



November 2017

Issues of **Clinical Services Program Update** often refer to several different UCare forms. Please note that *all* UCare care coordination forms are on the [UCare website](#) under the Care Managers tab.

Direct your **UCare** questions to your Clinical Care Coordination Liaisons. You can send your care coordination-related questions to our Clinical Liaison mailbox: clinicallyliaison@ucare.org or by phone: 612-294-5045 or 1-866-613-1395 toll free.

Direct your **MSHO/MSC+ enrollment** questions to the enrollment intake line at 612-676-6622 or by email CMIntake@ucare.org.

Direct your **UCare Connect enrollment** questions to the *UCare Connect* enrollment email connectintake@ucare.org.



Care coordination news

DHS Bulletin #17-25-08: Policy and MMIS Screening Document Changes for Managed Care

DHS has released [Bulletin 17-25-08](#), Policy and MMIS Screening Document Changes for Managed Care. The bulletin explains the new screening type “H” that will allow Health Risk Assessments (HRAs) be entered into MMIS for MSHO/MSC+ and outlines the policy and procedures to enter Long Term Care (LTC) screening documents for members receiving Personal Care Assistance (PCA) services.

Effective September 1, 2017, all MSHO/MSC+ activity must be entered into MMIS via the newly created H screen or via the current L screen. All SNBC activity after 9/1/17 must be entered in the “H” screen, including members residing in an Institution. In addition to H screen entries, DHS also added a new assessment result value 50 – person not located for HRA and a new referral reason 21 – PCA or health care.

H Screen entries:

- Rate cell A/Community Well, no services (No PCA)
- Person not located/Missing Member (new assessment result value 50)
 - Continue to use assessment result value 39 for refusal members
- Product changes for members on a waiver/non-waiver
- Transfers from fee-for-service or other health plans
- Change in care coordinator document (for rate cell A/community well without PCA and members on CADI, CAC, DD or BI)

L Screen entries:

- EW members
- Members receiving PCA services

- Change in care coordinator document (for EW and PCA members)
- Exit document (exiting from waiver)

Updated CADI/CAC/DD/BI (CCDB) Health Risk Assessment form

The CCDB HRA (for members on another waiver) has been updated to reflect the above MMIS changes. Due to H screen entries, the required elements for a successful MMIS entry have been added to the CCDB (i.e. ADL and IADL needs). Effective immediately, please begin utilizing the attached updated CCDB which will be posted to the UCare web site within the week.

UCare secure email

All emails sent to UCare that include private member information **must be sent via UCare's secure email**. UCare is not able to open third party secure emails. If you don't have a secure email account, please register via the link above.

'Tis the season to recommend flu shots

Everyone is at risk of contracting the influenza virus, which is why it is so important to encourage members to receive a flu vaccination every year. This action protects members and the people around them from contracting the flu virus.

UCare members can receive a free flu vaccine in many locations, including their doctor's office, a local pharmacy, or convenience clinics such as Minute Clinic.

Please remind members to show their UCare member ID card wherever they receive their flu vaccine. Also, if you are working with members age 65 or older, ask them to talk to their provider about receiving a pneumococcal vaccine. Members receive these protective vaccines at no cost. In addition, members with the transportation services benefit can receive rides to get their flu vaccine.

Clinical pharmacy adherence program

A clinical pharmacy program is now in place to identify UCare's MSHO members who have become or may become medication non-adherent (not taking their medications as recommended).

The program prioritizes outreach to members using medications for diabetes, high blood pressure, and high cholesterol to improve adherence to their chronic disease state medications and address gaps in care. Claims data is used to identify members who are late to refill their meds, have started on a new therapy, or have a gap in care.

UCare's pharmacy delegate Express Scripts will contact these members in four ways:

- Live outbound call
- Automated diagnostic phone call
- Introduction letter stressing the importance of taking medication on time
- Follow up letter offering tips for improving medication adherence (written in English and Hmong White)

2018 diabetic test strip and glucose meter formulary change

Diabetic members of UCare's MSHO and *UCare Connect + Medicare* will see a change in coverage effective Jan. 1, 2018, regarding their diabetic test strips and glucose meters.

What is the change?

- Contour and Breeze Test strips will be removed from the formulary.
- One Touch Verio and One Touch Ultra Test Strips and meters will be the only covered testing products for 2018.

Who is affected?

- Approximately 6,200 members are affected (members who are currently using test strips or meters other than OneTouch). This figure includes 2,600 Medical Assistance and 3,600 *UCare for Seniors*, *UCare for Seniors Group*, *EssentiaCare* and UCare's MSHO and *UCare Connect + Medicare*.

Communication plans

- Members and their providers will receive a letter the week of Oct. 30 informing them of the formulary change. They also will receive a manufacturer voucher that explains how to receive a new meter at no cost either directly from the manufacturer or through their pharmacy.
- Additional vouchers are available, if they did not receive one by mail than can call Member Services at 612-676-3300.
- Members should work with their providers to get a new prescription for the OneTouch Verio or Ultra products.

Reach for the STARS!



Breast cancer screenings

Now is the time to reach out to all UCare's MSHO members who are still due for their mammogram. Mammograms are quick, easy (no doctor's order needed) and relatively painless. On average, the procedure takes approximately 20 minutes and the member can receive a **\$50 Target gift card!**

Work with your members to get them in for this important screening. When you discuss the incentive with them, remind them to bring their voucher to their appointment and have their technician sign it. After they mail the signed voucher to UCare, they'll receive the **Target gift card!** More information is on ucare.org > Health and Wellness > Rewards and Incentives.

MSHO/MSC+ news

Save the Date: Elderly Waiver Provider Signature Requirement for Managed Care Organizations

Minnesota health plans have been working collaboratively with DHS to ensure the requirement melds into already existing health plan processes and forms. Implementing this process brings the health plans into compliance with Minnesota DHS and CMS's expectations.

DHS will be hosting a Training on December 7th, 2017. Care coordinators must pre-register at this [link](#). Registration closes at 5:00 p.m. on the Monday prior to the session. By registering, you understand that the session will be videotaped with the possibility of your visual and audio likeness being recorded for reproduction and distribution.

CMS follow up

UCare's recent Medicare (CMS) SNP Model of Care audit helped us assess our current care coordination processes and practices. While we will share what we learned in future months, we remind all care coordinators to refer to the care coordination requirements grids for the most current requirements.

Please also ensure that regular six-month check-in visits are completed, in accordance with the UCare MSHO Model of Care as outlined below:

- The CC must have ongoing contact or check-in with the member at a minimum of every six months (30-day leeway before and after the six-month contact) to update the plan of care (POC).
- Updating the plan of care includes documenting in Sections II, III and IV of the Collaborative Care Plan, as well as well as Section VII, monitoring of progress or goal revisions (with date) directly on the POC.
- Member records must have documentation of the four attempts made with the member. Attempts to contact the member by phone must be on different days at different times.

We appreciate your ongoing support for UCare members and for us during the CMS audit.

Submitting Waiver Service Approval forms (WSAF)

Before submitting a Waiver Service Approval form Care Coordinators should:

- Verify the provider ID/NPI on all WSAF.
- Verify the provider address, phone and fax number.
- If the provider has had a change in address, phone/fax or ownership, please refer the provider to UCare Provider Assistance Center at 612-676-3300 for help to complete a Provider Change/Add Form.
- Because PCA agency often provide EW services such as homemaking, they frequently have two separate UCare Legacy ID numbers that differentiate the lines of business. Please ensure you are entering the correct EW legacy number on the WSAF. Failure to do so may result in provider claim denials.

UCare's MSHO and MSC+ members in the 90-day grace period

Care Coordinators should be following the requirements grid when UCare's MSHO and MSC+ members are in the 90-day "grace" period after their MA terms.

For UCare's MSHO members, care coordinators must:

- Continue care coordination per usual for 90 days.
- Complete the annual reassessment and any ongoing care management as needed if annual reassessments are due during the 90-day term window.
- Retain the completed assessment documents in each member's file and enter the DHS form #3427 into MMIS when a member's MA is reinstated.
- Enter the assessment date on the Monthly Part C Assessment log.
- For EW members only: Provide the county with the DHS #6037 transfer form and all supporting documentation for members whose MA is not reinstated, resulting in disenrollment from the health plan.

- **MSHO members that are in the 90-day grace period are identified on the Care Coordination Enrollment rosters with a specific end date provided vs. 12/31/999.**

For MSC+ members, care coordinators must:

- Monitor members' MA status for 90 days and complete activities as stated in DHS 6037a scenario #10.
- If their annual reassessment is due during the 90-day term window, complete the annual reassessment, POC and OBRA Level I, and retain the completed assessment documents in the member's file.
- Enter the DHS form #3427 into MMIS when members' MA is reinstated.
- For EW members only: If the member's MA is not reinstated, resulting in disenrollment from the health plan, provide the DHS #6037 transfer form and assessment to the county. Refer to DHS Bulletin # 15-25-10 for CC requirements.
- **MSC+ members that are in the 90-day grace period are identified on the monthly MSC+ term report that is sent out around the 1st of each month.**

DHS Bulletin 17-25-08 Environmental Accessibility Adaptations service limit increase

DHS republished the Environmental Accessibility Adaptations service limit increase bulletin [17-25-08](#). This describes the service limit increase from \$10,000 to \$20,000 per year for members on Elderly Waiver provided on or after February 8, 2017. Please refer to the bulletin for more information.

Individual Community Living Support (ICLS) news

DHS continues to work with providers to enroll with this program. To date, 20 providers are in the program. Look for a new Bulletin to be re-issued within the next few months.

UCare Connect news

Updated UCare Connect letters and forms

The following forms have been updated and will be posted to the website within the week:

- UCare Connect HRA
- UCare Connect-Expansion HRA
- UCare Connect + Medicare HRA
- CCDB
- UCare Connect + Medicare Care Plan Letter to PCP
- ICCD

Please make sure to check the website for the updated forms.

Keep your Medical Assistance Coverage

Lost Medical Assistance (MA) status can lead to interruptions and gaps in needed health care services for people enrolled in state public programs. Reinstating that coverage also can take considerable time and effort – and add to gaps in care.

UCare's Keep Your Coverage Program (formerly known as UCare's Retention Program) helps our *UCare Connect* (SNBC) and *UCare Connect + Medicare* coverage (SNBC) (HMO SNP) *maintain* their MA eligibility and avoid service disruptions.

Here's how: Program experts Hli Lo Xiong and Jae Yang, both bilingual licensed social workers, identify members at risk of losing MA eligibility. Knowing that MA lapses are often due to paperwork completion issues, the pair prompts these selected members to complete required renewal paperwork so their health coverage remains active. Hli and Jae staff a dedicated help line to assist members with renewal forms and processes.

If you know UCare SNBC members needing help with MA renewal paperwork, please contact – or refer them – to our Keep Your Coverage Program at 612-676-3438 or 1-855-307-6978 toll free.

Tidbits and reminders

2017 UCare training schedule

Please note the time changes highlighted in yellow. The training schedule also has been updated on the care coordination [website](#).

UCare Connect and UCare Connect + Medicare	Bi-Annual Care Coordinator Meetings: Twin Cities Metro Delegates	Nov. 15, 9 a.m. – 12 p.m.
	Bi-Annual Care Coordinator Meetings: WebEx Training (recorded meeting posted on UCare's website)	Nov. 22
UCare's MSHO and MSC+	Quarterly Meetings: Metro Delegates	Dec. 13, 9 a.m. – 12 p.m.
UCare's MSHO and MSC+	Quarterly Meetings: Greater Minnesota WebEx Training (recorded meeting posted on UCare's website)	Dec. 21

UCare contact numbers

Please refer to the [Clinical Phone List](#) for CC delegates.

For members who designate a Mayo Clinic as their primary care provider, authorization requests must be faxed to Mayo Clinic Health Solutions at 1-888-889-7822. Providers may contact Mayo Clinic Health Solutions* at 1-800-645-6296, option "3" (*MSHO, PMAP and Medicare Advantage claims or billing-related questions should be directed to UCare's Provider Assistance Center at 612-676-3300 or 1-888-531-1493 toll free*).

Newsletter article requests

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

