

# FirstPlanBlue

Together...for Better Health **FirstPlan**  

## Certificate of Coverage

for

## Minnesota Senior Health Options (MSHO)

January 1, 2008

FirstPlan Blue  
525 S. Lake Ave., Suite 222  
Duluth, MN 55802

Call FirstPlan Blue Customer Service for Medical or Behavioral Health at **877.736.5518** or for Pharmacy at **877.268.2977** (Toll Free), or **877.475.3879** (TTY/Hearing Impaired). Customer Service is available to answer questions Monday through Friday 8 a.m. until 8 p.m. CST. Or visit our website at [www.firstplan.org](http://www.firstplan.org).

H2424  
FPW015  
MSHOCOC08  
CMS Approved 01/08

Attention. If you want free help translating this information, call FirstPlan Blue at **800.635.4159**.

ملاحظة: إذا أردت مساعدة مجانية في ترجمة هذه المعلومات، فاتصل على الرقم الموجود أعلاه.

កំណត់សំគាល់ បើអ្នកចង់បានជំនួយបកប្រែព័ត៌មាននេះដោយមិនគិតថ្លៃ សូមទូរស័ព្ទ ទៅលេខនៅខាងលើ។

Pažnja. Ako vam je potrebna besplatna pomoć za prevod ove informacije, nazovite gornji broj.

Ceeb toom. Yog koj xav tau kev pab txhais cov xov no dawb, thov hu rau tus xov tooj saud.

ໂປດຊາບ. ຖ້າຫາກທ່ານຕ້ອງການ ການຊ່ວຍເຫຼືອ ໃນການແປ ຂໍ້ຄວາມດັ່ງກ່າວນີ້ຟຣີ, ຈົ່ງ ໂທ ຕາມເລກໂທ ທີ່ຢູ່ຂ້າງເທິງນີ້.

Hubaddhu. Yoo akka odeeffannoon kun sii hiikamu gargaarsa tolaa feeta ta'e, lakkoofsa armaa olii bilbili.

Внимание. Если вам нужна бесплатная помощь в переводе этой информации, позвоните по указанному выше телефону.

Ogow. Haddii aad dooneyso in lagaa kaalmeeyo tarjama dda macluumaadkani oo lacag la'aan ah, wac lambarka kore.

Atención. Si desea recibir asistencia gratuita para traducir esta información, llame al número que aparece más arriba.

Chú Ý. Nếu quý vị cần dịch thông tin này miễn phí, xin gọi số nêu trên.

**CERTIFICATE OF COVERAGE:**

Your Medicare and/or Medical Assistance Health Benefits and Services/Prescription Drug Coverage as a Member of FirstPlan Blue MSHO

January 1 – December 31, 2008

This booklet gives the details about your Medicare and/or Medical Assistance health and prescription drug coverage and explains how to get the prescription drug and health care you need. This booklet is an important legal document. Please keep it in a safe place.

**FirstPlan Blue Customer Service:**

For help or information, please call Customer Service or go to our Plan Web site at [www.firstplan.org](http://www.firstplan.org).

Medical or Behavioral Health at **877.736.5518**

Pharmacy at **877.268.2977** (Toll Free)

This information is available in other forms to people with disabilities by calling 218.724.3083 (voice), or 800.635.4159 (toll free), or 877.475.3879 (TDD), or 711, or through the Minnesota Relay Service at 1-877-627-3848 (speech to speech relay service).

If you ask, we will give you this Certificate of Coverage in one of these languages: Spanish; Hmong; Laotian; Russian; Somali; Vietnamese; or Cambodian. Call Customer Service at 218.724.3083 (voice), or 800.635.4159 (toll free), or 877.475.3879 (TDD/Hearing Impaired).

Our Plan will accept all eligible people who choose or are assigned to the Plan. We will not discriminate in regard to your physical or mental condition; health status; need for health services; marital status; age; sex; sexual orientation; national origin; race; color; religion or political beliefs.

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# 1 Introduction

## Contact Information

### Telephone numbers and other information for reference

#### How to contact our Plan Customer Service

If you have any questions or concerns, please call or write to our Plan Customer Service. We will be happy to help you.

During the annual enrollment period (between November 15th and December 31st) through 60 days past the beginning of the following contract year, FirstPlan Blue will operate a toll-free call center for both current and prospective members that is staffed seven days a week from 8:00 a.m. to 8:00 p.m. CST. After this time period, current and prospective members should leave a voice message. When leaving a message, please include your name, number and the time you called. A representative will return your call no later than one business day after you leave a message.

- CALL** Medical or Behavioral Health at **877.736.5518**  
Pharmacy at **877.268.2977** (Toll Free)  
These numbers are also on the cover of this booklet for easy reference.  
Calls to these numbers are free.
- TTY** **877.475.3879**. This number requires special telephone equipment. It is on the cover of this booklet for easy reference. "Calls to this number are free.
- FAX** **218.727.7247**
- WRITE** FirstPlan Blue  
525 S. Lake Ave., Suite 222  
Duluth, MN 55802
- VISIT** FirstPlan Blue  
525 S. Lake Ave., Suite 222  
Duluth, MN 55802
- WEBSITE** [www.firstplan.org](http://www.firstplan.org)

#### Contact Information for Certain Services

Chemical Dependency Services contact FirstPlan Blue Customer Service for Medical Behavioral Health at **877.736.5518** or **877.475.3879** (TTY/Hearing Impaired).

FirstPlan Blue—Case Management  
525 S. Lake Ave., Suite 222  
Duluth, MN 55802

Chiropractic Services contact FirstPlan Blue Customer Service for Medical Behavioral Health at **877.736.5518** or **877.475.3879** (TTY/Hearing Impaired).

Dental Services contact Delta Dental at **800.774.9049** (Toll Free) and **800.916.9514** (TTY/Hearing Impaired).

Health Questions Phone Line contact FirstPlan Blue Customer Service for Medical Behavioral Health at **877.736.5518** or **877.475.3879** (TTY/Hearing Impaired).

Home and Community-Based Services contact FirstPlan Blue Customer Service for Medical Behavioral Health at **877.736.5518** or **877.475.3879** (TTY/Hearing Impaired).

Interpreter Services contact FirstPlan Blue Customer Service for Medical Behavioral Health at **877.736.5518** or **877.475.3879** (TTY/Hearing Impaired).

Medical Service and Related Supplies Coverage Criteria contact FirstPlan Blue Customer Service for Medical Behavioral Health at **877.736.5518** or **877.475.3879** (TTY/Hearing Impaired).

Mental Health Services contact FirstPlan Blue Customer Service for Medical Behavioral Health at **877.736.5518** or **877.475.3879** (TTY/Hearing Impaired).

FirstPlan Blue—Case Management  
525 S. Lake Ave., Suite 222  
Duluth, MN 55802

Prescriptions contact the FirstPlan Blue Pharmacy line at **877.268.2977** (Toll Free).

Transportation contact FirstPlan Blue Customer Service for Medical Behavioral Health at **877.736.5518** or **877.475.3879** (TTY/Hearing Impaired).

## **Contact Information for Grievances, Organizations Determinations, Coverage Determinations and Appeals**

### **Organization Determinations**

<b>CALL</b>	Medical or Behavioral Health at <b>877.736.5518</b> This number is also on the cover of this booklet for easy reference. Calls to this number are free.
<b>TTY</b>	<b>877.475.3879</b> . This number requires special telephone equipment. It is on the cover of this booklet for easy reference. Calls to this number are free.
<b>FAX</b>	<b>218.727.7250</b>
<b>WRITE</b>	FirstPlan Blue Health Management 525 S. Lake Ave., Suite 222 Duluth, MN 55802

For information about organization determinations, see Section 9.

## Grievances

- CALL** Medical or Behavioral Health at **877.736.5518**  
This number is also on the cover of this booklet for easy reference.  
Calls to this number are free.
- TTY** **877.475.3879**. This number requires special telephone equipment. It is on the cover of this booklet for easy reference. Calls to this number are free.
- FAX** **218.727.7250**
- WRITE** FirstPlan Blue—Health Management  
525 S. Lake Ave., Suite 222  
Duluth, MN 55802

For information about grievances, see Section 8.

## Appeals

- CALL** Medical or Behavioral Health at **877.736.5518**  
This number is also on the cover of this booklet for easy reference.  
Calls to this number are free.
- TTY** **877.475.3879**. This number requires special telephone equipment. It is on the cover of this booklet for easy reference. Calls to this number are free.
- FAX** **218.727.7250**
- WRITE** FirstPlan Blue—Health Management  
525 S. Lake Ave., Suite 222  
Duluth, MN 55802

For information about appeals, see Section 9.

## Part D Coverage Determinations for members who have Medicare

- CALL** Pharmacy line at **877.268.2977**  
This number is also on the cover of this booklet for easy reference.  
Calls to this number are free.
- TTY** **877.475.3879**. This number requires special telephone equipment. It is on the cover of this booklet for easy reference. Calls to this number are free.
- FAX** **800.706.5236**
- WRITE** FirstPlan Blue MSHO  
c/o Prime Therapeutics  
Attn: Coverage Determination/Medicare Appeals Department  
2901 Kinwest Pkwy., Bldg. B  
Irving, TX 75063

For information about Part D coverage determinations for members who have Medicare, see Section 10.















































































































































































