

SHIP Community Resources Available Through Health Plans, 2011

This grid is subject to change & may not list all programs and services. SHIP members may contact health plans & health systems to learn more about available programs.

	BlueCross BlueShield of MN	HealthPartners	IMCare	MEDICA	MHP	PreferredOne	PrimeWest Health	UCare
Web site	www.bluecrossmn.com	www.healthpartners.com	www.imcare.org	www.medica.com	www.MHP4life.org	www.preferredone.com	www.primewest.org	www.ucare.org
Disease Management / Health & Wellness Coaching	<p>Whole Person Health Support</p> <ul style="list-style-type: none"> Outbound calls to fully-insured members that are tailored to meet individual needs and preferences. Interwoven services that consider the whole person, not just the disease. Specially trained Health Guides connect members with the health resources and support they need. Dedicated nurse provides phone-based and educational support to eligible members with ongoing conditions like diabetes or heart disease. <i>(some self-insured employer groups may not have opted to have this as a benefit)</i> <p>Physical Activity All Members: Online Exercise Program</p> <p>Nutrition All Members: Online Weight Loss Program All Minnesotans: do-groove.com for free tips and tools</p>	<p>CareSpan Connect 952-883-5469 or healthpartners.com</p> <ul style="list-style-type: none"> Eligible members may have access to disease management programs for: asthma, coronary artery disease, chronic obstructive pulmonary disease, heart failure, rare and chronic, depression, pregnancy, low back pain or cancer <i>(self-insured groups may purchase)</i>. Phone-based health coaching is available for members who have access through employer purchased health and wellness. 	<ul style="list-style-type: none"> Individually adapted behavior change programs to increase physical activity. Phone-based programs to increase physical activity. Educational materials on increased physical activity which are also available at community wellness fair for children. Promote U.S. Dietary Guideline and provides educational material on improved nutrition through the program and at Children's Fair. Phone-based disease management program to support behavior change on improved nutrition. 	<p>FOR Most Members Health & Wellness Coaching Holistic, mind-body approach that views good health as a balance of physical and mental well-being. Focuses on motivating, teaching self-management skills & providing education designed to help members improve their health. <i>(self-insured groups may purchase)</i> 1-866-905-7430 Monday - Friday 7 am - 8 pm Saturdays 9 am - 5 pm</p> <p>FOR Commercial Groups (self-insured groups may purchase) Diabetes Prevention and Control Alliance The prevention program offered through the YMCA is a 16 session group-based lifestyle program. The control program provides access to pharmacists to help manage their diabetes and adhere to physician treatment plan.</p>	<p>Disease Management Phone-based support and care coordination is available to members with chronic conditions such as heart disease, diabetes, asthma and other complex conditions. Call for information or to make a referral. 612-596-0677</p>	<p>Care Advantage Chronic Illness Programs Eligible members have access to one-on-one nurse care managers for support, coaching, care coordination and education to manage the chronic conditions of asthma, COPD, CAD, CHF, diabetes and low back pain. 1-800-940-5049 Monday - Friday 7:30 am - 7 pm</p> <p>Rare Chronic Disease Management For the management of auto immune diseases. 1-800-940-5049 Monday - Friday 7:30 am-7 pm</p>	<p>Physical Activity</p> <ul style="list-style-type: none"> Individually adapted behavior change programs to support increased physical activity. Walking/running program. Educational materials. Individual counseling on increased physical activity. <p>Nutrition</p> <ul style="list-style-type: none"> U.S. Dietary Guideline. Mediterranean Diet. Food/beverage diaries. Educational materials around improved nutrition. 	<p>Disease Management Programs Provided for members who meet eligibility criteria. Programs include telephonic health coaching, tools such as a scale or wrist blood pressure cuff, etc. Chronic conditions managed by UCare include: asthma, chronic kidney disease, diabetes, heart failure and hypertension (with diabetes). 612-676-6539 1-866-863-8303</p>
Tobacco Cessation Programs	<p>All members: Stop-Smoking Support Program Phone-based counseling 1-888-662-BLUE (2583) 7 a.m. -2 a.m. CT, 7 days a week.</p> <p>TTY/HEARING IMPAIRED 1-877-777-6534.</p> <p>Blue Plus Blue Advantage (PMAP, MSC+), MNCare, and SecureBlue (MSHO) members: Free, over-the-counter Nicotine Replacement Therapy, including nicotine patches, gum or lozenges.</p>	<p>FOR all members Phone-based health coaching for tobacco cessation. 952-883-7800 or healthpartners.com</p>	<p>In-person programs:</p> <ul style="list-style-type: none"> Nicotine replacement therapy. Pharmacotherapy. Educational materials. Health risk surveys for new members to establish tobacco use status and are reassessed. 	<p>FOR all members Medica Tobacco Cessation 1-800-934-4824 or www.medica.com Phone-based health coaching for tobacco cessation <i>(includes nicotine replacement therapy)</i>.</p>	<p>ClearWay Minnesota 1-888-354-PLAN (7526) Members can access smoking cessation counseling through their clinic or through ClearWay MN.</p>	<p>Free and Clear 1-866-784-8454</p>	<p>In-person & phone-based coaching:</p> <ul style="list-style-type: none"> Pharmacotherapy. Educational materials. Individual counseling. <p>Phone-based program uses trained counselors and is reactive <i>(tobacco user initiates contact)</i>. Tobacco use status assessed at initial enrollment via HRA. Cessation services offered through MMSI, Mayo Clinic Tobacco Quitline.</p>	<p>For all members Mayo Clinic Tobacco Quitline 1-888-642-5566 TTY/hearing impaired 1-877-257-2971</p>
Health Club Membership & Fitness Discounts	<p>For Commercial members Fitness Discount \$20 monthly credit 12+ workouts/month <i>(8 for some self-insured plans)</i> for up to two eligible adults per month.</p>	<p>Frequent Fitness \$20 monthly credit 12+ workouts/month</p> <p>FOR Medicare only Freedom Frequent Fitness 8+ workouts/month</p> <p>Healthy Discounts Discounts on fitness equipment and retail, healthy food services and more.</p>	<p>FOR many members Fit ChoicesSM by Medica \$20 monthly credit</p> <p>MinnesotaCare (8+ workouts/month)</p> <p>Commercial (12 workouts/month) <i>(not all employers add this benefit and some employer groups require only 8 workouts/month)</i></p> <p>FOR all Medicare plans (except for Medica Select Solution) SilverSneakers Fitness Fitness center membership, exercise classes & wellness education <i>(no cost to members)</i></p>	<p>FOR many members Fit ChoicesSM by Medica \$20 monthly credit</p> <p>MinnesotaCare (8+ workouts/month)</p> <p>Commercial (12 workouts/month) <i>(not all employers add this benefit and some employer groups require only 8 workouts/month)</i></p> <p>FOR all Medicare plans (except for Medica Select Solution) SilverSneakers Fitness Fitness center membership, exercise classes & wellness education <i>(no cost to members)</i></p>	<p>Minnesota In Motion Metro YMCA</p> <p>Health club memberships are available to MSHO, MSC+ and Cornerstone members.</p>	<p>PreferredOne Fitness Advantage Program</p> <p>\$20 monthly credit 12+ workouts/month</p>	<p>FOR all PrimeWest Health members PrimeFitness program <i>to support increased physical activity</i> Includes consultation, physical assessment, exercise prescription, and educational/follow-up training sessions.</p>	<p>FOR MSHO and SNBC members UCare Connect YMCA monthly memberships</p> <p>FOR UCare for Seniors Fitness Discount \$20 monthly credit 8+ workouts/month</p> <p>UCare Connect to Fitness Kit FOR MinnesotaCare members Ready, Get, Fit! Kits</p>

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Web site	www.bluecrossmn.com	www.healthpartners.com	www.imcare.org	www.medica.com	www.MHP4life.org	www.preferredone.com	www.primewest.org	www.ucare.org
Member Incentives				<p>FOR MHCP members (MA and MinnesotaCare)</p> <p>Asthma & Diabetes Camps for Children Medica covers the cost of the camps for eligible children. Call customer service to enroll.</p> <p>FOR Commercial members (self-insured groups may purchase) Online Health Management Program at mymedica.com (details under "Other Programs")</p>	<p>Asthma Camps for Children Scholarships for eligible children to attend an asthma camp. 612-543-3342</p>			<p>FOR MA and MinnesotaCare members</p> <p>Asthma & Diabetes Camps for Children UCare will cover the cost of the camps for eligible children.</p> <p>FOR members enrolled in diabetes DM program: A book of postage stamps is given for receipt of certain diabetes components of care.</p>
Other Programs	<p>Online Wellness Center To help participants understand and improve their health and assist them to become better-informed health care consumer. Participants will find reliable health and medical information about numerous diseases, conditions, tests, procedures and prescription medications as well as health quizzes and calculators. There are lifestyle centers on fitness, nutrition, safety and prevention and sections dedicated to women's health, men's health, children's health and more.</p>	<p>Health Information Library Online tool that allows members to search more than 8,000 health topics, plus interactive tools and decision support.</p> <p>Medication Therapy Management Eligible members (CAD, Asthma, Diabetes, polypharmacy) are scheduled for one-on-one appointments with an MTM pharmacist. Pharmacists work with members and other health care providers to optimize medication regimens.</p>		<p>FOR Commercial members (self-insured groups may purchase) Online Health Management Program at mymedica.com Determines member's health status & ability to take health-related action; personalizes pathway to wellness. Over 200 personalized health topics. Earn gift cards to national retailers.</p> <p>Medlineplus.gov Online resource that provides the latest news & info on more than 1,000 health topics, plus interactive tools & resources to help members learn more about their health.</p>	<p>Community Education All MHP members can receive a discount on health related classes.</p>	<p>Online Healthwise® & Health Risk Assessment Health education library and interactive tools. www.preferredone.com</p> <p>Program Discounts For 2nd Wind Exercise Equipment, Online Weight Watchers, Corporate Fitness products.</p>	<p>Obesity program components: nutrition, physical activity and behavioral management.</p>	<p>FOR all members Online health and wellness resources on home page of www.UCare.org (under Living Well and My Health Decisions)</p> <p>Community Education Members receive up to \$15 discount on classes to help lead a healthy lifestyle: offered through Community Education (some limitations apply).</p> <p>FOR MSHO and MSC+ members Strong & Stable Kit (falls prevention)</p>
Employee Assistance Programs (EAP)	<p>FOR Commercial members 651-662-0900 1-800-432-5155 TTY/hearing impaired 1-800-627-3529</p>	<p>HealthPartners EAP Help is available by phone, online or face-to-face.</p>		<p>FOR Commercial members Medica Optum EAP 1-800-626-7944 24/7 (self-insured groups may purchase)</p>	NA	<p>Midwest EAP 1-800-383-1908 www.midwesteap.com</p>		NA
24/7 Nurse Information Line	<p>1-800-622-9524 TTY/hearing impaired 1-800-659-3656</p>	<p>612-339-3663 1-800-551-0859 TTY/hearing impaired 952-883-5474</p>		<p>FOR Medicare & MHCP members Medica CallLink Nurse Line 1-866-715-0915 TTY/hearing impaired Call NRC at 1-800-855-2880 and request they call 1-866-715-0915</p> <p>FOR Individual/Family & Commercial members 1-800-962-9497 TTY/hearing impaired Call NRC at 1-800-855-2880 and request they call 1-800-962-9497</p>	<p>HealthConnection 1-888-859-0202 TTY/hearing impaired 1-800-627-3529</p>	<p>Midwest EAP Nurse Line (available for an extra charge)</p>		<p>1-800-942-7858 TTY/hearing impaired 1-877-728-3311</p>
Provider Services	<p>651-662-5200 1-800-262-0820</p>	<p>Coding & Billing 952-883-7755 1-800-444-4558 Eligibility 952-967-7998 1-866-885-8880</p>	<p>alpha split by member's last name A-E 218-327-6133 F-K 218-327-5527 L-Re, Inpat, CD 218-327-5528 Rf-Z, Medicare 218-327-5529</p>	<p>1-800-458-5512 http://provider.medica.com/C3/R efToolsForms/default.aspx</p>	<p>1-877-620-9090</p>	<p>763-847-4000 1-800-940-5049</p>	<p>1-866-431-0802 fax 1-320-335-5285</p>	<p>612-676-3300 1-888-531-1493</p>