



# HealthPartners<sup>®</sup> Inspire (SNBC)

Stakeholder Meeting for Seniors and People with  
Disabilities in Managed Care

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# “Mission

To improve health and well-being in partnership with our members, patients and community.”

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# “Vision

Health as it could be, affordability as it must be, through relationships built on trust.”

## V a l u e s

EXCELLENCE

COMPASSION

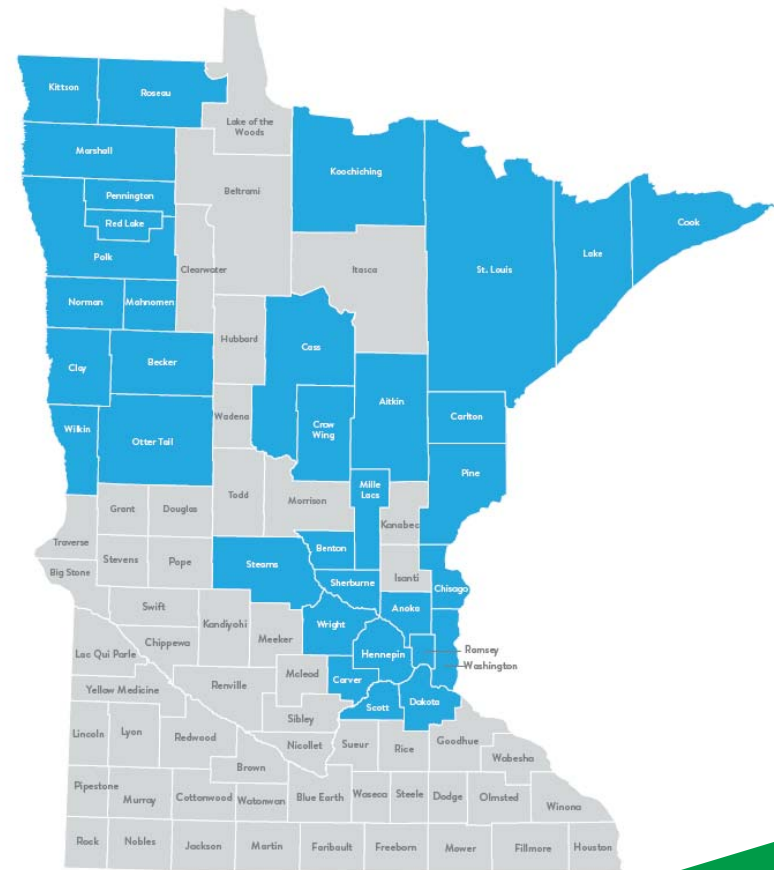
PARTNERSHIP

INTEGRITY

# HealthPartners<sup>®</sup> Inspire (SNBC)



- Non-integrated Special Needs BasicCare
- 34-county service area





# **The Member Experience**

# Member Services



Help locate  
in-network  
options

Answer  
benefit  
questions

Member  
ID card

Behavioral  
Health and Nurse  
Navigators

Assistance  
with finding  
pharmacies  
and drugs on  
formulary

Dental and  
Community  
Resources  
Navigator

952-967-7998 or 1-866-885-8880  
Monday – Friday 8 a.m. to 6 p.m.





- Schedules rides for Non-emergency Medical Transportation services
- Rides to and from medical and dental appointments, including pharmacy
- Variety of providers – bus, cab, volunteer drivers



**952-883-7400 or 888-288-1439**  
Monday – Friday, 7 a.m. to 5 p.m.



# Member rewards



- Fitness benefit
- Flexible transportation
- Primary care visit
- Cervical cancer screening
- Healthy pregnancy
- New mom



Learn more at  
[healthpartners.com/snbcrewards](https://healthpartners.com/snbcrewards)



# Care Coordination and Health Support Services

# Care Coordination



## Overall Approach

- Person-centered care coordination – working with the member to support their needs and goals
- Welcome Calls made to all new members
- Letter with Care Coordinator name and contact information within 10 days of assignment
- Health Risk Assessment
- Care Plan Development

# Transitions of Care



- Universal transfer form (DHS-6037) and care plan
- Monthly DHS files
- Benefit Exceptions

# Behavioral Health Disease & Case Management



## Complex BH Case Management for members with:

- Schizophrenia
- Bipolar Disorder
- Severe Major Depression (with 2 psychiatric hospitalizations within 1 year)
- Dual diagnosis (with mental health and chemical health conditions)



## Disease Management— Support for members taking:

- Antidepressants
- Mood stabilizers
- Antipsychotics

# Disease & Case Management



## Complex Case Management:

(All ages)

- Pediatric specialists
- Medicaid specialists
- Social worker resources



## Disease Management:

- Healthy pregnancy
- Cancer
- 13 rare and chronic conditions
- Diabetes
- CAD
- CHF
- COPD
- Asthma

# HPConnect



One-stop referral source

**952-883-5469** or **800-871-9243**

[hpconnectreferrals@healthpartners.com](mailto:hpconnectreferrals@healthpartners.com)



# Prior authorizations



We support access to care and limit prior authorization to select services

- Behavioral Health
- Medical
- Dental
- Pharmacy

# SNBC Sales Team



Member  
Experience  
Model

Resource for  
Disability  
Linkage Line

Looking  
forward to  
working with  
you!

# Questions? We're here to help



## HealthPartners Inspire (SNBC) Sales

952-967-1264 or 888-347-7264 (SNBC Sales)

## HealthPartners Inspire (SNBC) Member Services

952-967-7998 or 1-885-8880

