

Care Coordination News

MAY 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	June 15 th , 9:00 am September 12 th , 9:00 am December 12 th , 9:00 am
MSC+/MSHO and Connect/Connect + Medicare	CEU Event HOUSING (optional)	May 23rd, 12:00 pm - 1:00 pm* August 22 nd , Announced in July November 28 th , Announced in Oct
MSC+/MSHO	Office Hours (optional)	July 25 th , 10:00-11:00 October 24 th , 10:00-11:00
Connect/Connect + Medicare	Office Hours (optional)	July 25 th , 1:30-2:30 October 24 th , 1:30-2:30

[*Click here for the Link to the May 23rd Housing CEU Event](#)

ALL CARE COORDINATION NEWS

What's New on the Care Management and Care Coordination Website?

All

- Navigating Your Enrollment Roster Using Excel (NEW-Meetings & Training spark)
- Model of Care Electronic Signature (MOC spark)
- DHS System Access Request (Moved to UCare System Access Request Forms on CC home page. See below)
- Secure FTP Access Request (NEW – UCare System Access Request Forms)
- Care Coordination Contact List (Revised 4/20/23)



Connect/Connect+ Medicare

- Connect/Connect + Medicare Support Plan (revised 4/17/23)
 - Added additional goal rows and fixed errors on PDF version

Coming Soon!

- CT/CT+ and MSC+/MSHO Support Plan Signature Page
- Connect Requirements Grid (MnCHOICES TBD)
- MSC+/MSHO Requirements Grid (MnCHOICES TBD)
- MSC+/MSHO Community and Institutional Requirements Grids (Updated TBD)

MSC+/MSHO

- Grandpad Order Form (Updated 4/20/23, MSHO Supplemental Benefit Forms)

UCare System Access Request Forms

[SecFTP Access Request](#)

[DHS System Access Requests](#)

New Addition to the Care
Coordination Website!!

Disease Management

Chronic Care Improvement Program (CCIP)

Medicare Advantage plans are required to conduct Chronic Care Improvement Program (CCIP) initiatives. The intent is to promote effective chronic disease management and improvement of care. UCare implements the CCIP program via a quarterly newsletter mailing to members diagnosed with 2-6 chronic conditions based on the John Hopkins Adjusted Clinical Group system. Newsletters are sent to EssentiaCare and UCare Medicare, **MSHO, Connect + Medicare** and UCare Medicare with M Health Fairview & North Memorial members. An estimated 70,000 members receive a newsletter each quarter. The newsletters provide education and resources to assist members in managing their chronic condition. Education topics are chosen based on population health data and annual education opportunities. 2023 quarterly newsletter topics are Wellness and Preventive Health; Stress Management & Mental Health; Medication Adherence; and Healthy Food & Nutrition. Each newsletter includes resources such as the Quit Smoking and Vaping Program; Fitness; Transportation help; Brook Health Companion and the Mental health and substance use disorder access lines.

Transition of Care Annual Audit

The Quality Review Team would like to notify delegates regarding the annual Transition of Care (TOC) audit, planned for July 2023. UCare completes TOC audits as part of our quality improvement efforts. We will randomly select 2022 care transitions of MSC+, MSHO, Connect, and Connect + Medicare members. Outreach to request TOC documentation will begin in June. This may be new for some delegates if never selected before. If you have any questions, please reach out to the Quality Review Team at QualityReviewTeam@UCare.org.



Healthy Savings



UCare offers the Healthy Savings program where members can save on healthy food such as milk, eggs, fruits and vegetables through grocery discounts that change weekly. Last year, UCare members redeemed more than 70,000 discounts and saved over \$60,000 at participating grocery stores. Visit healthysavings.com/ucare to learn about the Healthy Savings program and find participating locations.

Healthy Savings Food Allowance

MSHO members with congestive heart failure, ischemic heart failure, diabetes or hypertension and **Connect + Medicare** members with diabetes, hypertension or lipid disorders receive a monthly allowance on their Healthy Savings® card. This can be used toward the purchase of approved healthy foods and produce. Approved items like fruit, vegetables, healthy grains, dairy, beans and more can be purchased at participating retailers such as Cub, HyVee and Walmart simply by scanning the Healthy Savings card at checkout.

This benefit becomes effective the first day of each month and cannot roll over into the next month. Money you don't use by the end of the month will expire. Eligible members will receive a welcome letter that includes the card used to access the benefit. Learn more at healthysavings.com/ucare or call toll-free 1-855-570-4740 (TTY 711).

Food Access Referral

UCare is partnering with Second Harvest Heartland to connect UCare (PMAP), MNCare, **Connect**, **Connect + Medicare**, **MSHO**, **MSC+** members with local food resources! Members can receive help over the phone with applying for SNAP benefits and/or finding food resources in their community (i.e. food shelf, Fare for All, etc). Send referrals with member's name, ID #, phone number, and address to: wellness@ucare.org Referrals are received by the UCare Health Promotion team and will be triaged to Second Harvest who will then call within one week.



CONNECT AND CONNECT + MEDICARE NEWS

What to Expect in 2023: Timeline Monitoring, NU Codes & Monthly Activity Logs

Returning Connect/Connect + Medicare Monthly Activity Logs (MAL) is an essential part of the Connect Redesign as it will ensure the Health Status (HS) codes are updated timely. MALs are due by the 15th of each month. Connect Intake staff will be reaching out to agencies who have not returned the MAL to kindly remind you to return.

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.

As part of our 2023 monitoring and tracking of SNBC timelines, reports and monthly activity logs will be reviewed for accuracy and any outstanding items. The following will be part of the review process:

- Monthly activity log receipt and timing (above)
- Review of MMIS data for reconciliation (above)
- NU health status codes remaining in place for a member beyond two months. The NU status code is effective for up to the first two months for new enrollees. After the 60 days, an updated HS code should be added to the monthly activity log.

UCare will be sending out monthly emails to delegates if members are identified within this review with corresponding action items. Thank you for your attention to this as it will help keep records accurate and lead to less year end clean up.

News U Can Use

Connect and Connect + Medicare Product Change and MMIS

Reminder: When completing a THRA for a product change, an MMIS entry for the product change is required. When you complete a new HRA at the time of a product change, the HRA entry into MMIS will meet the requirement for MMIS entry with a product change. You do not need to enter both. The [SNBC MMIS manual](#) is a helpful resource in determining which entries are needed in MMIS and what activity type/results correspond (see instruction below).



Activity Type 07 - Administrative Activity

This activity type identifies administrative activities. It is to be used to record members not found for the HRA or that the member declined the completion of an HRA. Also used when reviewing the last health risk assessment when the product changes, for example, when a person moves from non-integrated to integrated SNBC.

- Activity type 07 records a review of the last health risk assessment due to a change in products.
 - Assessment result 51

Ordering Wellness Kits



UCare makes ordering kits easy by providing a variety of ways wellness kits can be accessed by members. Each year, UCare sends members the Guide to UCare Connect/Connect + Medicare informational packets and includes a self-addressed envelope for members to reply with requests for wellness kits and other benefits. At times the envelopes go missing. Members may visit member.ucare.org and click on Health & Wellness and go to Wellness, Rewards & Allowance to place a kit order. If members are not able to create an account, the preferred method to request is by contacting customer service or contacting the Care Coordinator who may email the request to wellness@ucare.org. If the Care Coordinator is interested in a progress/status of the mailing, a quick email to wellness@ucare.org (*Care Coordinator use only*) also will get you the information.

When Can UCare Connect and Connect + Medicare Members Change Plans

Changing health plans is a big decision and there are many factors to consider. What are the additional benefits? How will this affect my medication coverage? Can I still see my current doctors? Care Coordinators can be a valuable resource in providing information to help guide members to the right resources to get the answers to these questions. So, when can a member change their plans? It all depends on what the insurance is.

UCare Connect (SNBC – nonintegrated)

Monthly: Individuals on non-integrated SNBC plans like UCare Connect can make the following changes any time during the year:

- Disenroll from UCare Connect and return to Fee-For-Service Medicaid
- Disenroll from UCare Connect to enroll in another health plan's non-integrated SNBC plan

SNBC enrollments and disenrollment's must be made before the monthly [Enrollment Cut-Off Date](#) (usually 7 business days from the last day of the month) and are effective the first of the following month. Changes can be made through UCare Sales or through the Disability Hub and will not impact the member's Medicare Part D prescription Drug plan if they have one.

During the Annual Health Plan Selection Period (AHPS): Eligible individuals may also change their health plan from one non-integrated SNBC plan to another during AHPS. AHPS is held in the fall between mid-October to December 1st, with an effective date of January 1st.

UCare Connect + Medicare (SNBC – integrated)

During Enrollment Periods or Special Enrollment Periods: Enrollment in UCare Connect + Medicare changes the individual's Medicare Part D Plan.

Eligible individuals may enroll or disenroll from UCare Connect + Medicare when they have an Enrollment Period or a Special Enrollment Period (SEP). For a comprehensive list of enrollment periods, see [Medicare.gov](https://www.medicare.gov). Here are some of the most common enrollment periods.

- **Annual Election Period (AEP)** from October 15th to December 7th
- **Initial Enrollment Period** when an individual first becomes eligible for Medicare (3 months before, during and 3 months after the month in which they turn 65)
- **Medicare Advantage Open Enrollment Period** from January 1 – March 31 each year, individual enrolled in a Medicare Advantage Plan can switch to a different Medicare Advantage Plan or switch to Original Medicare (and join a separate Medicare drug plan) once during this time.
- **Quarterly SEP** - One time during each of these periods:
 - January–March
 - April–June
 - July–September

Note: The Quarterly SEP is not available during quarter 4, use the AEP option.

UCare Sales Specialists

UCare Sales Specialists are licensed agents who can help individuals choose the plan that works best for them. **Contact UCare Sales** at 800-707-1711 or send an email to SNPsales@ucare.org

Additional Resources: [2023 UCare Connect and Connect + Medicare Comparison](#)
[Your 2023 Guide to Connect + Medicare](#)

Did U Know?

Enrollment into Connect + Medicare can only be done by a UCare sales specialist

MSC+ AND MSHO NEWS

When to reach out to CMIntake vs CLSIntake

As a reminder, CMIntake@ucare.org can assist with MSHO/MSC+ enrollment questions. CLSIntake@ucare.org can assist with questions related to authorizations, including EW authorizations and Waiver Service Approval Forms.

REDMINDER! Elderly Waiver & PCA Services Eligibility

As shared in the February 17, 2023 eList announcement, CV.17, which prevents the termination of eligibility in LTSS programs remains in effect until further notice. Please review the [May 16, 2022 DHS eList announcement](#) and corresponding [FAQ page](#), which includes the following directions:

- When a member is unable to reach, the member's EW should remain open but services should not be reauthorized until the member is reached and completes an assessment with their care coordinator.
- When a member is a refusal, the member should be informed their EW will be closed and services will end.
- If a member is unable to reach or a refusal and was receiving PCA services, their PCA services cannot continue until a reassessment is completed.

DHS NEWS AND UPDATES

DHS Announces the Resumption of Minnesota Health Care Programs Annual Eligibility Renewals

[Bulletin 23-21-09 DHS Announces the Resumption of Minnesota Health Care Programs Annual Eligibility Renewals \(state.mn.us\)](#)

Do Not Use LTSS Improvement Tool after Revised MnCHOICES Launch

The LTSS Improvement Tool should not be used after the revised MnCHOICES application is launched because it has not been tested and validated. When this is finished, DHS will notify lead agencies the tool is ready. DHS postponed testing and validation of the improvement tool to focus resources on preparing for the launch of the revised application. Please see [March 28, 2023 eList announcement](#) for more information.

Do Not End Waiver Eligibility and Medical Assistance (MA) Financial Eligibility Renewals at the End of the Continuous Coverage Period

On April 7, 2023, DHS released [Bulletin #23-21-08: DHS Announces Key MHCP Eligibility Policies during the Unwinding Period \(PDF\)](#), which announces timelines for restarting MA renewals after continuous coverage requirements end. These timelines also apply to reassessments for waiver and AC programs, including financial eligibility redeterminations for the AC program. Please see [April 11, 2023 eList announcement](#) for more information.

Update on Launch of MnCHOICES Revision Project

DHS updated the partner-advised rolling launch schedule of the MnCHOICES revision that starts Monday, May 1, 2023. The new schedule includes a beta phase that will give a small group of lead agency users early access to the new MnCHOICES Training Zone (MTZ) and production environments before DHS launches them statewide. UCare identified 4 internal care coordination staff to participate in the beta phase testing.

DHS will work with lead agency representatives and the System Governance Group to decide when to move to the next phase. Please see [April 26, 2023 eList announcement](#) for more information.

REMINDERS

Frequently Change

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 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.

Coordination Questions?

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 Care Coordination 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.