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
	a south at the Tribel Case Manager

Request for authorization of a service or item	e Authorization Process: MSHO with Elderly Waiver 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 <u>http://www.bluecrossmn.com/internet_core/en_US/ccurl/96/478/Final_Home_care_authorization_QP.pdf</u> 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	e 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	e 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	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.bluecros smn.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 Waiver service: CAC, Request for authorization of a State plan home Waiver extended State **Tribal-provided** MCO additional or service or item CADI, BI, DD service or item care **Plan home care** supplemental service services: CAC, CADI, BI, DD Who can request an Anyone Anyone Anyone Anyone Anyone authorization? Who can recommend a service or Care Coordinator or Not applicable for Not applicable for MCO Contact Tribal Case Care Coordinator waiver case manager MCO item? Manager may recommend to the Care Coordinator Not applicable for Not applicable for MCO Integrated Health Contact Tribal Case Who can approve an authorization Care Coordinator or MCO. Contact the Contact the County / Management (IHM) request? Integrated Health Manager Management (IHM)-County/Tribe **Clinical Guide** Tribe. Utilization Management Who can deny an authorization Integrated Health Not applicable for Not applicable for MCO Integrated Health Contact Tribal Case MCO. Contact the Management (IHM)-Contact the County / Management (IHM) request? Manager County / Tribe. Utilization Tribe. Clinical Guide Management sends all DTRs. Denial requests are submitted by the Care Coordinator for services they deny. Waiver service: CAC. **Tribal-provided** Steps to request an State plan home Waiver extended State MCO additional or CADI, BI, DD authorization Plan home care supplemental service service or item care services: CAC, CADI, **BI, DD**

Service Authorization	Process: MSHO w	vith CAC, CADI, BI	, or DD Waiver		
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.bluecross mn.com/internet_core /en_US/ccurl/96/478/ Final_Home_care_au thorization_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	Contact Tribal Case Manager
What form and other information must be included in the request?	http://www.bluecross mn.com/carecoordina tion/public/msho_sec ureblue.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
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.	Integrated Health Management (IHM) Clinical Guide	Not applicable for MCO



Service Authorization	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.bluecross mn.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.bluecross mn.com/Page/mn/en US/join-our-network	Not applicable	http://www.bluecrossmn .com/Page/mn/en_US/jo in-our-network	http://www.bluecrossmn .com/Page/mn/en_US/jo in-our-network	Not applicable.			

Service Authorization Process: MSHO with CAC, CADI, BI, or DD Waiver						
Provider Directory:	https://www.bluecr ossmn.com/Page/pg /en_US/secureblue- 2014	Not applicable	https://www.bluecross mn.com/Page/pg/en_U S/secureblue-2014		Not applicable.	

Service Authorization Process: MSHO without a waiver

Information on MA State Plan services

Information on MSHO

Serv	vice Authorization Process: MSHO without a waiver	•			
Request for authorizat ion of a service or item	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 authorizati on?	Anyone	Not applicable - no waiver.	Not applicable - no waiver.	Anyone	Anyone
Who can recommen d a service or item?	Care Coordinator	Not applicable - no waiver.	Not applicable - no waiver.	Care Coordinator	Contact Tribal Case Manager
Who can approve an authorizati on 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 authorizati on 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



	vice Authorization Process: MSHO without a waiver	Waiyon convice. EW	Waiver extended	МСО	Tribal-
Steps to request an authorizat ion	State plan home care	Waiver service: EW, CAC, CADI, BI, DD	State Plan home care services	additional or supplemental service	provided service or item
Where is the authorizati on 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: <u>http://www.bluecrossmn.com/internet_core/en_US/ccurl/96/4</u> <u>78/Final_Home_care_authorization_QP.pdf</u> 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 informatio n 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 informatio n is needed to make the authorizati on determinati on?	Care Coordinator	Not applicable – no waiver.	Not applicable – no waiver or extended services.	Integrated Health Management (IHM) Clinical Guide	Tribal Case Manager

Serv	vice Authorization Process: MSHO without a waiver				
Who from the MCO consults with the Care Coordinato r or Tribal Case Manager PRIOR to making the authorizati on determinati on?	Integrated Health Management (IHM)-Utilization Management, as needed	Not applicable – no waiver.	Not applicable – no waiver or extended services.	Integrated Health Management (IHM) Clinical Guide	Not applicable for MCO
Steps to share an authorizat ion	State plan home care	Not applicable – no waiver.	Waiver extended State Plan home care services	MCO additional or supplemental service	Tribal- provided service or item
How does the MCO notify the Care Coordinato r or Tribal Case Manager of the authorizati on decision?	Email determination notification to Care Coordination delegate	Not applicable – no waiver.	Not applicable – no waiver or extended services.	Verbal	Not applicable

Serv	vice Authorization Process: MSHO without a waiver				
How does the Care Coordinato r and/or Tribal Case Manager notify the MCO of the service authorizati on decision?	http://www.bluecrossmn.com/carecoordination/public/msho_secure blue.html Form 6.04.03 or Not applicable when MCO determines the auth	Not applicable – no waiver.	Not applicable – no waiver or extended services.	Not applicable	Not applicable
Whom does the MCO contact for informatio n on State Plan home care authorizati ons?	Care Coordinator	Not applicable – no waiver.	Not applicable	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	Additional or supplemental service	Tribal- provided service or item
For payment authorizati on informatio n or issues, refer to / contact:	Integrated Health Management (IHM)-Utilization Management 800-711-9868	Not applicable	Not applicable	Integrated Health Management (IHM) Clinical Guide	Tribal Case Manager

Serv	vice Authorization Process: MSHO without a waive	r			
For billing or claims authorizati on informatio n or issues, refer to / contact:	Providers.bluecrossmn.com or Blue Plus Provider Service 800-262-0820	Not applicable	Not applicable	Providers.blue crossmn.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.blu ecrossmn.com/ Page/mn/en_U S/join-our- network	Not applicable.
Provider Directory:	https://www.bluecrossmn.com/Page/pg/en_US/secureblue- 2014	Not applicable	Not applicable	https://www.b luecrossmn.co m/Page/pg/en US/secureblu e-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 the Elderly Waiver

Information on MA State Plan home care.

Service Authorization Process: Minnesota Senior Care Plus (MSC+) with Elderly Waiver								
Request for authorizatio n 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 authorizatio n	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			

Servic	Service Authorization Process: Minnesota Senior Care Plus (MSC+) with Elderly Waiver									
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 <u>http://www.bluecrossmn.com/internet_core/en_US/ccurl/96/478/Final_Home_care_authorization_QP.pdf</u> 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					
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 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					

Servic	e Authorization Process: Minnesota Senior Care Plus (MSC+) w	ith Elderly Wa	iver		
Steps to share an authorizatio n	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

Servic	e Authorization Process: Minnesota Senior Care Plus (MSC+) w	ith Elderly Wai	ver		
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.bluec rossmn.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_CONVERSIONℜ visionSelectionMethod=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

Serv	Service Authorization Process: Minnesota Senior Care Plus (MSC+) with CAC, CADI, BI, or DD Waiver								
Request for authorizati on 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 authorizatio n?	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 authorizatio n 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 authorizatio n 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				

Serv	Service Authorization Process: Minnesota Senior Care Plus (MSC+) with CAC, CADI, BI, or DD Waiver									
Steps to request an authorizati on	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 authorizatio n 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 <u>http://www.bluecrossmn.com/intern</u> <u>et_core/en_US/ccurl/96/478/Final_H</u> <u>ome_care_authorization_QP.pdf</u> 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/carecoord ination/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 authorizatio n determinati on?	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					

Serv	ice Authorization Process: Mini	nesota Senior C	are Plus (MSC	(+) with CAC, CA	DI, BI, or DD Waiver
Who from the MCO consults with the Care Coordinato r or Tribal Case Manager PRIOR to making the authorizatio n determinati on?	Integrated Health Management (IHM)-Utilization Management.	Not applicable for MCO.	Not applicable for MCO.	Integrated Health Management (IHM) Clinical Guide	Not applicable for MCO - Tribe responsibility.
Steps to share an authorizati on	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 Care Coordinato r and/or Tribal Case Manager of the authorizatio n decision?	Email determination notification to Care Coordination delegate	Not applicable	Not applicable	Verbal	Not applicable

EXAMPLE A CONSTRUCT Street Blue Cross and Blue Shield of Minnesota and Blue Plus July 1, 2014

Serv	Service Authorization Process: Minnesota Senior Care Plus (MSC+) with CAC, CADI, BI, or DD Waiver									
How does the Care Coordinato r and/or Tribal Case Manager notify the MCO of the service authorizatio n 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 authorizatio ns?	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 authorizatio n 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					



Serv	ice Authorization Process: Mini	nesota Senior C	are Plus (MSC	+) with CAC, CA	DI, BI, or DD Waiver
For billing	Providers.bluecrossmn.com or Blue	Waiver case	Waiver case	Providers.bluecros	Tribal Case Manager
or claims	Plus Provider Service 800-262-0820	manager	manager	smn.com or Blue	_
information		-	-	Plus Provider	
or issues,				Service 800-262-	
refer to /				0820	
contact:					
To apply to	http://www.bluecrossmn.com/Page/mn/	Not applicable	http://www.bluec	http://www.bluecros	Not applicable.
join the	en US/join-our-network		rossmn.com/Pag	smn.com/Page/mn/e	
Blue Plus			<u>e/mn/en_US/join</u>	<u>n_US/join-our-</u>	
provider			-our-network	<u>network</u>	
network:					
Provider	https://www.bluecrossmn.com/Page/	Not applicable	https://www.bl	https://www.bluec	Not applicable.
Directory:	pg/en_US/secureblue-2014		uecrossmn.com/	rossmn.com/Page/	
			Page/pg/en_US /secureblue-	<u>pg/en_US/securebl</u> <u>ue-2014</u>	
			<u>2014</u>	<u>uc zvz :</u>	

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

Information on MA State Plan services

Information on MA State Plan home care

Servic	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 supplementa l 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 Managemen t (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 Managemen t (IHM) Clinical Guide	Contact Tribal Case Manager				

Servic	e Authorization Process: Minnesota Senior Care Plus (MSC+) without a wa	niver			
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 supplementa l 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: <u>http://www.bluecrossmn.com/internet_core/en_US/ccurl/96/478/Final_Home_care_authorization_QP.pdf</u> 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 Managemen t (IHM) Clinical Guide	Tribal Case Manager

Service	Service Authorization Process: Minnesota Senior Care Plus (MSC+) without a waiver								
Who from the MCO consults with the Care Coordinator or Tribal Case Manager PRIOR to making the authorization determination ?	Integrated Health Management (IHM)-Utilization Management, as needed	Not applicable – no waiver.	Not applicable – no waiver.	Integrated Health Managemen t (IHM) Clinical Guide	Not applicable for MCO				
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 supplementa l service	Tribal- provided service or item				
How does the MCO notify the Care Coordinator or Tribal Case Manager of the authorization decision?	Email determination notification to Care Coordination delegate	Not applicable – no waiver.	Not applicable – no waiver.	Verbal	Not applicable				

Service	e Authorization Process: Minnesota Senior Care Plus (MSC+) without a wa	niver			
How does the Care Coordinator or Tribal Case Manager notify the MCO of the service authorization decision?	http://www.bluecrossmn.com/carecoordination/public/msho_secureblue.html Form 6.04.03 or Not applicable when MCO determines the auth	Not applicable – no waiver.	Not applicable – no waiver.	Not applicable	Not applicable
Whom does the MCO contact for information on State Plan home care authorizations ?	Care Coordinator	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	Additional or supplementa l service	Tribal- provided service or item
For payment authorization information or issues, refer to / contact:	Integrated Health Management (IHM)-Utilization Management 800-711-9868	Not applicabl e	Not applicable	Integrated Health Managemen t (IHM) Clinical Guide	Tribal Case Manager

Servic	Service Authorization Process: Minnesota Senior Care Plus (MSC+) without a waiver								
For billing and claims information or issues, refer to / contact:	Providers.bluecrossmn.com or Blue Plus Provider Service 800-262-0820	Not applicabl e	Not applicable	Providers.bl uecrossmn.c om 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/j oin-our- network	Not applicable				
Provider Directory:	https://www.bluecrossmn.com/Page/pg/en_US/secureblue-2014	Not applicable	Not applicable	https://ww w.bluecross mn.com/Paq e/pg/en_US /secureblue- 2014	Not applicable				

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, cont	tact 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>:</refer 	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></mco></refer 								
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.

Service Authorizati	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			

g • • • • • •	Service Authorization Process: Special Needs BasicCare (SNBC) without a waiver									
Service Authorizati	on Process: Speci	al Needs Basic	Lare (SNBC) wit	hout a waiver						
How does the MCO notify the	Not applicable- Blue	Not applicable-	Not applicable-	Not applicable- Blue	Not applicable-	Not applicable- Blue				
Care Coordinator / navigator,	Plus does not offer	Blue Plus does	Blue Plus does not	Plus does not offer	Blue Plus does not	Plus does not offer				
Tribal Case Manager, or	SNBC	not offer SNBC	offer SNBC	SNBC	offer SNBC	SNBC				
county worker of the										
authorization decision?										
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	State plan home	Waiver service:	Waiver extended	MCO additional	Tribal-provided				
	care – SNV, HHA,	care – PDN,	CAC, CADI, BI,	State Plan home	or supplemental	service or item				
	therapies	PCA	DD	care services: CAC,	service					
	-			CADI, BI, DD						
For payment authorization	Not applicable- Blue	Not applicable-	Not applicable-	Not applicable- Blue	Not applicable-	Not applicable- Blue				
information or issues, <refer th="" to<=""><th>Plus does not offer</th><th>Blue Plus does</th><th>Blue Plus does not</th><th>Plus does not offer</th><th>Blue Plus does not</th><th>Plus does not offer</th></refer>	Plus does not offer	Blue Plus does	Blue Plus does not	Plus does not offer	Blue Plus does not	Plus does not offer				
/ contact>:	SNBC	not offer SNBC	offer SNBC	SNBC	offer SNBC	SNBC				
For billing or claims										
information or issues, <refer th="" to<=""><th></th><th></th><th></th><th></th><th></th><th></th></refer>										
/ contact>:										
To apply to join the <mco></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

Service Auth	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 Auth	norization Process: Families and Children (F&C)	with CAC, C	ADI, 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

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Service Auth	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

Service Auth	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.			