

Dear Provider,

Blue Plus has contracted with a new vendor, FirstSolutions, to process and pay our Elderly Waiver (EW) claims (other than for Care Coordination) for SecureBlue Minnesota Senior Health Options (MSHO) and Blue Advantage Minnesota Senior Care Plus (MSC+) members. All Care Coordination claims should be billed directly to Blue Plus.

How do EW Providers submit claims for SecureBlue MSHO and Blue Advantage MSC+ members?

Providers submit Blue Plus EW claims through IGI at MNEConnect.com, a free web-based electronic billing service. You can register as a new provider for FirstSolutions by using your UMPI or NPI number and Tax ID number. IGI will forward all EW claims to FirstSolutions daily for processing. FirstSolutions will pay providers within 30 days of receipt of a clean claim based on the Service Agreement authorization sent by the Care Coordinator.

What do EW Providers do if not registered with IGI?

All EW Providers can register with IGI at MNEConnect.com, a free web-based electronic billing service. On the right side of the screen under “New Users” click on “Register Here”. IGI will walk you through the steps to register. A toll free telephone number is available on MNEConnect.com for those who have questions registering with IGI. A Unique Minnesota Provider Identifier (UMPI) or National Provider Identifier (NPI) is required, as well as a Federal Tax ID or Social Security number. If providers do not have an NPI number, the IGI website has a link available to register.

How can EW Providers, Care Coordinators and Members get their billing questions answered?

- EW Providers can contact FirstSolutions directly regarding claim questions at:
FirstSolutions 1-800-584-9488 or 218-740-2336
- Care Coordinator Service Agreement Questions:
FirstSolutions 1- 800-584-9488 or 218-740-2336
- Care Coordination Providers can contact Blue Plus Provider Services regarding claim questions at:
Blue Plus Provider Services 651-662-5200 or 1-800-262-0820
- Member Questions:
Blue Plus SecureBlue MSHO Member Services (651) 662-6013 or 1-888-740-6013
Blue Advantage MSC+ Member Services (651)-662-8700 or 1-888-878-0137

FirstSolutions will provide Webinar trainings to Providers on how to register and submit Elderly Waiver claims on the IGI website. The Webinars will benefit Providers on understanding the new process for provider registration and claims submission. All Providers are strongly encouraged to attend. Please register for Webinar training on www.first-solutions.org.

If you have any questions regarding these new changes, please contact FirstSolutions Provider Services at 1- 800-584-9488 or 218-740-2336.

Thank you,

FirstSolutions
Provider Services