



Bridging

Benefit Managers

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Agenda

- What is Bridging
- Bridging video
- Bridging Basics
- BEI and RRF/Transitional Services
- Bridging Benefit Guideline
- Bridging Forms
- Shopping and Delivery



What is Bridging

Bridging, a 501(c)(3) nonprofit organization primarily serving the Twin Cities, provides donated furniture and household goods to families and individuals transitioning out of homelessness and poverty. Bridging gives hope and a leap towards housing stability. With locations in Roseville and Bloomington, Bridging is driven by volunteers and donations of basic home essential items from the community.

At Bridging, it is very important that the clients' experience is dignified from the moment they arrive at the warehouse to the moment their home is furnished with hope. Staff and volunteers are committed to ensuring the items they bring home are safe, clean, and in good working condition. The Bridging team carefully inspects the gently-used donated furniture and housewares when they enter our warehouse so that they meet our quality standard.

See Bridging video: <https://bridging.org/blog/bridging-101/>

What does Bridging provide?

Bridging provides a *basic home setup* to those who need most items necessary to create a comfortable and functioning home. The basic home set-up generally includes gently-used upholstered furniture, a kitchen table and chairs, a mattress and box spring, linens, dishes, artwork, and more.

Who qualifies for Bridging?

Any Medica member who is open with one of the following products: SNBC, SNBC Enhanced, MSHO and MSC+ AND

Is moving into housing and needs a basic household setup

**If your member is in need of only one or two household items, Bridging is not an appropriate referral.

Members who live outside of the seven county metro area will need to secure their own transportation to the shopping appointment and will also be responsible for transporting all items received from Bridging.

Elderly Waiver Transitional Services: Items and supports necessary for a person to move from a licensed setting to independent or semi-independent community-based housing.

When to use Transitional Services:

MSHO/MSC+ with Elderly Waiver (EW) members who are moving from a licensed facility* into the community are eligible to use this service and should use the funding from EW to pay for Bridging services.

*Licensed Facilities: Hospital, Adult Foster Care, Certified Nursing Facilities and Intermediate Care Facilities

If you have determined your member meets eligibility for Bridging services and **will not** be using Transitional Services then you will need to complete a BEI. When completing the BEI, be sure to complete the form in its entirety as the process will be more efficient and eliminate back and forth emails.

BEI forms should be faxed to Medica via the BEI process with the additional Bridging forms.

1. Date of member inquiry: [] (Date of inquiry starts the 14 day turn-around timeline. If resubmitting, please update the inquiry date)	
2. Member name: []	3. Member DOB: []
4. Member Medica ID Number: []	
5. Product:	<input type="checkbox"/> MSHO <input type="checkbox"/> MSC+ <input type="checkbox"/> SNBC <input type="checkbox"/> SNBC Enhanced
6. If MSHO/MS C+ : wavier and case mix information:	<input type="checkbox"/> EW <input type="checkbox"/> Non-EW <input type="checkbox"/> CADI <input type="checkbox"/> other Case mix: [] Case mix cap: []
7. If AccessAbility SNBC, waiver status:	<input type="checkbox"/> NA, not on waiver program OR <input type="checkbox"/> CADI <input type="checkbox"/> BI <input type="checkbox"/> CAC <input type="checkbox"/> DD Date the member will be or was last screened for the waiver. [] Notes: []
8. Name of care coordinator (CC)	9. Delegate Name: []
10. CC phone number: []	11. CC email: []
12. CC fax number: []	13. PCA Out of Network (OON) Requests – OON PCA agency email address and NPI or TIN # []
14. BEI reviewed with Supervisor: Y <input type="checkbox"/>	15. Supervisor's email: []
16. Primary Care Physician: []	
17. Primary Care Clinic name: []	
18. Primary Care Clinic address: []	
19. Primary Care Clinic Fax: []	

Section 2: Service information

1. Service/item description/code	2. Provider name/phone/fax number	3. Units (hrs./days/weeks/months)	4. Duration of service span (start date/end date)	5. Cost
S5121 (Chore Service)	Bridging 952-888-1105	1x shopping (\$60) 1x delivery (\$200)	1/1/2022-3/15/2022	\$260
[]	[]	[]	[]	[]

If you have determined your member meets eligibility for Bridging services and **will be using** Transitional Services then you will complete the Referral Request Form (RRF) in its entirety and submit to your Support Specialist. All other Bridging forms will be emailed to the Benefit Managers

MEDICA.

External Delegate Referral Request Form

Care Coordinator: [REDACTED]	Phone Number: [REDACTED]
Organization: [REDACTED]	Care Coordinator Email: [REDACTED]
Member Name: [REDACTED]	Member Medica ID Number: [REDACTED]
Member DOB: [REDACTED]	Member Product: [REDACTED]
Member Primary Care Physician: [REDACTED]	Clinic Name/Address: [REDACTED]

Personal Care Assistance (PCA) directions

PCA Decrease:

- Did the member choose other services/supports as an alternative to assessed units/hours of the completed PCA Assessment by initialing #2 in Section 5 on Page 6 of the Supplemental Waiver PCA Assessment and service plan? Yes No
- NOTE: If member did not choose reduction to fit within EW budget, CC must begin DTR process

PCA Increase:

- Did PCA units increase by 8 or more units per day from previous authorization? Yes No
 - The current PCA assessment must accompany referral request.

Service Authorization

Service Description/ Code	Servicing Provider Name, Address Phone and Fax Tax ID (if known)	Units (hrs/days/wks/mths)	Cost	Start Date	End Date
T2038	Bridging 201 W 87 th St Bloomington, 55420 952-888-1105	1x shopping (\$60) 1x delivery (\$200)	\$260	1/1/2022	3/31/2022
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Comments: [REDACTED]

Bridging Benefit Guideline & Forms



The Bridging Benefit Guideline provides direction and is a good resource; if you scroll to the end of the Benefit you will find a checklist also.

Bridging Benefit Guideline review

The revised Guideline will be posted to the Medica CC site. [Benefit Guidelines](#)

Please refer to the guideline when submitting a Bridging request.

Bridging Forms are found on the Medica CC site under Tools and Forms; any of the Organized by Product (MSC+, MSHO, or SNBC) will pull up the forms

Tools and Forms

Organized by Product

Other Forms

- [Bridging Client Checklist 2022 \(PDF\)](#)
- [Bridging Shopping Preference Form 2021 \(PDF\)](#)
- [Bridging Referral Form 2022 \(DOC\)](#)

These **three** forms need to be submitted:

1. Bridging Referral Form

- Include Medica Member ID and the HCPC code either S5121 Chore Services or T2038 Transitional Services. All the questions on the form must be answered as Bridging will not accept any blanks! If the member does not have an email address or alternative phone number the Care Coordinator's will be added.
- **Bloomington Warehouse** – Delivers to Hennepin, Dakota, Scott, and Carver counties
- **Roseville Warehouse** – Delivers to Ramsey, Anoka, and Washington counties and the following cities in Hennepin County: Brooklyn Center, Brooklyn Park, Champlin, Maple Grove and Rogers

2. Bridging Shopping Preference Sheet

- Must include shopping Preference form no matter how the member decides to shop: Google Duo, FaceTime, Bridging shops, or In-person shopping

3. Bridging Client Checklist

PLEASE FILL OUT ALL THE FORMS IN THEIR ENTIRETY TO SPEED THE PROCESS!

The forms can be found on the CC website under Tools and Forms: [Bridging Forms](#)

Review forms

The forms are fillable if:

The Bridging client Checklist and Shopping Preference forms- open in Acrobat and edit PDF

Bridging Referral Form- View and edit document

Bridging Scheduling, Shopping, and Delivery



- When all paperwork is submitted either through the BEI or Transitional Services process the Benefit Managers will enter into the Bridging site and email the Care Coordinator the confirmation as well as the delivery date (please be mindful of any cancellations)
- Only member allowed to shop in-person unless an interpreter, mental health provider, or physical assist is needed which should be indicated on the Bridging Referral form
- Children are NOT permitted in the Bridging warehouse and no childcare will be provided by Bridging. Children may wait in the lobby with an accompanied adult caregiver.
- Bridging is not for one off items it is ONLY used for setting up a basic household; Bridging is not a “store”.
- Masks are required for in person shopping.

- Please request Bridging delivery on the forms
- Bridging staff will be wearing Bridging attire on delivery; the staff will adhere to infection control practice with mask and social distancing
- Bridging staff will not deliver beyond two flights of stairs; the items will be left in the first room of the home and the member will be responsible for set up
- Delivery is the next day after appointment Monday-Thursday and Friday delivery on Monday (exceptions with Holidays)
- If a member misses their delivery appointment and needs to reschedule another \$200.00 delivery fee will be required



Questions

Wishing you all a nice Holiday season and the best to come in 2022!

The Benefit Managers

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MISSION

To be the trusted health plan of choice for customers, members, partners and our employees.

VISION

To be trusted in the community for our unwavering commitment to high-quality, affordable health care.

VALUES

Customer-Focused • Excellence • Stewardship • Diversity • Integrity