

Care Coordination News



March 2023


Issues of **Care Coordination News** often refer to different UCare forms. All UCare Care Coordination forms are on the UCare website under the [Care Managers and Care Coordination](#) page.

Care Coordination-related questions can be directed to the Clinical Liaison mailbox's:

- **MSC+/MSHO** MSC_MSHO_Clinicalliaison@ucare.org or by phone: 612-294-5045 or 1-866-613-1395
- **Connect/Connect + Medicare:** SNBCClinicalliaison@ucare.org or by phone: 612-676-6625 or 1-833-951-3190

Enrollment related questions can be directed to:

- **MSC+/MSHO enrollment** at 612-676-6622 or by email CMIntake@ucare.org
- **UCare Connect/Connect+ Medicare enrollment** by email at connectintake@ucare.org



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2023 UCare Care Coordination Meeting Schedule

UCare Care Coordinators are required to participate in the live WebEx or view the recorded WebEx. WebEx registration or a signed attendance sheet is required. The recorded Webex will be uploaded to the website about a week after the live quarterly meeting.

UCare Product	Meeting Type	Date & Time (Subject to change)
MSC+/MSHO and Connect/Connect + Medicare	Live Quarterly Meeting	*March 14th, 9 am June 15 th , 9 am September 12 th , 9 am December 12 th , 9 am
MSC+/MSHO and Connect/Connect + Medicare	CEU Event (optional)	May 23 rd , Announced in April August 22 nd , Announced in July November 28 th , Announced in Oct
MSC+/MSHO	Office Hours (optional)	April 25 th , 10:00-11:00 July 25 th , 10:00-11:00 October 24 th , 10:00-11:00
Connect/Connect + Medicare	Office Hours (optional)	April 25 th , 1:30-2:30 July 25 th , 1:30-2:30 October 24 th , 1:30-2:30

[*Register here for the March webinar](#)

All Care Coordination News

New on the Care Management and Care Coordination Website



Connect/Connect + Medicare

- PCP/ICT Support Plan Cover Letter (updated)
- Health Resources Letter (updated)

MSC+/MSHO

- Lutheran Social Service of Minnesota Health Transitions Authorization Form (updated)
- Individual Home Supports Form
- Institutional Health Risk Assessment/Support Plan (updated)

All Products:

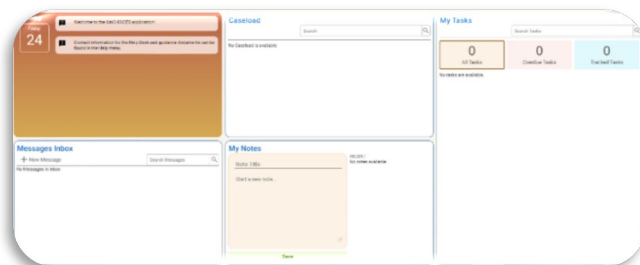
- Member Engagement Strategies (job aid)

MnCHOICES Readiness

We recommend that each agency prepare for the transition to MnCHOICES application by developing internal workflows within your agency to manage the integration of MnCHOICES into your current processes.

What MnCHOICES Readiness looks like:

1. Complete MnCHOICES trainings appropriate for your role.
2. Attending MnCHOICES Launch trainings. Track your own employees' training progress.
3. Designated Mentors attend (or [watch recordings](#)) all Mentor calls.
 - a. Mentors are responsible for disseminating this information to your staff.
 - b. Mentors should ensure staff are aware of the MTZ Workarounds DHS has prepared for launch.
4. Practice in [MTZ](#) to get familiar with the application as well as the help center within the application.
 - a. We encourage you to practice with a peer/co-worker completing the entire process from how your agency coordinates enrollment to practicing a full assessment and support plan in the MTZ.
 - b. Consider assigning each staff person a mentor to answer questions and help solve problems with training and certification.
5. Determine internal agency processes. How will your agency utilize MnCHOICES compared to current internal practices.
 - a. Examples may include: How will you use MNCH calendar, determining who assigns the member to the care coordinator, will documents be saved in MNCH or current records?
 - b. NOTE: Forms and requirements that are not integrated into MnCHOICES will primarily be an agency decision as to whether the agency will be uploading documents to MnCHOICES or current systems/EHR. All documents will continue to be required in future audits so keep that in mind when planning your internal process.
 - i. We anticipate the HRA and Support Plan, signature page (MnCHOICES Application or eDoc), THRA will be completed and saved in MnCHOICES
 - ii. OBRA I (MnChoices Application or eDoc) – saved per delegate choice
 - iii. Care Giver Assessments, Mini Cog and other e Docs – saved per delegate choice
 - iv. Case Notes, ROI's, Letters, Misc. member documents – saved per delegate choice
6. DHS has moved to a phased approach to launch beginning in April. You can find details of the announcement [here](#). [Additional information to be sent to county/delegate partners for a and b below](#).
 - a. In preparation for launch UCare is anticipating we will be collecting information proactively to be able to submit MnCHOICES access requests for any staff that was not included on the MnCHOICES onboarding spreadsheet submitted in fall 2022.
 - b. Complete the UCare attestation for agencies phase in approach.



- c. Please keep an eye out for email communications to identified leadership contacts from UCare in March.
 - i. Depending on your agency's staffing phase in approaches might be different. DHS allows flexibility in agencies approach. For example, some may have all staff complete 10% of assessments, others may have 10% of staff complete 100% of assessment in MnCHOICES.

What we know:

- The **core job duties** and requirements of care coordination remain unchanged. Elements of the current requirements grid will remain in place shifting only **where the work is being done**.
- Some examples of unchanged elements include:
 - Enrollment notification via SecFTP
 - All reassessment and support plan timelines
 - UTR/Refusal Support Plan completion
 - TOC requirements (log located on UCare website)
 - Communication requirements
 - Documentation requirements
 - 6037 Transfer Process
- We understand there will be changes to MMIS entries, in particular for the non-EW assessment. We know the MCO - MnCHOICES Assessment will be entered. The HRA-MCO will not be entered. More instructions to follow.
- Known issue: The MnCHOICES training session MNCH911 in section 1.23 that states if a care coordinator has a member in need of a HCBS/waiver referral to stop the HRA. This is NOT applicable to MCO SNBC Care Coordinators (even if you are the CADI/BI/DD CM) SNBC Care Coordinators complete the full HRA-MCO regardless of waiver status. This is applicable to MSHO/MSC+ care coordinators who manage EW.
- DHS Transition Info: [Transition instructions: Revised MnCHOICES application \(state.mn.us\)](https://www.state.mn.us/dhs/transition-instructions-revised-mnchoices-application)

UCare is actively working to update the Requirements Grids and content for our upcoming quarterly meeting and newsletters to support you the best we can. Due to the timeline of MnCHOICES roll-out, we will not be able to provide the updated Requirements Grids to you a month in advance like normal. We will share any resources, job aids, and/or FAQs as developed.



MMIS Reminder

MMIS passwords become suspended due to inactivity for 30 days and are deleted if inactive over 90 days. Please create a reminder to log into MMIS at least every 30 days so your password does not expire. We appreciate being proactive to reduce the request of password resets.

Change to UCare's Future Ride Booking Policy

Starting February 13th, 2023, UCare transportation will only book out up to 30 days in the future for any appointment type or transportation MODE. Any ride already booked out past the 30 days will remain in the system and scheduled. At this time, we expect this change to be temporary and will review it monthly. We will update you on any future changes.

If you have any questions on this change, please call, or email the CC team at 612-676-6878/ 833-276-1183 option 2 or email to health_ride@ucare.org

Keeping UCare Members Physically Active

One Pass

Eligible members include: UCare Medicare (excluding UCare Advocate Plans), UCare Your Choice Plans, UCare Medicare Supplement, UCare Medicare w/ M Health Fairview & North Memorial, EssentiaCare, and UCare's MSHO, UCare Connect + Medicare, UCare Connect.

One Pass is a complete fitness solution for body and mind, available at no additional cost for eligible members. One Pass offers:

- Access to more than 23,000 participating fitness locations nationwide
- More than 30,000 on-demand and live-streaming fitness classes
- Workout builders to create personalized workouts
- Home Fitness Kits available to members who are physically unable to visit or who reside at least 15 miles outside a participating fitness location
- Personalized, online brain training program to help improve memory, attention and focus
- Over 30,000 social activities, community classes, and events available for online or in-person participation



Members can go to ucare.org/onepass to find participating fitness locations and learn more.

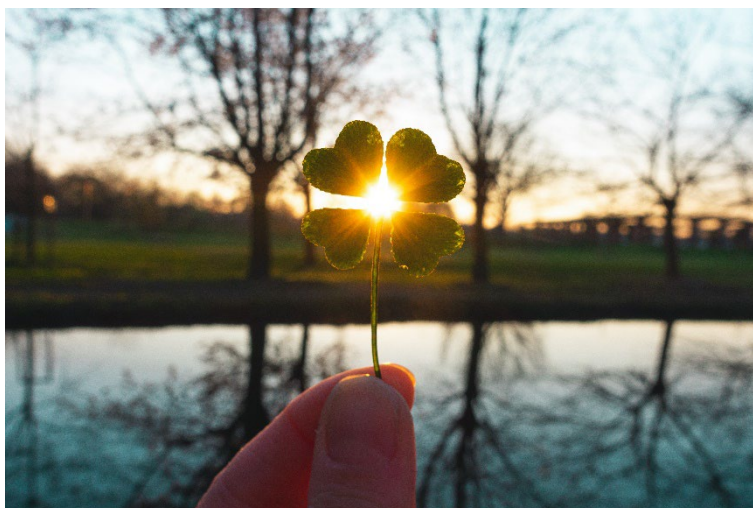


When going to the [OnePass website](https://ucare.org/onepass) and scroll to the bottom of the page to find a fitness location in the member's area.

MN EAS Update

We are excited to share that Nick Regier from MN EAS will be presenting an overview at the next All CC Quarterly Meeting on March 14th, 2023. Nick will share an overview of the platform, provide a brief demonstration, and share how MN EAS can assist care coordinators with improving assistance with Transition of Care.

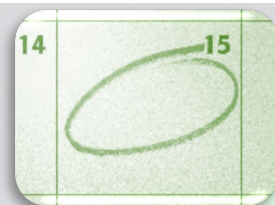
We appreciate all who have already responded and enrolled with MN EAS. If you are interested in speaking with a peer agency who is working with the system, please reach out to your Clinical Liaisons.



Connect and Connect + Medicare News

News U Can Use:

Returning Monthly Activity Logs (MAL) is an essential part of the Connect Redesign to ensure the HS codes are updated timely. MALs are due by the 15th of each month. The Connect Intake staff will reach out to agencies who have not returned the MAL to kindly remind you to return.



When an SNBC Member Needs DME the care coordinators are a critical piece in navigating the system and being the health plan experts. Members are eligible for MA covered DME. UCare Connect/Connect + Medicare follows [DHS guidelines](#) for eligibility criteria and covered items. You may also review the [MHCP Provider Manual](#) for coverage information MA covered items. Care coordinators can assist in getting the completed Rx and documentation from the member's PCP and order items from an in network DME provider. Some DME may require a face-to-face visit with the member's PCP prior to ordering. If you are unsure, the DME provider is a good resource to confirm.



MMIS entries are required for all Connect and Connect + Medicare members. This includes all completed HRA's (including institutionalized members) Unable to Reach and Refusals. You may be hearing from us as we complete a monthly reconciliation of HRA data in MMIS, however the way in which we do this may change with the launch of MnCHOICES.

MSC+ and MSHO News



Papa Pals Update - IMPORTANT!

UCare is suspending Papa Pals supplemental benefit. Please do not make any referrals until further notice.

IHRA/Support Plans

The Institutional Health Risk Assessment/Support Plan has been updated. The new IHRA/Support Plan will be posted alongside the current form until 5/1/2023. Begin using the new IHRA/Support Plan no later than 5/1/2023.

Lutheran Social Service of Minnesota is happy to announce the new name of their post-hospital/rehabilitation support program – Healthy Transitions!

The Healthy Transitions program (formerly Community Companion program) offers individualized support, education, and resources to all UCare MSHO members during the first critical 30 days after a stay at the hospital or short-term rehabilitation center through their Healthy Transitions service. The member who returns home from the hospital or rehabilitation center is paired with a specially trained and certified Community Health Worker who provides a series of four touch points (2 in-home and 2 telephone) visits during which several topics are reviewed and shared with the member's Care Coordinator.

- Discharge documentation
- Home safety and fall risks
- Nutrition
- Medications
- Socialization
- Appointment setting and transportation
- Short-term goal setting
- Resources and referrals to other providers
- Additional member considerations

Health benefits for members include staying healthy and independent, out of hospital or ER, while the benefits for Health Care Partners include fills the gap between hospital and home and supports patients who are high utilizers of services.

UCare MSHO members must meet the following criteria to qualify for the Healthy Transitions service:

1. Be enrolled as a UCare MSHO member
2. Have recently been, or will soon be discharged from a hospital or skilled nursing facility
3. Will be returning to an independent living environment such as a home or assisted-living facility
4. Can actively participate in the service

At the time of a transition, care coordinators should talk to their member to determine their interest in enrolling in the service. If the member is interested, Care Coordinators should complete the [Healthy Transitions Post-Discharge CHW Authorization Request Form](#) and **send to the form to BOTH** CLSintake@ucare.org **AND** HealthyTransitions@lssmn.org

DHS News & Update

Status of the MnCHOICES revision project

DHS has decided to implement a phased launch of the MnCHOICES revision. This will include an extension of the transition period to finish work in existing systems from June 30 to Aug. 31, 2023. This will provide more flexibility for lead agencies to transition staff members to the revised MnCHOICES application over a six-week period rather than require everyone to use the new system immediately.

For more information, go to the full announcement: [Status of MnCHOICES revision project](#).

More self-study recommendations for "Building your skills" webinar series

Take the "Home and community-based services (HCBS) disability waiver foundations" training module on TrainLink to help keep your support plan skills sharp until the DHS "Building your skills: Developing a support plan" monthly webinar series returns in June 2023. While waiting for the series to resume, we will share monthly self-study suggestions for new and experienced staff to gain knowledge or support an existing skillset.

For more information, go to: [More self-study recommendations for "Building your skills" webinar series](#).

Reminders

Forms Change Frequently

Forms are updated regularly. Please remember to download forms directly from UCare's website. This will ensure you are using the most up-to-date version.

Updating a Member's Primary Care Clinic

All Care Coordinators should be confirming member's primary care clinics and completing the Primary Care Clinic Change Request form located on the UCare [website](#) in the Care System or County PCC/Care Coordination Change Process drawer. This will ensure members (MSC+/MSHO) are correctly assigned for care coordination while they are in the program and when they age in.

Do You Have a Care Coordination Question?

We want to be a great resource to you when you have care coordination questions! For us to help you, please include as much detail as possible with your question(s): e.g., member name and ID number, date of birth, product, details about the situation and your name, phone number and email address.

All emails sent to UCare that include private member information **must** be sent via [UCare's Secure email Message Center](#). UCare is not able to open third party secure emails. You can create a secure email account using this [link](#).

UCare Contact Numbers

Please refer to the [Clinical Phone List](#) for Care Coordination delegate contact information.

Newsletter Article Requests

Is there a topic that should be covered in this newsletter? Please send all suggestions to MSC_MSHO_Clinicalliaison@ucare.org & SNBCClinicalLiaison@ucare.org.