

Care Coordination News

July 2024



Issues of **Care Coordination News** often refer to different UCare forms. All UCare Care Coordination forms are on the UCare website under the [Care Coordination and Care Management](#) page. Care Coordination-related questions can be directed to the Clinical Liaisons at:

- **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
- **Connect/Connect+ Medicare enrollment** by email at connectintake@ucare.org

2024 UCare Care Coordination Meetings

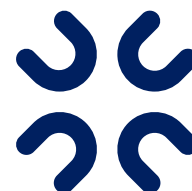
UCare All Care Coordination Meetings are provided every quarter. These meetings are intended to provide ongoing education, benefit updates and topical information to support successful care coordination activities. UCare care coordinators are required to participate in the Quarterly All Care Coordination Meetings presented live or by viewing the recorded WebEx. An electronic verification is needed when viewing the recorded Quarterly All Care Coordination Meeting. CEU events and office hours are optional.

UCare Product	Meeting Type	Date & Time (Subject to change)
MSC+/ MSHO and Connect/Connect + Medicare	Live Quarterly Meeting	September 10 th , 2024, 9 am – 12 pm December 10 th , 2024, 9 am – 12 pm
MSC+/MSHO and Connect/Connect + Medicare	CEU Event (optional)	August 13 Advance Directives November (Dates to come)
MSC+/MSHO	Clinical Liaison Office Hours (optional)	July 23rd, 2024, 12:30 pm-1:30 pm Oct 22 nd , 2024, 12:30 pm-1:30 pm
Connect/Connect + Medicare	Clinical Liaison Office Hours (optional)	July 23rd, 2024, 11:30 am – 12:30 pm Oct 22 nd , 2024, 11:30 am – 12:30 pm
MSC+/MSHO	Housing Office Hours (optional)	3 rd Wednesday of every month from 1 pm-2 pm
Connect/Connect + Medicare	Housing Office Hours (optional)	1 st Wednesday of every month from 1 pm-2 pm



- [Click here](#) to register for the July Clinical Liaison Connect/Connect + Medicare Office Hours
- [Click here](#) to register for the July Clinical Liaison MSC+/MSHO Office Hours
- [Click here](#) to register for the July Housing Office Hours Connect/Connect + Medicare
- [Click here](#) to register for the July Housing Office Hours MSC+/MSHO

ALL CARE COORDINATION NEWS



New on the Care Coordination and Care Management Website

All products

- Health Ride Transportation Flyer (New 6/3/24)
- Alternative Decision Makers and Health Care Directives Training (New 5/31/24)
- 2nd Quarterly All Care Coordination Meeting Recorded Webex and PowerPoint Slides (New 6/11/24)
- PCP/ICT Support Plan Fax Cover Sheet (Revised 6/1/24)
- Support Plan Letter (Revised 6/14/24)
- Support Plan Signature Letter (Revised 6/14/24)
- Transition of Care (TOC) Notification to PCP (Revised 6/3/24)

MSC+/MSHO

- Transition of Care (TOC) Notification to PCP (Revised 6/3/24)
- Elderly Waiver DTR Form (Revised 6/6/24)
- Waiver Service Approval Form (Revised 6/14/24)
- Waiver Service Approval Form – T2029 (Revised 7/1/24)
- EW T2029 Equipment and Supplies Coverage Guide (New 7/1/24)
- EW T2029 Equipment and Supplies Coverage Process (New 7/1/24)
- EW Budget Tool (New 6/14/24)
- MnCHOICES Community Care Coordination Requirements Grid (Revised 7/1/24)
- Institutionalized Care Coordination Requirements Grid (Revised 7/1/24)
- Additional & Supplemental Benefits: MSC+ and MSHO (Revised 6/24/24)

Connect/Connect+ Medicare

- Transfer Member Health Risk Assessment – PDF (Revised 6/5/24)
- Transition of Care (TOC) Notification to PCP (Revised 6/3/24)
- MnCHOICES Connect Requirements Grid (Revised 7/1/24)
- Additional & Supplemental Benefits: Connect and Connect + Medicare (Revised 6/24/24)

Coming soon

- 2024 Supplemental Benefit Training
- Medicare/Medicaid 101 Video Training
- Assessment Checklist MnCHOICES (Revised 7/1/24)

Upcoming Care Coordination and Care Management Website Changes



Updates are coming soon to the Policy & Manuals spark! Look for these updates to happen mid-July to early August. The updates include Care Coordination Manuals for MSC+/MSHO and Connect/Connect + Medicare. The new manuals will contain information to support leaders and care coordinators onboarding new staff and answer questions beyond the Requirements Grids. UCare continues to respond to the care coordinator's needs by creating the requested tools. These updates are one example of how feedback is put into action.

People-Powered Moments!

UCare believes care coordination makes a difference in the lives of the members we serve. We want to celebrate the stories you share! If care coordinators wish to share a story, click the [People Powered Moments Form](#) link on the Care Coordination homepage.

UCare Care Coordination Survey: Inquiring with U

Thank you to all who provided feedback on the UCare Care Coordination Survey. We received 369 responses! The Clinical Liaisons will prepare a summary and share the input at an upcoming Quarterly All Care Coordinator Meeting, highlighting the results and next steps.

Upcoming Webinar: Supporting Dental Health Care Coordination for Individuals Dually Eligible for Medicare and Medicaid

Presented by: Resources for Integrated Care

Monday, July 15th, 2024, 2:30-4:00 p.m. ET (1:30-3:00 p.m. CT)



This webinar will articulate the dental care needs of dually eligible individuals and highlight promising practices for health plans and providers to meet those needs. Speakers will share strategies to support benefits and dental service coordination in a complex healthcare delivery landscape while addressing underlying dental health equity challenges facing the dually eligible population.

Register for the webinar [here](#).

Healthy Hearts Program

Eligible for adult members who have a heart failure diagnosis with the following plans: Connect, Connect+ Medicare, Medicare, MSC+, MSHO, PMAP, MNCare, IFP



UCare offers a Health Coaching Program to help members diagnosed with heart failure better control their overall health and well-being. Eligible members receive personalized health coaching through monthly scheduled telephonic calls.

UCare health coaches meet members where they are in their health journey and explore growth opportunities during coaching sessions. They guide members to highlight motivation, assess readiness for change, elicit strengths and reduce barriers.

Through UCare's Health Coaching Program, members better understand how heart failure and medication adherence affect their health, confidence, and lifestyle. This program helps members build confidence in their lifestyle choices such as diet, physical activity, sleep, and stress.

If you know a member who may benefit from this program, refer them to UCare's Disease Management:

- Phone: 612-676-6539 or 866-863-8303
- Email: Disease_mgmt2@ucare.org
- Online: [UCare's Disease Management](#)

Chronic Obstructive Pulmonary Disease (COPD) Program

Cecelia Health COPD virtual support program

UCare is partnering with Cecelia Health to help members better manage their health through its chronic obstructive pulmonary disease (COPD) support program. Available to eligible members at no additional cost, the program provides virtual support from a Cecelia Health registered respiratory therapist (RRT). Together, they'll develop a plan to help members better understand their health needs and manage their COPD.

What to expect

The COPD support program offers guidance, education, support, and resources to help members:

- Understand their COPD-related medications and how they work
- Understand triggers and allergens to watch out for

- Learn how to use a COPD management plan
- Improve the critical COPD health measurements
- Recognize the importance of regular doctor visits
- Achieve healthy eating and exercise goals
- Understand how sleep, stress and emotional barriers can impact their breathing

Eligibility

UCare and EssentiaCare members are identified via claims, pharmacy, or other records, and communications are sent on how they may benefit from a Cecelia Health virtual support program. UCare or EssentiaCare members 18 years or older with a diagnosis of COPD are eligible for the Cecelia Health COPD virtual support program.

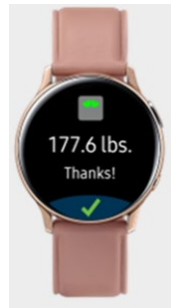
Members can learn more and register at ucare.org/copdprogram

Activity Tracker plus Personal Emergency Response System (PERS) device

Available to MSHO and CT+M members

Eligible members can get an easy-to-use activity tracker plus a Personal Emergency Response System (PERS) device. This device features:

- 24/7 emergency call-for-help to a support agent directly through the watch
- Step and heart rate tracking to help you reach your health goals
- Built-in GPS to support you both inside and outside your home



This device comes ready to use. Members do not need to pair it to a cell phone or Wi-Fi.

Members with a hypertension diagnosis who use the device are eligible for a blood pressure monitor.

Referral forms can be found [here](#) and emailed to ucare@reemohealth.com. Reemo devices will ship within ten business days of receipt of the completed UCare/Reemo order form and will be delivered to the shipping address on the order form. If the order form has incomplete information, Reemo will send it back to the care coordinator within seven business days to complete.

CONNECT AND CONNECT + MEDICARE NEWS

Changes to Connect and Connect + Medicare Requirements Grids



On July 1st, the updated requirements grids will be posted for Connect and Connect + Medicare. Concurrently, the legacy requirements grids will be removed as all work will be done in MnCHOICES. To help follow the changes, the MnCHOICES Assessment Checklist will be updated to align with the changing care coordination requirements. Some notable changes include:

- New transfer section:
 - Transferred Member between UCare Delegates (no THRA required)
 - Transferred Member to/from a Different MCO
- Type of Support Plan used and how to revise goals at the time of reassessment
- 90-day Grace Period after MA Becomes Inactive
 - Reduced tasks for members enrolled in Connect
- Description and use of DHS-5841 Communication Form

MOMS Program

UCare supports a healthy pregnancy and baby by offering the Management of Maternity Services (MOMS) Program, which offers essential information and services such as:

- Rewards and incentives for pre and post-natal care

- Childbirth and pregnancy education classes
- Breastfeeding resources
- Car seats through the SEATS program
- Text support throughout pregnancy and baby's first year for advice on prenatal care, health, parenting, etc.
- Incentive for completing the quit smoking and vaping program
- Pregnancy Advisor Nurse Line (1-855-260-9708)



For more information: [MOMS Handbook-English](#) / [MOMS Handbook-Espanol](#)

MSC+ AND MSHO NEWS

Monthly MSHO Supplemental Benefit Highlight



GrandPad

GrandPad is a tablet designed to help seniors stay connected and reduce the impacts of social isolation. It comes complete with everything needed for members to connect with caregivers and family. UCare sends a monthly list of MSHO eligible members with a depression diagnosis on file with UCare to all delegates to review before making a referral.

GrandPad offers an exciting opportunity to attend a virtual 1-hour training with care coordinators on **Thursday, August 8th, at 9:00 a.m. or 3:00 p.m.** This training will include an overview of GrandPad and tips and tricks specific to care coordinators. At the end of the presentation, there will be an opportunity for a Q&A.

Please RSVP for this optional training and submit any questions for GrandPad using the links below:

[Click here](#) to register for the August 8th session at 9:00 a.m.

[Click here](#) to register for the August 8th session at 3:00 p.m.

Waiver Service Approval Form – New Requirements

UCare has updated the Waiver Service Approval Form (WSAF), which now requires the Elderly Waiver (EW) service provider's email address to be included on all WSAF submissions. The email address will enable UCare to contact EW service providers who require additional steps to establish as a UCare participating provider and assist in timely service authorization. Please note that fax will continue to be the preferred method for UCare to send EW service authorization letters to providers and should continue to be included on the WSAF.

As a reminder, please ask EW service providers for their EW UMPI or NPI for the authorized service, as this may vary depending on the service. Ensuring accuracy on the WSAF submitted to UCare is critical to alleviating member service delays.

T2029 Guidance: New 7/1/24

As shared at the Quarterly All Care Coordination Meeting, UCare provides new guidance to care coordinators regarding Elderly Waiver T2029 Equipment & Supplies waiver service authorizations. Refer to the [MSC+ and MSHO Care Coordination Elderly Waiver](#) resources for the recently added tools. These include a new EW T2029 Equipment and Supplies Coverage Process job aid and the EW T2029 Equipment and Supplies Guide, which provides examples of allowable items. These tools are provided to help support care coordinators in

understanding the necessary steps and required actions when submitting T2029 authorizations. The EW T2029 Waiver Service Authorization Form has been updated to reflect the new requirements and should be utilized starting 7/1/24.

Beginning 7/1/24, supervisor review is required for the following EW T2029 authorizations:

- The chair portion of the lift chair is over \$950 (reminder: EW does not pay for upgrades, such as massage, heat, etc.)
- Any other single item over \$500
- Item(s) listed as NO to EW in the "Elderly Waiver Eligible" column on the T2029 Equipment and Supplies Guide, and the care coordinator is requesting an exception with supporting documentation
- Item(s) listed as Yes to "Medicare and/or Medicaid Eligible" column and the care coordinator is requesting coverage with EW funds
- Items noted to review with the supervisor in the NOTES column of the T2029 Equipment and Supplies Guide or
- Item is not listed on the T2029 Equipment and Supplies Guide, and CC is uncertain if it meets the EW service criteria as outlined in the [MHCP](#) and [CBSM](#) manuals

QUALITY REVIEW CORNER



Thank you to all the delegates who have participated in the Quality Reviews so far in 2024. Below are some examples of exceptional best practices found during the Quality Reviews. Watch for these shout-outs in future newsletters as we continue to feature best practices!

Notable Highlights

- ★ **Dodge County:** All Initial Assessments and annual Reassessments submitted for review were done in MnCHOICES! Care coordinators continue to go above and beyond assisting members with their needs. Support plans provide action steps to help members achieve their goals.
- ★ **Otter Tail County:** All additional notes in description boxes of assessments and support plans were thorough. The reviewed support plans included many person-centered elements, including consistent use of the person's name, details about what is important to the member, and notes that contained minimal jargon. Many sections, including goals, often included direct quotes from members.
- ★ **Cass County:** Care coordinators explained the benefits of care coordination and MSHO supplemental benefits to members. Case notes demonstrate good member engagement and attempts to engage Refusal/Unable to Reach members in the assessment process.
- ★ **Fillmore County:** Care coordinators did an excellent job utilizing the CDCS program, allowing members more choice and flexibility to meet their service needs.

DHS NEWS AND UPDATES

The MnCHOICES revision is moving to Phase 4 (the final transition period) of its launch

This phase is scheduled to run from July 1 to Sept. 30, 2024, during which lead agencies should Have **100%** of staff members conduct **all** work in MnCHOICES revision. Effective Oct. 1, 2024, legacy systems, including MnCHOICES 1.0 Support Plan (MnSP), will no longer be available.

To read the complete announcement: [AASD and DSD eList: Phase 4 of the MnCHOICES revision launch will begin on July 1, 2024.](#)

MnCHOICES 1.0 Support Plan (MnSP) new access requests were discontinued on July 1, 2024

Existing staff will only work in MnSP legacy to complete and close their customized living rate plan work. Newly hired staff must be given access to revised MnCHOICES only. Users should continue to conduct all new assessments in the revised MnCHOICES application and discontinue the use of legacy assessment forms.

REMINDERS

Keep Your Coverage Team

Keep Your Coverage (KYC) specialists are dedicated to helping members maintain Medical Assistance (MA) eligibility and health plan enrollment. KYC specialists work with members on UCare Connect, Connect + Medicare, MSC+, and MSHO plans. Additional details are located in the [Keep Your Coverage Program Referral Guide](#). Refer a member to the KYC team by calling 612-676-3438 or emailing KeepYourCoverage@ucare.org.

Forms 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 confirm members' primary care clinics and complete the Primary Care Clinic Change Request form 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 in the program and when they age in. Although SNBC does not make delegate assignments based on PCC, it is equally important to ensure accuracy for continuity of care and initial assignment if/when they transition to MSC+/MSHO.

Care Coordination Questions?

The Clinical Liaisons are a great resource when care coordinators have questions. For us to help you best, please include as much detail as possible when submitting a question(s): e.g., member name and ID number, date of birth, product, details about the situation and care coordinator 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 secure third-party emails. Care Coordinators can create a secure email account using this [link](#).

UCare Care Coordination Contact Numbers

Please refer to the [Care Coordination Contact List](#) for 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.