



The information provided in this document related to eligibility of additional benefits or services or waiving of copays is specific to Minnesota Health Care Programs (MHCP) members enrolled in Blue Cross and Blue Shield of Minnesota and Blue Plus (Blue Cross) including: Blue Advantage Families and Children (F&C), MinnesotaCare (MNCare), Minnesota Senior Health Options (MSHO), and Minnesota Senior Care Plus (MSC+).

The purpose of this document is to support Blue Plus staff, contracted providers and authorized representatives with accurate messaging and talking points for use when working with Blue Plus members. This document is not approved for distribution to members.

Due to the dynamic nature of the COVID-19 public health emergency, information in this document may change. Blue Plus will make every effort to update this document in a timely manner. Sources are noted by topic below. Please refer to these sources for the most up-to-date information.

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General COVID-19 Talking Points

Preventive Measures

- Stay home, if possible.
- Practice social distancing by keeping at least 6 feet of space between yourself and others.
- Avoid close contact with others who are sick.
- Wear a cloth face covering (mask) in public settings where other social distancing measures are difficult to maintain (e.g., grocery stores and pharmacies).
- Wash your hands often, for at least 20 seconds at a time, especially after visiting a public place.
- Avoid touching your eyes, nose, or mouth with unwashed hands.
- Avoid contact with “high-touch” surfaces such as elevator buttons and door handles. Put a sleeve or tissue over your finger or hand, if you must touch that type of surface.
- Clean and disinfect frequently touched surfaces daily.
- Avoid non-essential travel.
- Manage underlying medical conditions.

Sources: CDC: <https://www.cdc.gov/coronavirus/2019-ncov/prepare/prevention.html>
 MDH: <https://www.health.state.mn.us/diseases/coronavirus/index.html>

Be Prepared

- Have a supply of prescription and over-the-counter medications on hand. The Minnesota Department of Human Services (DHS) is temporarily allowing Medicaid and MinnesotaCare enrollees a 90-day supply of certain maintenance medications. See the “Drug Benefits” section for more detail.
- Make sure to have enough household items, including groceries, on hand in case you need to stay home.
 - If you don’t already receive SNAP (Supplemental Nutrition Assistance Program) benefits, you can fill out an [online application](#) or contact the Food Helpline at 1-888-711-1151 for help applying.
 - Seniors needing groceries or pre-prepared meals delivered can call the Senior Linkage Line at 1-800-333-2433 or visit <https://metroaging.org/resources-for-older-adults-during-covid-19/>

Sources: DHS: <https://mn.gov/dhs/food-emergency/>
 CDC: <https://www.cdc.gov/coronavirus/2019-ncov/prepare/index.html>
 MAAA: <https://metroaging.org/resources-for-older-adults-during-covid-19/>

Mental Health Resources

The COVID-19 pandemic is causing a tremendous amount of stress, fear and anxiety for many people.

DHS has expanded covered services that can be provided to MHCP enrollees by telephone to include mental health services. Refer to the “Telehealth Options” section for a list of covered services.

If you are experiencing emotional distress or a mental health crisis and need immediate assistance, there are several local and national resources available: <https://mn.gov/covid19/for-minnesotans/get-help/mental-health.jsp>.

- **Crisis Text Line:** This 24/7 emergency service is available if you or someone you know is experiencing a psychiatric or mental health crisis.
 - Text: “MN” to 741741
- **SAMHSA’s Disaster Distress Helpline:** This 24/7 hotline offers crisis counseling and support if you or a family member is experiencing emotional distress related to a disaster.
 - Call: 1-800-985-5990 (English and español) (TTY: 1-800-846-8517)
 - Text: TalkWithUs to 66746; (español): “Hablanos” al 66746
- **National Suicide Prevention Hotline:** This 24/7 lifeline provides support when in distress, has prevention and crisis resources for you or your loved ones, and resources for professionals.
 - Call: 1-800-273-TALK (8255)
- **Adult mental health crisis response phone numbers by county:** <https://mn.gov/dhs/people-we-serve/adults/health-care/mental-health/resources/crisis-contacts.jsp>
- **Children's mental health crisis response phone numbers by county:** <https://mn.gov/dhs/people-we-serve/people-with-disabilities/health-care/childrens-mental-health/resources/crisis-contacts.jsp>

Sources: DHS: <https://mn.gov/dhs/crisis/>

MDH: <https://www.health.state.mn.us/docs/communities/mentalhealth/mwbcovid19.pdf>

Who is at higher risk?

Based on what we know now, those at higher risk for serious illness from COVID-19 are:

- People 65 years and older
- People who live in a nursing home or long-term care facility
- People of all ages with underlying medical conditions, particularly if not well-controlled, including:
 - People with chronic lung disease or moderate to severe asthma
 - People who have serious heart conditions
 - People who are immunocompromised
 - Many conditions can cause a person to be immunocompromised, including cancer treatment, smoking, bone marrow or organ transplantation, immune deficiencies, poorly controlled HIV or AIDS, and prolonged use of corticosteroids and other immune weakening medications
 - People with severe obesity (body mass index [BMI] of 40 or higher)
 - People with diabetes
 - People with chronic kidney disease undergoing dialysis
 - People with liver disease

Source: CDC: https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-at-higher-risk.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fspecific-groups%2Fhigh-risk-complications.html

What are the symptoms? What to do when feeling sick?

“People with COVID-19 have had a wide range of symptoms reported – ranging from mild symptoms to severe illness.

Symptoms may appear **2-14 days after exposure to the virus**. People with these symptoms or combinations of symptoms may have COVID-19:

- Cough
- Shortness of breath or difficulty breathing

Or at least two of these symptoms:

- Fever
- Chills
- Repeated shaking with chills
- Muscle pain
- Headache
- Sore throat
- New loss of taste or smell

This list is not all inclusive.” If you are experiencing these symptoms, or any others that are severe or concerning to you, stay home and call your doctor. Your doctor will be able to provide you with advice about how to proceed - you can recover at home if you’re not sick enough to be hospitalized. The Minnesota Department of Health (MDH) is currently prioritizing testing for people who are ill and who: live or work in congregate settings (such as long-term care facilities), are at increased risk of severe disease, or provide direct medical care.

Sources: CDC: <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>

MDH: <https://www.health.state.mn.us/diseases/coronavirus/index.html>

When should you seek medical attention?

If your illness is getting worse or you notice any of these emergency warning signs, call your health care provider right away. Emergency warning signs can include:

- Trouble breathing.
- Ongoing pain or pressure in the chest.
- New confusion or not being able to wake up.
- Bluish lips or face.

This list is not all inclusive. You should consult your doctor about any symptoms that are severe or concerning to you. Call your doctor or clinic before going in. Tell them about your symptoms and they will give you instructions to help protect you and other patients.

Call 911 if you have a medical emergency. Notify the operator that you have, or think you might have, COVID-19. If possible, put on a cloth face covering before medical help arrives.

The CDC’s Coronavirus Self-Checker can help you make decisions about seeking appropriate medical care: www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/index.html.

Sources: CDC: <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>

MDH: <https://mn.gov/covid19/>

Social Distancing Guidelines

“Limiting face-to-face contact with others is the best way to reduce the spread of coronavirus disease 2019 (COVID-19).

Social distancing, also called “physical distancing,” means keeping space between yourself and other people outside of your home. To practice social or physical distancing:

- Stay at least 6 feet (2 meters) from other people
- Do not gather in groups
- Stay out of crowded places and avoid mass gatherings

(...) Keeping space between you and others is one of the best tools we have to avoid being exposed to this virus and slowing its spread locally and across the country and world.

When COVID-19 is spreading in your area, everyone should limit close contact with individuals outside your household in indoor and outdoor spaces. Since people can spread the virus before they know they are sick, it is important to stay away from others when possible, even if you have no symptoms. Social distancing is especially important for people who are at higher risk of getting very sick. “

Source: CDC: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/social-distancing.html>

Guidance from the FDA

Should disinfectant sprays or wipes be used on skin, injected, inhaled, or ingested, to prevent or treat COVID-19?

No. Always follow the instructions on household cleaners. Disinfectant sprays or wipes are intended for use on hard, non-porous surfaces. Disinfectant sprays or wipes are not intended for use on humans or animals. Do not use disinfectant sprays or wipes on your skin because they may cause skin and eye irritation. Do not inject, inhale, or ingest disinfectant sprays or household cleaners. Doing so is dangerous and may cause serious harm or death. If ingested, call poison control or a medical professional immediately.

Are there data showing that chloroquine phosphate or hydroxychloroquine sulfate might benefit patients with COVID-19?

Hydroxychloroquine and chloroquine have not been shown to be safe and effective for treating or preventing COVID-19. They are being studied in clinical trials for COVID-19, and the FDA authorized their temporary use during the COVID-19 pandemic for treatment of the virus in hospitalized patients when clinical trials are not available, or participation is not feasible, through an Emergency Use Authorization (EUA) issued March 28, 2020.

In the lab, these drugs have been shown to prevent the growth of the virus that causes COVID-19. There are a few reports of patients with COVID-19 who received these drugs and improved. Some are reports of groups of patients, all of whom received the drug. It is not known whether it was the drug that led to the improvement or whether there were other factors involved. We do not know if the treated patients' condition would have improved without the drug. To know this, there would have to be a group of similar patients who did not receive the drug (control).

Under the EUA, health care providers and patients are provided with information about the risks of these drugs. However, more data from clinical trials are necessary for us to determine whether chloroquine phosphate or hydroxychloroquine sulfate are safe and effective in treating or preventing COVID-19. In a Drug Safety Communication, the FDA cautions against the use of hydroxychloroquine or chloroquine for COVID-19 outside of the hospital setting or a clinical trial due to the risk of heart rhythm problems.

Source: FDA: <https://www.fda.gov/emergency-preparedness-and-response/coronavirus-disease-2019-covid-19/coronavirus-disease-2019-covid-19-frequently-asked-questions>

General Resources

Centers for Disease Control and Prevention (CDC)

- <https://www.cdc.gov/coronavirus/2019-ncov/index.html>

Minnesota Department of Health

- <https://www.health.state.mn.us/diseases/coronavirus/index.html>

Minnesota Department of Human Services

- <https://mn.gov/dhs/people-we-serve/>

Minnesota's Area Agencies on Aging

- <https://metroaging.org/resources-for-older-adults-during-covid-19/>

Health Plan Benefits – Key Messages & Resources

Customer Service

Members should call the number on the back of their ID card if they have questions about their health plan and coverage not answered below.

Coverage of Testing for COVID-19

Member cost share (co-pay, coinsurance, and deductible) is waived for COVID-19 lab testing, including antibody or antigen tests, in any place of service. Additionally, member cost share (co-pay, coinsurance, and deductible) is waived for the provider visit related to the COVID-19 test.

Waiver of member cost share will continue until the end date of the COVID-19 public health emergency.

Source: DHS: <https://mn.gov/dhs/waivers-and-modifications/>

Coverage for Treatment of COVID-19

Member cost share (co-pay, coinsurance, and deductible) is waived for inpatient and outpatient evidence-based treatment of COVID-19 provided by a provider or facility in the member's network. The cost share waiver excludes retail prescription drugs as there is no current FDA approved prescription treatment for COVID-19. Blue Plus and Prime Therapeutics will continue to monitor potential new drug therapies for coverage. Waiver of member cost share will continue until the end date of the COVID-19 public health emergency.

Source: DHS: <https://mn.gov/dhs/waivers-and-modifications/>

Prior Authorizations for COVID-Related Tests and Treatment

Blue Plus will make dedicated clinical staff available to address inquiries related to medical services and prior authorizations to ensure timeliness of responses.

- Blue Plus will waive prior authorizations for diagnostic tests and other covered services (such as CT imaging, respiratory DME and post-acute care: SNF, Home health) that are medically necessary and consistent with CDC Guidance, for members diagnosed with COVID-19.

- Blue Plus will continue to require prior authorization for inpatient stays related to Respiratory Symptoms/Infections. All prior authorizations for inpatient stays related to Respiratory Symptoms/Infections will be reviewed for potential case management.

Prior Authorizations for Non-Urgent and Elective Services

In an effort to ease the impact of the restrictions on elective surgery and procedure cases during the COVID-19 pandemic, Blue Plus is modifying the approved delivery timeframes for prior authorization for the following services: medical, dental and surgical procedures, as well as botox and hyaluronan injections.

- Blue Plus will proactively extend previously approved prior authorizations for elective surgeries and procedures by 180 days, if the service has not yet been provided. This will apply to prior authorizations with a start date of authorization on or after 1/1/2020 and an end date of authorization between 3/20/2020 and 12/31/2020. Blue Cross will update these existing authorizations when the restrictions on these surgeries and procedures are lifted.
- Members and providers will receive additional communication about changes in existing authorization timeframes. Blue Plus will also update providers if any action is needed when these procedures are rescheduled in the future.
- Authorizations for any type of service not automatically extended by Blue Plus can be extended on a case by case basis.
- Starting 3/26/2020, Blue Plus will also ensure all newly approved PAs will include at least a 180-day timeframe.

Referral Requirements for Restricted Recipients

The referral requirements for Restricted Recipients remain in place. If appropriate and necessary, a referral can be submitted by the primary care provider after the referred care has been performed.

Care Management Resources

Members with a diagnosis or suspected diagnosis of COVID-19 are encouraged to reach out to Blue Plus for care management support. Nurse case managers can assist members with a smooth transition to home after an inpatient stay or support them at home if under self-quarantine, ensuring essential needs are met. To be connected with a nurse case manager, members should contact Member Services using the phone number on the back of the Member's ID card.

COVID-19 Survey: Understanding the Impact of COVID-19 on Health Care Experience

Beginning the week of 5/11/2020 and continuing through early July, some members may receive an email from Blue Cross and Blue Shield of Minnesota inviting them to participate in a survey to better understand their health care experience during the COVID-19 public health emergency. Blue Cross has contracted with SPH Analytics to conduct the survey. Participation is completely confidential and voluntary. Member responses will not affect the member's health care coverage or benefits in any way. The results will help improve the care we provide. If members have questions about the survey, they should call SPH Analytics at 1-800-588-1659 and refer to project #36715 for assistance.

Drug Benefits – Key Messages & Resources

Coverage of drug therapies for treatment of COVID-19

Currently, no drug therapies for treatment of COVID-19 have been approved for coverage. Blue Plus and Prime Therapeutics will continue to monitor potential new drug therapies for coverage.

Early medication refills

Blue Plus MSHO members may receive an emergency supply of their medication(s). Pharmacists can override the “refill too soon” edit and fill the prescription. Emergency medication refills are available to Medicaid and MinnesotaCare enrollees upon approval by Blue Plus.

90-day medication supply

- Standard pharmacy benefits for MSHO members include 90-day fills for certain maintenance medications. This benefit remains in effect with no changes. Members should call Prime Therapeutics using the phone number on the back of their member ID card to find out if their drug qualifies for a 90-day fill.
- Effective 4/6/2020, Blue Plus, in alignment with DHS action, has temporarily increased the prescription drug coverage limit for certain therapeutic non-controlled drug classes to a 90-day supply for Medicaid and MinnesotaCare members. Members will only be charged the co-pay for one month’s 30-day supply. This change will remain in effect until the end of the COVID-19 public health emergency. Members should call Prime Therapeutics using the phone number on the back of their member ID card to find out if their drug qualifies for a 90-day fill.
 - NOTE: DHS is not mandating that a 90-day supply of these medications be dispensed. Prescribers and pharmacists are expected to continue to use their professional and clinical judgment as to the appropriate quantity to dispense to members.

Source: DHS: <https://mn.gov/dhs/waivers-and-modifications/>

Prescription Mail Order

- MHCP benefits do not include prescription mail order. However, many pharmacies are offering home delivery, including Walgreens, CVS, and Costco. (Note: CVS is not in network for Medicaid and MinnesotaCare members). If members use a pharmacy other than the ones listed here, they should ask their pharmacist whether their pharmacy offers home delivery. Members should ask their pharmacist whether there are any costs associated with shipping.
- Members taking multiple medications may also consider enrolling in a multi-dose pack program. Members will receive a 30-day supply of medications, vitamins and over-the-counter drugs packaged in individual doses. The pharmacy works directly with the member’s doctor to refill current prescriptions on a monthly basis. Members pay their standard pharmacy copay and shipping is free. Multi-dose packs are offered by the following pharmacies:
 - Thrifty White (Healthy Pack Rx): 1-800-642-3275
 - CVS: 1-800-753-0596 (not in network for Medicaid and MinnesotaCare members)
 - PillPack: 1-866-270-9051

Prior Authorizations for prescription drugs

- Effective 5/8/2020, Prior Authorizations expiring between 3/23/2020 and 5/31/2020 will be extended by 90 days.
- MSC+ members with a Prescription Benefit Manager other than Prime Therapeutics should check directly with their PBM to learn whether prior authorizations for prescription drugs are being extended.

Formulary flexibility

- Blue Plus will ensure formulary flexibility for SecureBlue (MSHO) members if there are shortages or access issues. SecureBlue (MSHO) members will not be liable for additional charges that stem from obtaining a non-preferred medication if the preferred medication is not available due to shortage or access issues.
- If there are shortages or issues with a medication included on the DHS preferred drug list (PDL), DHS may edit the PDL to include a previously non-preferred drug if that drug is the next best therapeutic alternative. Blue Plus will alter its formulary to comply with direction from DHS.
- MSC+ members with a Prescription Benefit Manager other than Prime Therapeutics should contact their PBM for information.
- For pharmacy-related questions, members should contact Prime Therapeutics using the phone number on the back of their member ID card. A Prime service center representative can assist the member in locating another network pharmacy within their area and to receive an early fill under certain circumstances. Please reference the list of closed pharmacies in Minnesota provided by Prime, as needed: [Contracted_Pharmacies_with_Notified_Closure_Indicator_Prime_GPRMN_06082020.xlsx](#). MSC+ members with a Prescription Benefit Manager other than Prime Therapeutics should check directly with their PBM to learn about impacts to their network.

Telehealth Options

Doctor on Demand

[Doctor On Demand](#) is a covered benefit available to MHCP members at no cost. Doctor on Demand currently requires entry of a credit card number when scheduling an appointment although no charge will be processed on the card. Effective 8/1/2020, the requirement to enter a credit card when scheduling an appointment will be removed. Urgent care visits do not require a credit card.

Telehealth and Telephone Visits

Blue Plus strongly urges members to use telehealth options for both primary and specialty care visits when possible to lessen the risk of becoming infected with COVID-19 at a doctor's office.

To encourage the use of virtual care whenever possible, DHS and CMS have expanded telehealth allowable benefits for MHCP enrollees receiving health care, dental care, mental health treatment or substance use disorder treatment for the duration of the COVID-19 public health emergency.

- The definition of telehealth has been expanded to include telephone visits (audio only).
- The current limitation of three telehealth encounters per week is suspended. MHCP members may now participate in unlimited telehealth and telephone visits.
- A provider's first visit with a patient for certain services where it is normally required to be conducted in person may be conducted on the phone.
- Telehealth (including telephone and video visits) may be used to provide Rule 25 assessments, comprehensive assessments, and group therapy.

- Child Welfare Targeted Case Management (CW-TCM) and Mental Health Targeted Case Management (MH-TCM) case managers may complete a service plan with the child and parent, legal guardian or legal representative, or the adult and legal representative via the telephone or through videoconference. Case managers may obtain verbal acknowledgment of the service plan through the telephone or through video conference when it is not possible to obtain a signature from the client or the client’s parent or legal representative.

Blue Plus will waive all cost sharing for COVID-related care received via telehealth or telephone visit. *Standard copays will apply for any telehealth or telephone visits not related to COVID-19.*

MHCP enrollees may meet with any licensed provider or supervised practitioner via telehealth or telephone, if the service provided would have been eligible in a face-to-face meeting and can be delivered via telephone or telephone/video, including, but not limited to:

- Community Health Workers
- Public Health Nurse Clinics
- Doulas (pre and postnatal care only)
- Mental health certified peer specialists and mental health certified family peer specialists where they are currently authorized to provide services
- Mental health rehabilitation workers in Adult Rehabilitative Mental Health Services (ARMHS)
- Mental health behavioral aides in Children’s Therapeutic Support services (CTSS)
- Alcohol and drug counselors, alcohol and drug counselor-temp, recovery peers, and student interns in licensed SUD programs.

Enrolled dentists, dental hygienists, dental therapists and advanced dental therapists are eligible to provide approved tele-dentistry services, including oral exams, evaluations and consultations, as well as diagnostic imaging services.

Telehealth service expansions may be temporary for the duration of the COVID-19 public health emergency.

Sources: DHS: <https://mn.gov/dhs/waivers-and-modifications/>
 CMS: <https://codingintel.com/wp-content/uploads/2020/03/2020-03-30CMS-1744-IFCWEBPOSTINGMASTER03-30-20FINAL508c.pdf>

MSHO Resources for Staying Active & Connected

SilverSneakers® Remote Benefits for MSHO Members

SilverSneakers is a fitness benefit available to MSHO members at no extra cost. SilverSneakers offers On-Demand™ online video workouts and at-home kits to support members staying physically active at home.

On-Demand videos range from easy, low-impact exercises to cardio workouts. To get started, members should go to SilverSneakers.com and click “LOGIN.” If the member hasn’t yet created an online account, they should click “Create one!” and follow the instructions to set up their account. Once their account is set up, members will log in using their email address and password. Once logged in, they’ll be taken to the “Member” page. At the top of the “Member” page, they can click the “VIDEOS” link. SilverSneakers suggests new members start with the *SilverSneakers Enerchi Practice Program* and *SilverSneakers Yoga*.

Members can choose from four SilverSneakers Steps® kits: Walking, Strength, Toning or Yoga. To order a kit, members can call SilverSneakers directly at 1-833-236-0190 Monday – Friday 8 a.m. – 8 p.m. ET or contact their Blue Plus Care Coordinator

Source: <https://carecoordination.bluecrossmn.com/wp-content/uploads/2020/01/SilverSneakers-On-Demand-Flyer.pdf>

Juniper Virtual & Telephonic Programs for MSHO Members

Juniper Healthy Aging classes (chronic condition self-management, falls prevention and exercise) and Juniper Social Connect are benefits available to MSHO members at no extra cost.

Due to COVID-19 and social distancing requirements, all in-person Juniper healthy aging classes have been canceled until further notice. To continue supporting SecureBlue (MSHO) members in managing their chronic conditions, staying physically active and preventing falls, Juniper will be offering many of their classes online, including Tai Ji Quan: Moving for Better Balance, Living Well with Chronic Conditions, Living Well with Chronic Pain, Living Well with Diabetes, and Stay Active and Independent for Life (SAIL).

Further, to support members experiencing social isolation, Juniper has added a brand-new program: Juniper Social Connect. The program is designed to help members feel connected and reduce stress in this uncertain time. Through Juniper Social Connect members can talk with a group of other older adults through a phone call or Zoom video chat. Members can choose to attend just one call or multiple sessions. Each call is just 45 minutes long. The program is designed to help seniors feel connected and reduce stress in this uncertain time. Each Juniper Social Connect will start with light Tai Ji movement or chair yoga. During the facilitated group discussion, participants can share their concerns, struggles and successes in a safe, non-judgmental setting. Each call will end with guided mindfulness and gratitude practice.

Members can call Juniper at 1-855-215-2174 Monday – Friday, 8 a.m. to 4:30 p.m. CT or contact their Blue Plus Care Coordinator to learn more or register.

Source: https://carecoordination.bluecrossmn.com/wp-content/uploads/2020/04/4.24.2020-Juniper-Virtual-Program_Communique.doc

Pharmacy closures in the Twin Cities area due to civil unrest

On June 1, 2020, the Minnesota Board of Pharmacy has provided the following information for patients who need to fill a prescription and find that their regular pharmacy is currently closed due to the recent civil unrest in the Twin Cities Metropolitan area:

- The patient / member should try to call the pharmacy that they normally use. The chain pharmacies that have been affected will either automatically transfer the member to their nearest open pharmacy – or give the member the phone number of their nearest open pharmacy. Most chain pharmacies can look up the member’s prescription information – even if the member had the prescription filled at a different pharmacy within the chain. Independent pharmacies may also provide the member with an alternate number to call.
 - If the member would have difficulty travelling to the new pharmacy, the member should ask if the pharmacy will mail or deliver prescriptions.
- If the member can’t contact the pharmacy that they normally use, the member should go to or call another nearby pharmacy. The member can also check the pharmacy locator tool on MyPrime.com (<https://www.myprime.com/en/find-pharmacy.html>) to find another pharmacy that is convenient for the member. Another pharmacy can try to contact the member’s doctor to get a new prescription that it can fill. The member should bring the labeled prescription container along – or have it available if when calling the pharmacy.
 - As noted below, the Board of Pharmacy is allowing pharmacies to dispense an emergency supply of medications if the pharmacy can’t get ahold of the prescriber.

- If the member would have difficulty travelling to the new pharmacy, they should ask if the pharmacy will mail or deliver the medication.
- Pharmacies will need to obtain new prescriptions before they can dispense certain drugs – like stimulants or narcotic pain relievers, such as Percocet or oxycodone.
- Based on communication with the pharmacy chains, the Board believes that many of the pharmacies that temporarily closed as a precaution will reopen in the next couple of days – provided there isn't further unrest that causes damage to pharmacies. Please call your pharmacy to see if they are open as opening information is changing rapidly.
- The Board's staff is working with both chain and independent pharmacies to assist them in reopening damaged stores as quickly as possible. The Board is also working with them to set up temporary pharmacies – hopefully as close to the existing pharmacy as possible. The temporary pharmacies can dispense prescriptions while the existing pharmacy is repaired.
- If the member needs a new prescription filled, rather than a refill, they should ask if their doctor can send it to the pharmacy electronically or by fax – so they don't have to deliver it to the pharmacy.
- The Board has sent the following question and answer sheet to all Minnesota licensed pharmacies and pharmacists: https://mn.gov/boards/assets/Advice_for_the_Public_on_Obtaining_Prescriptions_tcm21-434359.pdf
- The Board is waiving some of the laws concerning the filling of prescriptions through at least June 15th.

Source: https://mn.gov/boards/assets/Advice_for_the_Public_on_Obtaining_Prescriptions_tcm_21-434359.pdf