

### BlueRI For Duals- Quick Facts!

- For those with Medicare and Medicaid
- No premium, PLUS a LOT of extra benefits
- Provide a debit card for over the counter essentials (Tylenol, toothpaste, Ensure, incontinence briefs...)
- Private, reliable transportation
- Grocery delivery for members with chronic diseases
- And... you can keep your existing doctors here!
- I can have someone call you, what's the best number to reach you at?

(Complete online referral form here: [bcsri.com/medicare/duals](http://bcsri.com/medicare/duals) and click on "want some help?"

Provide trifold brochure to the patient as well.)

### Provider Office FAQs

- Plan Basics
  - o What is BlueRI for Duals?
    - Blue Cross & Blue Shield of Rhode Island (BCBSRI) will begin offering a dual special needs plan, or D-SNP, to eligible Rhode Islanders. The plan is called **BlueRI for Duals** and is effective as of January 1, 2022.
  - o What is a D-SNP?
    - A dual special needs plan – or D-SNP, is a special type of Medicare Advantage plan that provides health benefits for people who are "dually eligible," meaning they qualify for both Medicare and Medicaid.
  - o Who is eligible for D-SNP?
    - All full dual eligibles are eligible for BlueRI for Duals. Partial eligibles that are considered Qualified Medicare Beneficiaries (QMB) are eligible as well.
  - o When can a member enroll in a D-SNP?
    - D-SNP eligibles can participate in the Special Enrollment Period, meaning they can enroll in the plan at any point throughout the year. Specifically- They are allowed to choose a new plan once per quarter during the first three quarters of the year, as well as during the Annual Open Enrollment period for January 1<sup>st</sup> enrollment.
  - o What services are covered by BlueRI for Duals?
    - BlueRI for Duals will cover all Medicare A and B benefits, supplemented by additional benefits tailored to the dual eligible population. For example- \$3000 a year in dental coverage, \$275 per quarter OTC card, \$300 vision hardware, 50 one way rides to medical appointments, and more. Beneficiaries will have access to all of their Medicaid benefits via state Medicaid as a payer as well.
  - o Are referrals required to see specialists?
    - No- PCP Referrals are not required for BlueRI for Duals members.
  - o Are authorizations required and managed through MHK?

- Yes – processes in place for managing Medicare Advantage members will apply to D-SNP members. Coverage of Medicaid benefits will be managed by Rhode Island Medicaid.

- Eligibility

- o How do I know if a member is eligible?
  - Our team of Medicaid Specialists can help you determine if your patient is eligible for BlueRI for Duals. For information call the BCBSRI Provider Call Center, at (401) 274-4848. Or you may email [ProviderRelations@bcbsri.org](mailto:ProviderRelations@bcbsri.org).
- o Will BCBSRI support Medicaid recertification?
  - Yes. Our Medicaid Specialists will assist D-SNP members with the annual recertification process.
- o What happens if a member loses eligibility?
  - If a member loses eligibility, we will grant them a 90 day grace period, during which we'll support the member in completing Medicaid paperwork in an effort to regain Medicaid.

- Billing

- o Will reimbursement change for D-SNP members?
  - Reimbursement for D-SNP members will be at the Medicare Advantage rate following your current fee schedule.
- o For all Billing and related questions please refer to normal BCBSRI billing/claims submissions procedures outlined in the Provider Administrative Manual for BlueCHIP for Medicare.

- Model of care

- o What is your D-SNP Model of Care?
  - Our model of care features an interdisciplinary care team with all providers involved in a member's care collaborating to design and implement an individualized care plan. Every BlueRI for Duals member will have a BSBSRI Health Navigator and BCBSRI Nurse assigned to assist them.
- o What sort of things will the Health Navigator help members with?
  - The Health Navigator will work closely with the member, on the phone or in their home, to coordinate the services and healthcare they need. From setting up doctors' appointments, arranging transportation, referring to community agencies for help with housing, coordinating a Papa Pal companion, securing home care services, and so much more.
- o What training/education is required and/or available?
  - Our provider education team will coordinate to provide you with access to training for BlueRI for Duals through the Provider Portal or in a 'live' virtual training. All annual training will need to be completed by 3/31/2022.
- o Who needs to complete training?
  - All providers in the D-SNP network must complete the training.
- o Who will be responsible for providing Care Management to D-SNP members?

- BCBSRI RN Care Managers are responsible for providing care management services to these members. They will collaborate with providers and practice-based care managers as part of the Interdisciplinary Care Team (ICT) to implement an actionable, holistic Individualized Care Plan.