

PROVIDER QUICK POINTS

PROVIDER INFORMATION



August 12, 2020

In-Home Test Kits 2020 Program Details for Medicare Advantage and SecureBlue Members

Blue Cross and Blue Shield of Minnesota and Blue Plus (Blue Cross) remains dedicated to the health and well-being of our members. That is why we have teamed up for the fourth year with our independent vendor, Home Access Health Care (HAHC) to assist in providing our members with preventative care. With the current conditions of the pandemic and to reduce risk of exposure to COVID-19, we are pleased to again be offering our members the option to complete annual health screenings in the safety of their home. Beginning mid-July 2020, Medicare Advantage (MAPD) and SecureBlue members who have an identified gap in care for colorectal cancer screening, diabetic kidney monitoring, and/or diabetic A1c monitoring will have the opportunity to receive in-home screening kits at no additional cost to them.

Members in the **Direct to Member** program will receive an initial engagement mailer that explains the program and informs members that they will receive their kit(s) in 7-10 business days.

Members in the **Opt-in** program will receive an initial engagement mailer explaining the program and the steps to opt-in to receive their kit(s). Those who wish to participate will call the HAHC opt-in phoneline (**1-800-442-7708**) and use the member specific access code. Both the opt-in phoneline and the access code will be provided in the initial mailer. Once ordered, the member will receive the kit(s) in 7-10 business days. Members can order screening kits through August 2021 but will be encouraged to complete the kits by end of October 2020. If a member does not request the kit(s) within 3 weeks of receiving the initial mailer, a reminder postcard will be sent.

Members who receive the kit(s) will get:

- A welcome letter that provides the 3 easy steps to complete the kits and the HAHC contact number (**1-800-442-5650**) to speak with a representative regarding any questions.
- The kit(s) that coordinate to the member's open gaps in care:
 - Colorectal Cancer Screening: FIT-CHEK[®] Screening Kit
 - Diabetic Kidney Monitoring: Urine Sample Collection Kit
 - Diabetic A1c Monitoring: A1c Finger Stick Kit
- The detailed instructions to accurately complete each kit
- A blank patient information card that members will adhere to each sample. Members are asked to provide their identifying information and the contact information of the primary care provider (PCP) where the member chooses to have results sent. If the member does not identify their PCP Blue Cross will apply our attribution algorithm, and the results will be sent to the PCP identified by the algorithm.

Members who complete the kit(s) will receive their results within 3-4 weeks. Normal test results will be sent via mail to the member and the member's self-identified PCP. Those who have abnormal test result(s) will be contacted via phone up to three times by an HAHC representative to discuss the results. During the call, the HAHC representative will confirm the member's PCP and the PCP's contact information. If the member does not have a PCP, HAHC will connect the member to the appropriate resource. When the PCP receives the results, the office may wish to call their

patient and schedule a visit to perform additional assessments or schedule a follow up visit to address any issues identified.

Additional program materials are available on our Availity Learning Center which can be accessed via the link below. <https://bcsmn.availitylearningcenter.com/dashboard>. If you don't have an Availity account, click the **Sign up Now** link under the Sign In button to create one.