

Dear Care Coordinator,

Blue Plus has contracted with a new vendor, FirstSolutions, to process and pay Blue Plus 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. Included in this letter is information that was sent to EW Providers on how they can register and submit a claim for EW services.

How do I submit EW Service Agreements for SecureBlue MSHO and Blue Advantage MSC+ members?

All Service Agreements for Blue Plus members, must be submitted either by faxing the Service Agreement to FirstSolutions' secure fax at 218 740- 4616, toll free 1-877-688-2727 or via secure email at ServiceAgreements@first-solutions.org.

How do care coordination providers, such as counties and clinics, submit Care Coordination claims for Blue Plus SecureBlue MSHO, Blue Advantage MSC+, and CareBlue SNBC, elderly, nursing home, and community well members?

All Care Coordination claims for Blue Plus members in rate cell A (community well), B (nursing home certifiable) and D (institutional) members should be submitted to Blue Plus using your legacy ID/payer provider number associated with your Blue Plus contract. IGI at MNEConnect.com, a free web-based electronic billing service is one option that may be used.

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

Providers submit Blue Plus EW claims through IGI at MNEConnect.com, a free web-based electronic billing service. They can register as a new provider for FirstSolutions by using their 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 are EW Providers being informed of this change?

FirstSolutions will work together with Blue Plus to identify and inform those providers who will be submitting claims to FirstSolutions for EW. Included in this letter is the same information that is sent to providers that you can refer to for questions. Webinars will be offered to providers on registration process and claims submission. Please go to the FirstSolutions website at www.First-Solutions.org for future Webinar dates.

Also included in this letter, is a Provider and Care Coordinator FAQ (Frequently asked Questions) to help answer additional questions. You may also visit the www.First-Solutions.org website for a Provider Manual.

How Can Care Coordinators, EW Providers 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

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,

Blue Plus
Government Programs