



Bluestone

PROVIDED BY

 Mankato Clinic

Vista™

ON-SITE
PRIMARY
CARE



F.A.Q.

Bluestone VistaSM Frequently Asked Questions

How does Bluestone Vista work?

The Provider Team visits patients regularly in the comfort of their home, allowing the providers to observe changes in their health status. This enables the provider team to be proactive about healthcare with a goal of reducing hospitalizations and emergency room visits.

What is Bluestone Bridge?

Bluestone Bridge is a web-based, two-way secure communication network that enables family members, facility staff and service partners 24/7 online access to provider team members for more informed coordination of care.

How does a family member register for the Bluestone Bridge?

A Bluestone Bridge registration form is included in the enrollment folder. Due to HIPAA restrictions, family members and/or guardians need to provide a copy of Medical Power of Attorney/Health Care Directive or have permission from the patient to register on the Bridge. You can also go to mankatoclinic.com/bluestone-vista-at-mankato-clinic-1

Why do I have to be seen each month?

With the focus of care being to see patients in the comfort of their homes each month, it allows the providers to observe changes in patient's health status. This model of care helps the provider team to be proactive about the patient's healthcare with a goal of reducing hospitalizations and emergency room visits.

What if a patient has a health care need between visits?

The relationship between the facility/community staff and the Provider Team is a partnership. The Bluestone Bridge is always available for nursing staff and family questions. The Provider Teams work with the nursing staff to order necessary tests and medication as needed between visits.

How can the family be involved?

Family members are always welcome to attend patient visits. If registered family members have feedback or concerns, they can contact the providers through the Bluestone Bridge. Input is always welcome.

What about labs, tests and prescription refills?

Bluestone will assist the facility/community with on-site routine and diagnostic labs and X-ray services. Your Provider Team will order necessary tests and prescriptions at or between visits. This reduces the number of times the patient must leave their home for added services.

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What if a patient needs to go to the hospital or to urgent care?

Bluestone works closely with the local hospital of the patient's choice. Provider Teams communicate with hospitalists, transitional care units (TCU) and nursing homes to coordinate patient care during times of transitions. Your Provider Team will continue care upon discharge to the facility/community.

How do I sign up to be seen by Bluestone Vista?

Request an enrollment folder from a facility/community staff member. Complete, sign and submit enrollment documents to the facility staff or fax the form to 507-385-4186 or mail to Bluestone Vista Attn: Team Coordinator 1230 East Main Street, Mankato, MN 56001.

Will I keep my current primary care provider?

Once enrolled, Bluestone Vista will serve your primary care needs.

Will I have access to specialty care services?

Yes, patient care relies on collaboration with specialty care services such as; home care, hospice, cardiology, podiatry, audiology, etc. The Provider Team will help coordinate specialty care visits, if necessary.

How do I know if Bluestone is covered by my insurance?

Most insurance companies cover Bluestone Vista services similar to their coverage on primary care and other clinic services. Mankato Clinic encourages you to call your insurance company to understand your benefits.

What questions should I ask my insurance company?

If you are concerned about your insurance coverage for Bluestone Vista services, verifying your coverage with your insurance company will be of benefit. When you call your insurance company, ask about coverage for an office visit rendered in an assisted living setting. To download our Cost Estimation Worksheet go to the link below. This work sheet will help you ask the right questions when calling your insurance company. <https://bit.ly/31W5TUi>

How are Bluestone Vista services billed to my insurance?

All services provided by Bluestone Vista are billed following regular insurance processes and are billed as a professional medical service. Your typical out of pocket expense processes similar to that in the clinic. If you currently have a copay or deductible when you go to your doctor, you will likely have the same copay/deductible for Bluestone Vista services. Typically, Bluestone Vista services process similar to clinic charges.

What if I have questions about my bill?

If you have questions about your bill, please contact Mankato Clinic Patient Financial Services at 507-389-8507 or 800-657-6844.



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The Vista model of care was created by Bluestone Solutions, leading innovator of on-site/home geriatric care management products and services that re-focus the coordination and delivery of relevant care for patients with complex needs in residential care communities nationwide.

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