

Benefit Guidelines: Bridging

Service: Bridging

Effective Date: 6/23/2020

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Products: Medica DUAL Solution[®] (Minnesota Senior Health Options, or MSHO), Medica Choice CareSM (Minnesota Senior Care Plus, or MSC+), Medica AccessAbility Solution[®] (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 \$75.00
- Delivery in seven county metro area \$200 (Anoka, Carver, Dakota, Hennepin, Ramsey, Scott, Washington)
- Medica will be financially responsible for up to \$275 per referral.
- For the safety of Bridging employees, delivery teams can 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 Benefit Exception Inquiry (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 as well as 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, Bridging shops for member or member shops in person; please include type of shopping 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) 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 \$75.00 fee AND member will be unable to access service via Medica referral without further approval

Considerations:

- Does the service 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*

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 Care Coordination Hub under Tools and Forms and Miscellaneous

Please reach out to the 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.