

PROVIDER BULLETIN

PROVIDER INFORMATION



October 1, 2024

Community First Services and Supports

Blue Cross and Blue Shield of Minnesota and Blue Plus (Blue Cross) is launching a new benefit for eligible Minnesota Health Care Programs (MHCP) members on October 1, 2024.

Community First Services and Supports (CFSS) is a new self-directed home and community-based service that will replace personal care assistance (PCA) and consumer support grant (CSG) services beginning October 1, 2024. CFSS is a program that offers flexible options to meet the unique needs of people and allows eligible subscribers greater independence in their homes and communities. Blue Cross will begin to transition eligible subscribers at their yearly reassessment to ensure there is no disruption of services.

Blue Cross will be using the Bridgeview platform for managing the CFSS program. Bridgeview is a wholly owned subsidiary of Blue Cross currently responsible for managing the Elderly Waiver, BlueRide, and some MSHO supplemental benefit claims and provider service.

CFSS services include Consultation Services for all subscribers. Blue Cross will allow services to be provided by all Consultation Services provider actively enrolled with the MN Department of Human Services (DHS). Blue Cross will not require the providers to contract. All Consultation Services providers will receive an email or phone call from Blue Cross regarding enrollment on the Bridgeview system.

All CFSS services will require prior authorization. The subscriber's Consultation Services provider will assist the member in developing the Service Delivery Plan and the authorization will be created based on the approved services. Authorizations for CFSS services will be entered into the Bridgeview Web Tool by the member's Care Coordinator. The service agreement authorization will be created and available in the Availity Essentials portal the next business day.

Claims for CFSS services will be processed on the Bridgeview platform and must be submitted using Payer ID FS802. Providers must ensure that the 835 Electronic Remittance files are accurately updated in Availity Essentials under Payer ID FS802. Providers should use the Transaction Enrollment application to update their Tax ID or NPI for routing. Providers will also need to complete the Manage Access process in Remittance Viewer after receiving the first payment through Bridgeview using Payer ID FS802.

Blue Cross will publish additional documentation as it becomes available.

Products Impacted

- Minnesota Senior Care +
- SecureBlue MSHO

Questions?

Please contact Bridgeview at **1-800-584-9488** or send an email to EWProviders@bluecrossmn.com.