

## Benefit Guidelines: Bridging

**Service: Bridging**

**Effective Date: 6/23/2020**

**Review date: 12/09/2020, 3/10/2021, 12/10/2021**

**Products:** Medica DUAL Solution<sup>®</sup> (Minnesota Senior Health Options, or MSHO), Medica Choice Care<sup>SM</sup> (Minnesota Senior Care Plus, or MSC+), Medica AccessAbility Solution<sup>®</sup> (Special Needs BasicCare or SNBC), Medica AccessAbility Solution Enhance (Special Needs BasicCare or SNBC Integrated)

### Definition of Service:

Bridging is a non-profit social service agency that provides basic gently-used home furnishings to those who need household items **to set up a functioning and comfortable home**. Basic home set up from Bridging generally includes upholstered furniture, a kitchen table and chairs, a mattress and box spring, linens, dishes, artwork, and more.

### Covered Services:

- Bridging referral, also referred to as the “shopping appointment” fee \$60.00
- Delivery in seven county metro area \$200 (Anoka, Carver, Dakota, Hennepin, Ramsey, Scott, Washington)
- Medica will be financially responsible for up to \$260 per referral
- For the safety of Bridging employees, delivery teams are able to deliver **up to two flights of stairs** (both interior and exterior stairs). The delivery team may refuse delivery if the member’s home is beyond this limit. Bridging is unable to issue a refund in these circumstances.
- Transportation BEI may be provided in the seven counties to/from Bridging **only for** shopping appointment for members without waiver transportation
- Interpreter services can be obtained with a BEI for the Bridging shopping appointment. Care Coordinator will need to schedule this with an in-network provider. \*Be sure to mark this question correctly on the Bridging Client Referral form.

Note: **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

### Limitations:

- If member resides outside of seven County Metro area, member will need to secure their own transportation to/from the Bridging Warehouse in Roseville or Bloomington **AND** will also need to secure a way to transport their selected items to their residence within 48 hours or two business days after the shopping appointment
- Member must be currently enrolled with Medica at time of referral **AND** at time of scheduled appointment with Bridging

- Provide A Ride – This service is available for the shopping appointment for all members within the seven county metro area. If member resides outside the seven county metro area, the member is responsible for securing transportation for shopping in person and picking up items.

**Noncovered Services:**

- No new mattress, box spring and/or bedframes
- Delivery fees for locations outside of seven County Metro area
- Referrals for members who are moving into furnished homes
- Members who do not need basic household set up such as only a mattress and box spring

**Process:**

- Care Coordinator is responsible to assess the member needs for Bridging services. Preferably this assessment is a face to face appointment happening in the member's new residence.
- If the member qualifies for Bridging services the Care Coordinator MUST complete the following documents with the member:
  - Bridging Client Checklist
  - Bridging Client Referral
  - Bridging Shopping Preference form
- Care Coordinator will determine with the member how they wish to shop via Google Duo, FaceTime, or Bridging shops for member or member shops in person please include on forms submitted.

**MSC+/MSHO w/Elderly Waiver and qualifies for Transitional Services (please refer to DHS site for Transitional Services qualifications/eligibility [DHS Transitional Services](#)):**

- Submit Request and Referral form to support specialist using T2038. NO BEI Needed; include cost in EW budget
- Email Benefit Managers ([benefitmanagers@medica.com](mailto:benefitmanagers@medica.com)) only the Bridging forms noted above. Benefit Manager will schedule appointment and will communicate this with the Care Coordinator via email.

**SNBC, SNBC Enhanced, MSC+, or MSHO w/out EW or w/EW but does not qualify for Transitional Services:**

- Fax BEI with ALL Bridging forms to: 952-992-2589
- If the member is in need of transportation and/or interpreting services the request for services must be included in the BEI. Transportation services is limited to members who reside in the seven county metro area.
- Use **S5121** in the "Service/Item Description/Code" under Section 2, box 1
- If member has a waiver managed by a county or other agency, please first confirm that they do not have access to Bridging services and note on BEI.
- Upon BEI approval, Benefit Manager will schedule appointment and will communicate this with Care Coordinator via email

**All Members:** If scheduled appointment needs to be rescheduled, Care Coordinator will need to email the Benefit Managers ASAP for new appointment. If member does not attend appointment or does not cancel/reschedule with at least 24 hour notice, Medica will still be responsible for \$60 fee AND member will be unable to access service via Medica referral

**Considerations:**

- Does the services enable the member to function with greater independence?
- Is the service of direct and specific benefit to the member?
- Is this the most cost effective solution?
- Are there other formal, informal or quasi-formal services which can meet the identified need?

**References:**

- [Bridging](#)
- [MN DHS Minnesota Health Care Programs \(MHCP\) Provider Manual – Home](#)
- [MN DHS Community-Based Services Manual \(CBSM\): Transitional Services-Elderly Waiver \(EW\)](#)
- See steps below for EW Transition Services or BEI as a reference

***Steps for Bridging with EW Transitional Services***

*Bridging Forms:*

- *Bridging Client Checklist*
- *Bridging Referral Form*
- *Bridging Shopping Preference Sheet*
- *Referral Request Form (RRF)—once completed send to your Support Specialist*
- *Email Bridging forms to [benefitmanagers@medica.com](mailto:benefitmanagers@medica.com)*

*Most recent forms can be found on the Medica CC site under Tools and Forms*

**Other Forms**

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

***Steps for Bridging with BEI***

*Bridging Forms:*

- *Bridging Client Checklist*
- *Bridging Referral Form*
- *Bridging Shopping Preference Sheet*
- *Submit BEI and ALL Bridging forms together to Medica via the BEI procedure*

*Most recent forms can be found on the Medica CC site under Tools and Forms:*

#### Other Forms

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

Please reach out to the [benefitmanagers@medica.com](mailto:benefitmanagers@medica.com) with questions.

This Medica Benefit Guideline for Care Coordination Products is intended to guide service plan development. This reflects current interpretation of the product benefit set and/or parameters for obtaining services. Medica staff should be consulted for further guidance or to vary from these recommendations.

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