

## HealthPartners Key Contact Guide for Care Coordination MSHO/MS C+/SNBC

Transportation	
Transportation - RideCare 952-883-7400 888-288-1439	<ul style="list-style-type: none"> <li>Request transportation to Medical / Dental Appointments</li> <li>Request special transportation that can accommodate wheelchair, walker, other disability</li> <li>Request transportation to Silver and Fit or other specific program benefit entities</li> </ul>
Member Services	
<b>MS C+ Members</b> Hours 8:00AM – 6:00PM <b>952-967-7998, 866-885-8880</b> TTY: 952-883-6060, 800-443-0156	<b>MSHO Members</b> Hours 8:00AM – 8:00PM <b>952-967-7029, 888-820-4285</b> TTY: 952-883-6060, 800-443-0156
<b>SNBC Members</b> Hours 8:00AM – 6:00PM <b>952-967-7998, 866-885-8880</b> TTY: 952-883-6060, 800-443-0156	
<ul style="list-style-type: none"> <li>✓ ID Cards</li> <li>✓ Complaints/ Appeals</li> </ul>	<ul style="list-style-type: none"> <li>Order ID cards</li> <li>Report a complaint</li> <li>Appeal a coverage determination.</li> </ul>
<ul style="list-style-type: none"> <li>✓ Providers Questions</li> </ul>	<ul style="list-style-type: none"> <li>Providers in or out of network</li> <li>Find a primary or specialty clinic/provider</li> <li>Locate contracted Home-Care and PCA agencies</li> <li>Locate contracted Interpreter agencies</li> <li>Questions about authorized nursing home stays / questions about long vs short-term stay &amp; covered days</li> </ul> <p>Online at HealthPartners.com  <a href="http://www.healthpartners.com/hp/insurance/mn-public-programs/">www.healthpartners.com/hp/insurance/mn-public-programs/</a>            Scroll to HealthPartners Inspire (SNBC) click on <i>Find a doctor, dentist, clinic</i>  <i>Or click on link below</i>  <a href="https://www.healthpartners.com/public/find-care/begin.html?group=mnhcp&amp;type=doctor&amp;networkId=1169&amp;keepCmpCrit=1">https://www.healthpartners.com/public/find-care/begin.html?group=mnhcp&amp;type=doctor&amp;networkId=1169&amp;keepCmpCrit=1</a></p>

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✓ Benefits	<b>Benefits Questions</b> <ul style="list-style-type: none"> <li>• Silver &amp; Fit, MSHO Supplemental Benefits, SNBC benefit add-ons</li> <li>• Transportation benefit for non-medical appointments</li> </ul>
✓ Coverage Criteria and Prior Authorization Requirements	<b>Coverage policy:</b> <ul style="list-style-type: none"> <li>• What are the coverage criteria for a specific service or DME item</li> <li>• Does a service require a prior authorization</li> <li>• How to request a prior authorization</li> </ul> <p>Online at HealthPartners.com  <a href="https://www.healthpartners.com/public/coverage-criteria/">https://www.healthpartners.com/public/coverage-criteria/</a></p> <p>At search criteria select Product <u>HealthPartners Care</u></p>
✓ Medications	<b>Medications</b> <ul style="list-style-type: none"> <li>• Is medication in formulary</li> <li>• Pharmacy saying medication not covered</li> </ul> <p>Online at HealthPartners.com  <a href="https://www.healthpartners.com/hp/insurance/mn-public-programs/">https://www.healthpartners.com/hp/insurance/mn-public-programs/</a>          Scroll to specific program and then <i>See if Medicines Covered</i> in corresponding box</p>
✓ Enroll / Disenroll	<b>Enroll / Disenroll:</b> <ul style="list-style-type: none"> <li>• Enrollment/Disenrollment</li> <li>• Verify enrollment and how to disenroll / enroll</li> </ul>
✓ Incentives	<b>Incentives:</b> <ul style="list-style-type: none"> <li>• Incentives offered</li> <li>• Member didn't receive incentive reward as expected</li> </ul>

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Pharmacy	
Pharmacy Navigator 866-836-6938	<ul style="list-style-type: none"> <li>Prior authorization for medications</li> <li>Pharmacy benefits, lower cost options, generic options</li> <li>Pharmacy is denying payment for a medication <a href="https://www.healthpartners.com/hp/pharmacy/on-track/">https://www.healthpartners.com/hp/pharmacy/on-track/</a></li> </ul>
Behavioral Health	
Behavioral Health Navigation – Find a BH Provider 952-883-5811 888-638-8787	<ul style="list-style-type: none"> <li>Find a Behavioral Health Provider</li> <li>Find a Behavioral Health Provider certain with requirements such as: location, gender, specialty area</li> <li>Caller needs assistance getting a behavioral appointment quickly</li> </ul>
	<p>Online at HealthPartners.com To locate a behavioral health provider: <a href="https://www.healthpartners.com/hp/insurance/mn-public-programs/">https://www.healthpartners.com/hp/insurance/mn-public-programs/</a> Scroll to HealthPartners Inspire (SNBC) click on <i>Find a doctor, dentist, clinic</i>, enter ‘behavioral health’ in the second search box</p>
Care Coordinator Support	
<b>MSHO/MS C+</b> Care Coordination Line Consultation- Medical ( <b>not for members</b> ) – use email Fax: 952-883-9764  <b>SNBC</b> Care Coordination Line Consultation – Medical ( <b>not for members</b> ) 952-883-6729 844-363-8719 Fax: 952-853-8723	<ul style="list-style-type: none"> <li>CC Clinical consultation for medical conditions</li> <li>Care Coordination specific questions or assistance needed: process, policy, forms</li> </ul> <p>Email from MSHO/MS C+: <a href="mailto:HP_MSHOMSC_CC@healthpartners.com">HP_MSHOMSC_CC@healthpartners.com</a> Email for SNBC: <a href="mailto:HPSNBC_CC@healthpartners.com">HPSNBC_CC@healthpartners.com</a></p>

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<b>MSHO/MSC+ and SNBC</b> Intake Line Case Management Intake 952-883-6983 800-225-1886	<ul style="list-style-type: none"> <li>Find out the name/contact information for the Care Coordinator assigned to a member</li> <li>Find out the <b>first name</b>/contact information for the RRP Case Manager assigned to a member in the Restricted Recipient Program</li> </ul>
<b>Referrals to Health Partners Programs and Services</b>	
HPCconnect  952-883-5469 800-871-9243  Referrals to HealthPartners Programs	<ul style="list-style-type: none"> <li>Medical Disease Management programs: Healthy Pregnancy, Low Back Pain, Cancer, Asthma, Diabetes, Coronary Artery Disease, COPD, Heart Failure</li> <li>Behavioral Health Complex Case Management</li> <li>Smoking cessation or Adult Obesity programs.</li> <li>Medication Therapy Management consultation with a pharmacist.</li> </ul> <ul style="list-style-type: none"> <li>Call if your member needs medical or behavioral health assistance, but Care Coordinator is unsure what program is best for them. The HPCconnect staff will help determine how HealthPartners can help your member.</li> </ul> <p>Complete &amp; Submit online form at HealthPartners.com  <a href="https://surveys.healthpartners.com/f/164276/1589/">https://surveys.healthpartners.com/f/164276/1589/</a></p>
<b>24-hour nurse line</b>	
Care Line 612-339-3663 TF 800-551-0859 TTY 952-883-5474	<ul style="list-style-type: none"> <li>24-hour nurse line</li> <li>After hours medical transportation arranged</li> <li>All health-related concerns</li> <li>Call 911 in emergency</li> </ul>
<b>Provider Billing Issues</b>	

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Claims Customer Service 952-883-7699 Fax: 952-883-7666	<ul style="list-style-type: none"> <li>Care Coordinators should not be the primary contact for provider billing issues. Refer providers to HealthPartners Claims Customer Services.</li> </ul>
Provider Portal on HealthPartners.com	
Log into the Provider Portal	<a href="http://www.healthpartners.com/provider">www.healthpartners.com/provider</a>
Nursing Home Admissions	
QUI Nursing Home Hotline 952-883-6942 TF 888-820-4168	<ul style="list-style-type: none"> <li>Report when a member is admitted to a nursing home.</li> <li>Quality and Utilization (QUI) department tracks NF liability days</li> </ul>
Fraud, Waste, and Abuse	
Report Fraud, Waste, or Abuse 952-883-5099	<ul style="list-style-type: none"> <li><b>Fraud:</b> Fraud is acting dishonestly and with an intent to receive a benefit for goods or services that you know you aren't entitled to.</li> <li><b>Waste:</b> Waste is acting in a way that results in the use of more resources than needed.</li> <li><b>Abuse:</b> Abuse is taking advantage of health care programs for personal benefit.</li> </ul> <p>Report by email at: <a href="mailto:reportfraud@healthpartners.com">reportfraud@healthpartners.com</a></p>
HomeLink, DME	
TF 844-812-1427 Fax 855-348-9970	<ul style="list-style-type: none"> <li>Is resourced to provide DME throughout the state; no service area gaps</li> <li>Will assist care coordinators in finding an in-network DME/supply provider</li> <li>Providers bill HomeLink directly for all DME and supplies and should call HomeLink with any billing questions or issues</li> </ul>
Language & Interpretive Services	
Language Line Language & Interpretive Services	<ul style="list-style-type: none"> <li>Language Line is available and access information provided to your site administrator</li> <li>Portal has list of contracted interpreter agencies including their contact information</li> </ul>