

## 2014 REFUGEE HEALTH ASSESSMENTS for INDIVIDUALS ON MEDICAL ASSISTANCE - Reference guide for clinics

Updated August 5, 2014

All new refugee arrivals in Minnesota need to receive a refugee health assessment. In most cases, these assessments are done before the individual enrolls in a health plan. The information below may be helpful when arranging refugee health assessments or other health services. General questions about refugee health assessments can be directed to the **Minnesota Department of Health Refugee Health Program** at 651-201-5414.

- **DHS Electronic Verification System (EVS)** 651-431-4399 or 1-800-657-3613 to verify if the patient is covered by fee-for-service Medical Assistance or a health plan. The provider must have an ID code to use EVS. You can also verify recipient eligibility online through MN-ITS at <http://mn-its.dhs.state.mn.us>.
- **To verify the patient's health plan member ID#**
  - **Blue Plus** 651-662-5200, 1-800-262-0820 or Provider Web Self-Service. You can also call Customer Service for eligibility only at 1-888-711-9862 or 651-662-5545
  - **HealthPartners** 952-967-7998 or 1-866-885-8880
  - **Medica** 952-992-2232, 1-800-458-5512, WebMD Office, Claimlynx, B2B, etc.
  - **UCare** 612-676-6824 or 1-800-203-7225 or via the Provider Portal at [www.ucare.org](http://www.ucare.org)

COVERAGE	SITE of SERVICE for REFUGEE HEALTH ASSESSMENT	REFERRAL or AUTHORIZATION	CUSTOMER SERVICE	INTERPRETERS Please have members call their health plan 2-5 days before the visit to arrange interpreter and/or transportation services.	TRANSPORTATION
<b>Fee-for-Service Medical Assistance</b>	Any provider willing to accept MA including public health.	No referral or authorization is needed.	Patient may call the county financial worker.	Provider must arrange.	Patient may call the county financial worker to discuss options.
<b>Blue Plus</b>	Member's Primary Care Clinic.	No referral or authorization is needed if done at the member's PCC. Call Provider Service at 651-662-5200 or 1-800-262-0820 to obtain the member's PCC information.	651-662-5545	1-800-711-9862	<b>BlueRide</b> 651-662-8648 1-866-340-8648
			<b>TTY/Hearing impaired 7-1-1</b>		
<b>HealthPartners</b>	Member's Primary Care Clinic.	No referral is needed if done at the member's PCC. The PCC will need to authorize any service at alternate sites. Call Member Services at 952-967-7998 or 1-866-885-8880 to determine site.	952-967-7998	1-866-885-8880	<b>RideCare</b> 952-883-7400 1-888-288-1439
			<b>Hmong</b> 952-967-7355 <b>Oromo</b> 952-967-7160 <b>Russian</b> 952-883-7799	<b>Somali</b> 952-937-7159 <b>Spanish</b> 952-967-7050, <i>option 2</i>	
			<b>TTY/Hearing impaired</b> 952-883-6060 1-800-443-0156		
<b>Medica</b>	Any Medica Choice Care <sup>SM</sup> provider including public health.	No referral or authorization is needed when done by a participating Medica Choice Care provider. Call Medica CallLink <sup>®</sup> Nurse Line at 1-866-715-0915 for names of participating providers.	952-992-2322 1-800-373-8335	952-992-2292 1-800-601-1805	<b>Provide-A-Ride<sup>SM</sup></b> 952-992-2292 1-800-601-1805
			<b>Hmong</b> 952-992-2296 <b>Russian</b> 952-992-2294 <b>Somali</b> 952-992-2260	<b>Spanish</b> 952-992-2297 <b>Vietnamese</b> 952-992-2295 <b>All Languages</b> 952-992-2292	
			<b>TTY/Hearing impaired</b> Call the National Relay Center at 1-800-855-2880 and ask for one of the phone number above.		
<b>UCare</b>	Member's Primary Care Clinic or public health.	No referral is needed if done at the member's PCC or public health clinic. If there is a question about who the PCC is, call Member Services at 612-676-3200 or 1-800-203-7225.	612-676-3200 <b>English press 1</b> <b>Spanish press 3</b>	1-800-203-7225 <b>Hmong press 2</b> <b>Somali press 4</b>	<b>HealthRide</b> 612-676-6830 1-800-864-2157
			<b>TTY/Hearing impaired</b> 612-676-6810 1-800-688-2534		