join-our-network	Not applicable	http://www.bluecrossmn.com/Page/mn/en_US/join-our-network	http://www.bluecrossmn.com/Page/mn/en_US/join-our-network	Not applicable.
Provider Directory:	https://www.bluecrossmn.com/Page/pg/en_US/secureblue-2014	Not applicable	https://www.bluecrossmn.com/Page/pg/en_US/secureblue-2014	https://www.bluecrossmn.com/Page/pg/en_US/secureblue-2014	Not applicable.



Service Authorization Process: Minnesota Senior Care Plus (MSC+) without a waiver

[Information on MA State Plan services](#)

[Information on MA State Plan home care](#)

For more information on tribal-provided services or items, contact the Tribal Case Manager.

Service Authorization Process: Minnesota Senior Care Plus (MSC+) without a waiver

Request for authorization of a service or item	State plan home care	Waiver service: EW, CAC, CADI, BI, DD	Waiver extended State Plan home care services: EW, CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
Who can request an authorization?	Anyone	Not applicable – no waiver.	Not applicable – no waiver.	Anyone	Anyone
Who can recommend a service or item?	Care Coordinator	Not applicable – no waiver.	Not applicable – no waiver.	Care Coordinator	Contact Tribal Case Manager
Who can approve an authorization request?	Care Coordinator or Integrated Health Management (IHM)-Utilization Management	Not applicable – no waiver.	Not applicable – no waiver.	Integrated Health Management (IHM) Clinical Guide	Contact Tribal Case Manager
Who can deny an authorization request?	Integrated Health Management (IHM)-Utilization Management sends all DTRs. Denial requests are submitted by the Care Coordinator for services they deny.	Not applicable – no waiver.	Not applicable – no waiver.	Integrated Health Management (IHM) Clinical Guide	Contact Tribal Case Manager



Service Authorization Process: Minnesota Senior Care Plus (MSC+) without a waiver

Steps to request an authorization	State plan home care	Waiver service: EW, CAC, CADI, BI, DD	Waiver extended State Plan home care services: EW, CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
Where is the authorization request submitted?	Integrated Health Management (IHM)-Utilization Management. See below link to determine if Care Coordinator will notify Blue Plus of services they authorized or request authorization from Blue Plus: http://www.bluecrossmn.com/internet_core/en_US/ccurl/96/478/Final_Home_care_authorization_QP.pdf Fax: 651-662-4022 or 866-800-1665	Not applicable – no waiver.	Not applicable – no waiver.	Phone: 866-518-8447	Contact Tribal Case Manager
What form and other information must be included in the request?	http://www.bluecrossmn.com/carecoordination/public/msho_secureblue.html Form 6.04.03	Not applicable – no waiver.	Not applicable – no waiver.	No form; verbal discussion	Contact Tribal Case Manager
Who contacts the provider if additional information is needed to make the authorization determination?	Care Coordinator	Not applicable – no waiver.	Not applicable – no waiver.	Integrated Health Management (IHM) Clinical Guide	Tribal Case Manager



Service Authorization Process: Minnesota Senior Care Plus (MSC+) without a waiver

<p>Who from the MCO consults with the Care Coordinator or Tribal Case Manager PRIOR to making the authorization determination?</p>	<p>Integrated Health Management (IHM)-Utilization Management, as needed</p>	<p>Not applicable – no waiver.</p>	<p>Not applicable – no waiver.</p>	<p>Integrated Health Management (IHM) Clinical Guide</p>	<p>Not applicable for MCO</p>
<p>Steps to share an authorization</p>	<p>State plan home care</p>	<p>Waiver service: EW, CAC, CADI, BI, DD</p>	<p>Waiver extended State Plan home care services: EW, CAC, CADI, BI, DD</p>	<p>MCO additional or supplemental service</p>	<p>Tribal-provided service or item</p>
<p>How does the MCO notify the Care Coordinator or Tribal Case Manager of the authorization decision?</p>	<p>Email determination notification to Care Coordination delegate</p>	<p>Not applicable – no waiver.</p>	<p>Not applicable – no waiver.</p>	<p>Verbal</p>	<p>Not applicable</p>



Service Authorization Process: Minnesota Senior Care Plus (MSC+) without a waiver

<p>How does the Care Coordinator or Tribal Case Manager notify the MCO of the service authorization decision?</p>	<p>http://www.bluecrossmn.com/carecoordination/public/msho_secureblue.html Form 6.04.03 or Not applicable when MCO determines the auth</p>	<p>Not applicable – no waiver.</p>	<p>Not applicable – no waiver.</p>	<p>Not applicable</p>	<p>Not applicable</p>
<p>Whom does the MCO contact for information on State Plan home care authorizations ?</p>	<p>Care Coordinator</p>	<p>Not applicable – no waiver.</p>	<p>Not applicable – no waiver.</p>	<p>Not applicable</p>	<p>Not applicable</p>
<p>Payment, billing, claims</p>	<p>State plan home care</p>	<p>Waiver service: EW, CAC, CADI, BI, DD</p>	<p>Waiver extended State Plan home care services: EW, CAC, CADI, BI, DD</p>	<p>Additional or supplemental service</p>	<p>Tribal-provided service or item</p>
<p>For payment authorization information or issues, refer to / contact:</p>	<p>Integrated Health Management (IHM)-Utilization Management 800-711-9868</p>	<p>Not applicable</p>	<p>Not applicable</p>	<p>Integrated Health Management (IHM) Clinical Guide</p>	<p>Tribal Case Manager</p>



Service Authorization Process: Minnesota Senior Care Plus (MSC+) without a waiver

<p>For billing and claims information or issues, refer to / contact:</p>	<p>Providers.bluecrossmn.com or Blue Plus Provider Service 800-262-0820</p>	<p>Not applicable</p>	<p>Not applicable</p>	<p>Providers.bluecrossmn.com or Blue Plus Provider Service 800-262-0820</p>	<p>Tribal Case Manager</p>
<p>To apply to join the Blue Plus provider network:</p>	<p>http://www.bluecrossmn.com/Page/mn/en_US/join-our-network</p>	<p>Not applicable</p>	<p>Not applicable</p>	<p>http://www.bluecrossmn.com/Page/mn/en_US/join-our-network</p>	<p>Not applicable</p>
<p>Provider Directory:</p>	<p>https://www.bluecrossmn.com/Page/pg/en_US/secureblue-2014</p>	<p>Not applicable</p>	<p>Not applicable</p>	<p>https://www.bluecrossmn.com/Page/pg/en_US/secureblue-2014</p>	<p>Not applicable</p>



Service Authorization Process: Special Needs BasicCare (SNBC) with CAC, CADI, BI, or DD Waiver

The managed care organization (MCO) is generally not involved with authorization of the CAC, CADI, BI, and DD waiver services, but must communicate with the county / tribe waiver case manager because of waiver budget monitoring.

[Information on or hoMA State Plan Services](#)

[Information on MA State Plan home care](#)

[Information on CAC, CADI, BI and DD waivers](#)

[Information on Special Needs BasicCare](#)

For more information on tribal-provided services or items, contact the Tribal Case Manager.

Service Authorization Process: Special Needs BasicCare (SNBC) with CAC, CADI, BI, or DD Waiver

Request for authorization of a service or item	State plan home care – SNV, HHA, therapies	State plan home care – PDN, PCA	Waiver service: CAC, CADI, BI, DD	Waiver extended State Plan home care services: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
Who can request an authorization?	Not applicable- Blue Plus does not offer SNBC	Not applicable- Blue Plus does not offer SNBC	Not applicable- Blue Plus does not offer SNBC	Not applicable- Blue Plus does not offer SNBC	Not applicable- Blue Plus does not offer SNBC	Not applicable- Blue Plus does not offer SNBC
Who can recommend a service or item?						
Who can approve an authorization request?						
Who can deny an authorization request?						
Steps to request an authorization	State plan home care – SNV, HHA, therapies	State plan home care – PDN, PCA	Waiver service: CAC, CADI, BI, DD	Waiver extended State Plan home care services: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
Where is the authorization request submitted?	Not applicable- Blue Plus does not offer SNBC	Not applicable- Blue Plus does not offer SNBC	Not applicable- Blue Plus does not offer SNBC	Not applicable- Blue Plus does not offer SNBC	Not applicable- Blue Plus does not offer SNBC	Not applicable- Blue Plus does not offer SNBC
What form and other information must be included in the request?						
Who contacts the provider if additional information is needed to make the authorization determination?						



Service Authorization Process: Special Needs BasicCare (SNBC) with CAC, CADI, BI, or DD Waiver

Who from the MCO consults with the Waiver or Tribal Case Manager PRIOR to making the authorization determination?						
Steps to share an authorization	State plan home care – SNV, HHA, therapies	State plan home care – PDN, PCA	Waiver service: CAC, CADI, BI, DD	Waiver extended State Plan home care services: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
How does the MCO notify the Waiver and/or Tribal Case Manager of the authorization decision?	Not applicable- Blue Plus does not offer SNBC	Not applicable- Blue Plus does not offer SNBC	Not applicable- Blue Plus does not offer SNBC	Not applicable- Blue Plus does not offer SNBC	Not applicable- Blue Plus does not offer SNBC	Not applicable- Blue Plus does not offer SNBC
How does the Waiver and/or Tribal Case Manager notify the MCO of the service authorization decision?						
Whom does the MCO contact for information on State Plan home care authorizations?						
Payment, billing, claims	State plan home care – SNV, HHA, therapies	State plan home care – PDN, PCA	Waiver service: CAC, CADI, BI, DD	Waiver extended State Plan home care services: CAC, CADI, BI, DD	Additional or supplemental service	Tribal-provided service or item
For payment authorization information or issues, <refer to / contact>:	Not applicable- Blue Plus does not offer SNBC	Not applicable- Blue Plus does not offer SNBC	Not applicable- Blue Plus does not offer SNBC	Not applicable- Blue Plus does not offer SNBC	Not applicable- Blue Plus does not offer SNBC	Not applicable- Blue Plus does not offer SNBC
For billing or claims information or issues, <refer to / contact>:						
To apply to join the <MCO> provider network:						
Provider Directory:						

Service Authorization Process: Special Needs BasicCare (SNBC) without a waiver

[Information on MA State Plan services.](#) [Information on MA State Plan home care.](#)
[Information on Special Needs BasicCare.](#)



For more information on tribal-provided services or items, contact the Tribal Case Manager.

Service Authorization Process: Special Needs BasicCare (SNBC) without a waiver

Request for authorization of a service or item	State plan home care – SNV, HHA, therapies	State plan home care – PDN, PCA	Waiver service: CAC, CADI, BI, DD	Waiver extended State Plan home care services: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
Who can request an authorization?	Not applicable- Blue Plus does not offer SNBC	Not applicable- Blue Plus does not offer SNBC	Not applicable- Blue Plus does not offer SNBC	Not applicable- Blue Plus does not offer SNBC	Not applicable- Blue Plus does not offer SNBC	Not applicable- Blue Plus does not offer SNBC
Who can recommend a service or item?						
Who can approve an authorization request?						
Who can deny an authorization request?						
Steps to request an authorization	State plan home care – SNV, HHA, therapies	State plan home care – PDN, PCA	Waiver service: CAC, CADI, BI, DD	Waiver extended State Plan home care services: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
Where is the authorization request submitted?	Not applicable- Blue Plus does not offer SNBC	Not applicable- Blue Plus does not offer SNBC	Not applicable- Blue Plus does not offer SNBC	Not applicable- Blue Plus does not offer SNBC	Not applicable- Blue Plus does not offer SNBC	Not applicable- Blue Plus does not offer SNBC
What form and other information must be included in the request?						
Who contacts the provider if additional information is needed to make the authorization determination?						
Who from the MCO consults with the Tribal Case Manager PRIOR to making the authorization determination?						
Steps to share an authorization	State plan home care – SNV, HHA, therapies	State plan home care – PDN, PCA	Waiver service: CAC, CADI, BI, DD	Waiver extended State Plan home care services: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item



Service Authorization Process: Special Needs BasicCare (SNBC) without a waiver

How does the MCO notify the Care Coordinator / navigator, Tribal Case Manager, or county worker of the authorization decision?	Not applicable- Blue Plus does not offer SNBC	Not applicable- Blue Plus does not offer SNBC	Not applicable- Blue Plus does not offer SNBC	Not applicable- Blue Plus does not offer SNBC	Not applicable- Blue Plus does not offer SNBC	Not applicable- Blue Plus does not offer SNBC
How does the Tribal Case Manager notify the MCO of the service authorization decision?						
Whom does the MCO contact for information on State Plan home care authorizations?						
Payment, billing, claims	State plan home care – SNV, HHA, therapies	State plan home care – PDN, PCA	Waiver service: CAC, CADI, BI, DD	Waiver extended State Plan home care services: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
For payment authorization information or issues, <refer to / contact>:	Not applicable- Blue Plus does not offer SNBC	Not applicable- Blue Plus does not offer SNBC	Not applicable- Blue Plus does not offer SNBC	Not applicable- Blue Plus does not offer SNBC	Not applicable- Blue Plus does not offer SNBC	Not applicable- Blue Plus does not offer SNBC
For billing or claims information or issues, <refer to / contact>:						
To apply to join the <MCO> provider network:						
Provider Directory:						



Service Authorization Process: Families and Children (F&C) with CAC, CADI, BI, or DD Waiver

The managed care organization (MCO) is generally not involved with authorization of the CAC/CADI/BI/DD waiver services, but must communicate with the county / tribe waiver case manager because of waiver budget monitoring.

[Information on MA State Plan services](#)

[Information on MA State Plan home care](#)

[Information on CAC, CADI, BI and DD waivers](#)

For more information on tribal-provided services or items, contact the Tribal Case Manager.

Service Authorization Process: Families and Children (F&C) with CAC, CADI, BI, or DD Waiver

Request for authorization of a service or item	State plan home care	Waiver service: CAC, CADI, BI, DD	Waiver extended State Plan home care services: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
Who can request an authorization?	Anyone	Anyone	Anyone	Not applicable	Anyone
Who can recommend a service or item?	Practitioner or home care agency	Waiver Case Manager	Waiver Case Manager	Not applicable	Contact Tribal Case Manager
Who can approve an authorization request?	Integrated Health Management (IHM)-Utilization Management in coordination with waiver case manager	Not applicable for MCO. Contact the County / Tribe.	Not applicable for MCO. Contact the County / Tribe.	Not applicable	Contact Tribal Case Manager
Who can deny an authorization request?	Integrated Health Management (IHM)-Utilization Management	Not applicable for MCO. Contact the County / Tribe.	Not applicable for MCO. Contact the County / Tribe.	Not applicable	Contact Tribal Case Manager
Steps to request an authorization	State plan home care	Waiver service: CAC, CADI, BI, DD	Waiver extended State Plan home care services: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
Where is the authorization request submitted?	Integrated Health Management (IHM)-Utilization Management Fax: 650-662-4022 or 866-800-1665	Not applicable for MCO. Contact the County / Tribe.	Not applicable for MCO. Contact the County / Tribe.	Not applicable	Contact Tribal Case Manager



Service Authorization Process: Families and Children (F&C) with CAC, CADI, BI, or DD Waiver

What form and other information must be included in the request?	https://www.bluecrossmn.com/Page/mn/en_US/forms-and-publications Fax to: 651-662-4022 or 866-800-1665	Not applicable for MCO. Contact the County / Tribe.	Not applicable for MCO. Contact the County / Tribe.	Not applicable	Contact Tribal Case Manager
Who contacts the provider if additional information is needed to make the authorization determination?	Integrated Health Management (IHM)-Utilization Management	Not applicable for MCO. Contact the County / Tribe.	Not applicable for MCO. Contact the County / Tribe.	Not applicable	Tribal Case Manager
Who from the MCO consults with the Waiver or Tribal Case Manager PRIOR to making the authorization determination?	Integrated Health Management (IHM)-Utilization Management	Not applicable for MCO. Contact the County / Tribe.	Not applicable for MCO. Contact the County / Tribe.	Not applicable	Not applicable for MCO
Steps to share an authorization	State plan home care	Waiver service: CAC, CADI, BI, DD	Waiver extended State Plan home care services: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
How does the MCO notify the Waiver and/or Tribal Case Manager of the authorization decision?	Form 6.04.01 (DHS 5841)	Not applicable for MCO. Contact the County / Tribe.	Not applicable for MCO. Contact the County / Tribe.	Not applicable	Not applicable
How does the Waiver and/or Tribal Case Manager notify the MCO of the service authorization decision?	Not applicable.	Not applicable for MCO. Contact the County / Tribe.	Not applicable for MCO. Contact the County / Tribe.	Not applicable	Not applicable



Service Authorization Process: Families and Children (F&C) with CAC, CADI, BI, or DD Waiver					
Whom does the MCO contact for information on State Plan home care authorizations?	Practitioner or home care agency	Not applicable	Waiver Case Manager	Not applicable	Not applicable
Payment, billing, claims	State plan home care	Waiver service: CAC, CADI, BI, DD	Waiver extended State Plan home care services: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
For payment authorization information or issues, refer to / contact:	Integrated Health Management (IHM)-Utilization Management 800-711-9868	Contact the County / Tribe.	Contact the County / Tribe.	Not applicable	Tribal Case Manager
For billing or claims information or issues, refer to / contact:	Providers.bluecrossmn.com or Blue Plus Provider Service 800-262-0820	Contact the County / Tribe.	Contact the County / Tribe.	Not applicable	Tribal Case Manager
To apply to join the Blue Plus provider network:	http://www.bluecrossmn.com/Page/mn/en_US/join-our-network	Contact the County / Tribe.	Contact the County / Tribe.	Not applicable	Not applicable.
Provider Directory:	https://www.bluecrossmn.com/Page/pg/en_US/secureblue-2014	Contact the County / Tribe.	Contact the County / Tribe.	Not applicable	Not applicable.



Service Authorization Process: Families and Children (F&C) without a waiver

[Information on MA State Plan services](#)

[Information on MA State Plan home care](#)

For more information on tribal-provided services or items, contact the Tribal Case Manager.

Service Authorization Process: Families and Children (F&C) without a waiver

Request for authorization of a service or item	State plan home care	Waiver service: EW, CAC, CADI, BI, DD	Waiver extended State Plan home care services: EW, CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
Who can request an authorization?	Anyone	Not applicable – no waiver.	Not applicable – no waiver.	Not applicable	Anyone
Who can recommend a service or item?	Practitioner or home care agency	Not applicable – no waiver.	Not applicable – no waiver.	Not applicable	Contact Tribal Case Manager
Who can approve an authorization request?	Integrated Health Management (IHM)-Utilization Management	Not applicable – no waiver.	Not applicable – no waiver.	Not applicable	Contact Tribal Case Manager
Who can deny an authorization request?	Integrated Health Management (IHM)-Utilization Management	Not applicable – no waiver.	Not applicable – no waiver.	Not applicable	Contact Tribal Case Manager
Steps to request an authorization	State plan home care	Waiver service: EW, CAC, CADI, BI, DD	Waiver extended State Plan home care services: EW, CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
Where is the authorization request submitted?	Integrated Health Management (IHM)-Utilization Management Fax: 650-662-4022 or 866-800-1665	Not applicable – no waiver.	Not applicable – no waiver.	Not applicable	Contact Tribal Case Manager
What form and other information must be included in the request?	https://www.bluecrossmn.com/Page/mn/en_US/forms-and-publications Fax to: 651-662-4022 or 866-800-1665	Not applicable – no waiver.	Not applicable – no waiver.	Not applicable	Contact Tribal Case Manager



Service Authorization Process: Families and Children (F&C) without a waiver

Who contacts the provider if additional information is needed to make the authorization determination?	Integrated Health Management (IHM)-Utilization Management	Not applicable – no waiver.	Not applicable – no waiver.	Not applicable	Tribal Case Manager
Who from the MCO consults with the Tribal Case Manager PRIOR to making the authorization determination?	Integrated Health Management (IHM)-Utilization Management, if needed	Not applicable – no waiver.	Not applicable – no waiver.	Not applicable.	Not applicable.
Steps to share an authorization	State plan home care	Waiver service: EW, CAC, CADI, BI, DD	Waiver extended State Plan home care services: EW, CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
How does the MCO notify the Tribal Case Manager of the authorization decision?	Not applicable.	Not applicable – no waiver.	Not applicable – no waiver.	Not applicable	Not applicable for MCO
How does the Tribal Case Manager notify the MCO of the service authorization decision?	Not applicable	Not applicable – no waiver.	Not applicable – no waiver.	Not applicable	Not applicable for MCO
Whom does the MCO contact for information on State Plan home care authorizations?	Not applicable	Not applicable – no waiver.	Not applicable – no waiver.	Not applicable	Not applicable.
Payment, billing, claims	State plan home care	Waiver service: EW, CAC, CADI, BI, DD	Waiver extended State Plan home care services: EW, CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item



Service Authorization Process: Families and Children (F&C) without a waiver

For payment authorization information or issues, refer to / contact:	Integrated Health Management (IHM)-Utilization Management 800-711-9868	Not applicable – no waiver.	Not applicable – no waiver.	Not applicable	Tribal Case Manager
For billing or claims information or issues, refer to / contact:	Providers.bluecrossmn.com or Blue Plus Provider Service 800-262-0820	Not applicable – no waiver.	Not applicable – no waiver.	Not applicable	Tribal Case Manager
To apply to join the Blue Plus provider network:	http://www.bluecrossmn.com/Page/mn/en_US/join-our-network	Not applicable – no waiver.	Not applicable – no waiver.	Not applicable	Not applicable.
Provider Directory:	https://www.bluecrossmn.com/Page/pg/en_US/secureblue-2014	Not applicable – no waiver.	Not applicable – no waiver.	Not applicable	Not applicable.