

February 2019

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/MS C+** 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.



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2019 UCare Care Coordination Meeting Schedule

UCare Product	Meeting Type	Date & Time
UCare Connect and UCare Connect + Medicare	Bi-Annual Meetings Metro Delegates	May 15 th 9 a.m. to 12 p.m. November 13 th 9 a.m. to 12 p.m.
UCare Connect and UCare Connect + Medicare	Bi-Annual Meeting recorded WebEx will be posted on the UCare website by:	May 23 rd November 21 st
UCare's MSHO & MSC+	Quarterly Meetings Metro Delegates	March 13 th 9 a.m. to 12 p.m. June 12 th 9 a.m. to 12 p.m. September 11 th 9 a.m. to 12 p.m. December 11 th 9 a.m. to 12 p.m.
UCare's MSHO & MSC+	Quarterly Meeting recorded WebEx will be posted on the UCare website by:	March 21 st June 20 th September 19 th December 19 th

Care Coordination News

2019 Health Promotion Updates

Healthy Savings

Healthy Savings provides discounts on healthy foods at participating stores. Savings and weekly specials are pre-loaded into the member's Healthy Savings account. Members may register online using the Healthy Savings card number they receive in the mail or on the Healthy Savings mobile app. For more information, visit www.healthysavings.com/ucare.

Fitness and Wellness Kits

New updated kits are available for order. Members will receive the order form in their UCare Member Guide. They may also order the kit by calling Customer Services at the number on the back of their member ID card.

- Refreshed [Connect to Wellness Kits](#)
 - Choice of one kit per calendar year for UCare Connect and UCare Connect + Medicare members. Kit choices include stress relief, sit and be fit, Latin dance and Tai Chi.
- New - [Adult Dental Kits](#)
 - One dental kit for UCare MSHO and UCare Connect + Medicare members. Kit includes electric toothbrush, toothpaste and dental floss.
- Strong and Stable Kit – Falls prevention
 - Available for UCare MSHO and MSC+ members. Care Coordinators order the kit on behalf of the member.

New! Several of the Lifetime Fitness locations have joined the SilverSneakers® network for UCare MSHO, UCare Connect and UCare Connect + Medicare members. Not all locations participate. Visit <http://www.SilverSneakers.com> for a list of participating locations.

Community Education

Unlimited community education discounts are available at participating community education locations for the members on Connect, Connect + Medicare, MSC+ and MSHO. Check with your local school district's community education program to find out if they are a participating location.

Rewards and Incentives

2019 incentive vouchers will be posted online as they become available. We will honor 2018 vouchers for eligible 2019 dates of service until the new vouchers are online. Please visit ucare.org/rewards for incentives available with each program. NEW – the rewards are now viewable by product.

Dental Incentive

UCare Connect, UCare Connect + Medicare, UCare MSHO and MSC+ members who have not had a dental visit in the last 12 months will be mailed a voucher for a \$25 gift card

Connect and Connect + Medicare Only

SEATS Car Seat Program

UCare will continue to provide car seats for eligible Connect and Connect+ Medicare members who are pregnant.

MOMS Program

Pregnant members will continue to receive our MOMS handbook mailing, including information on healthy pregnancy and post-pregnancy resources. To learn more about UCare resources for pregnant and postpartum members, please visit the [Health & Wellness](#) page at ucare.org.

Public Health Nurse Referrals

Through our outreach calls, we connect pregnant and postpartum members with resources in their communities and from UCare, including public health nursing. If your agency has a preferred process for public health nurse referrals, please send instructions to UCare Health Promotion at svang4@ucare.org.

Be on the watch – Medicare Experience Survey coming in March to Members!

What is the Medicare Experience Survey?

- Confidential survey asking members to describe their healthcare experiences.
 - Includes MSHO and Connect + Medicare members
- Recipients are randomly selected.
- Goal of survey is to improve healthcare services for EVERYONE.

Why is this survey important?

- A portion of the survey results feed into a federal quality rating program that:
 - Allows members to compare plans based on quality and
 - Determines a portion of Medicare funding.
- If UCare receives high survey scores, there is an opportunity to earn money that is invested directly back into our members. For example, this money can help lower monthly premiums and enhance member benefits.

Survey-Taking Tips

- If a member receives the survey, express the importance of the survey and encourage them to complete it!
- If a question does NOT apply to a member, they DO NOT need to answer it.
- Only the lowest and highest responses count in this survey. If the member is happy, we hope they will let UCare know by giving us a 10!
- Encourage members to take their time, because the answers count for a lot.
- Read carefully and rephrase the question if needed

Mailing Details – What does it look like?

- Survey comes in a large white envelope from UCare and DSS Research (UCare's survey vendor)
 - Sent in early March.
 - DSS Research will call members to help them fill out the survey.
 - Members can also receive help from caregivers, interpreters, or you, their care coordinator.
 - Members should return by end of May in the prepaid envelope.

Updated Forms on the Care Coordination Resources Pages

The following forms have been updated and added to the UCare Website:

- Connect THRA
- Connect Monthly Activity Log
- MSHO/MSC+ Unable to Contact Outreach Care Plan Form
- MSHO/MSC+ Collaborative Care Plan
- MSHO/MSC+ Collaborative Care Plan Instructions
- MSHO Part C Log
- Release of Information

HealthPartners Primary Care Clinics

HealthPartners Primary Care Clinics have been non-par with UCare since 7/1/15. Members who have established care at a HealthPartners Primary Care Clinic sites prior to 7/1/15 and have maintained consistent coverage with UCare and HealthPartners will be “grandfathered” in and will be able to remain with their HealthPartners Primary Care Clinic.

UCare will not honor Primary Care Clinic Change Request Forms which indicate a HealthPartners Primary Care Clinic as the member’s PCC. Care Coordinators will need to work with members to establish care with an in network PCC or provide member with resources to enroll in a different health plan.

MSHO & MSC+ News



Stars Update

MSHO Part C Log Changes

We have provided some updates to the MSHO assessment reporting log for 2019! Please be sure you click on the link provided below to ensure you are using the most up to date log.

What are the changes?

1. Removed options of Termination, CCDB, and Health Plan change from the assessment type drop down.
2. Added in the Transitional HRA as an assessment option. We understand this option may be used for various types of assessments.
3. Added into the spreadsheet at the very top (highlighted in yellow) drop down features where you can enter your delegate name and enter the month. When you choose your delegate name in this section, it will auto populate the spreadsheet below with your name.
4. Added an additional lock down feature. In columns G and H on the spreadsheet, you will only be able to enter the correct year for that column. If you enter an incorrect year, you will be stopped and prompted to enter the correct year. You will no longer be able to bypass this edit and leave an incorrect year.
5. Added a tip feature into the spreadsheet to help you complete the report.

We have made these changes not only due to feedback we have received from you, but also to assist in the compilation of this data monthly. These changes will assist us in ensuring we have the most accurate reporting going forward in 2019. Thank you for the work you do each month to complete these reports! [Link to report.](#)

Leap Year Reminder

Reminder that annual authorizations for services between 3/1/19 and 2/29/20 must include 366 daily units as 2020 is a leap year.

PCA Enhanced Rate

Effective immediately if a member is assessed for 12 hours or greater of PCA services and is open to Elderly Waiver the Care Coordinator will need to ensure the 5% enhanced rate, currently 22 cents per 15 minute, is included in the member’s Elderly Waiver budget. Per DHS, there are no adjustments made to the waiver caps for eligible members. If the 5% enhanced rate puts the member over their EW budget, a “Request to Exceed Case Mix Cap” should be submitted by the care coordinator for review by UCare.

Please note that extended PCA hours do not count toward eligibility for the enhanced rate. However if a person is eligible for 12 or more hours of state plan PCA the enhanced rate also applies to the person’s Extended PCA rate.

It is the provider’s responsibility to verify that the PCA meets the requirement for the enhanced rate and then bill accordingly, DHS has posted information [here](#) with details about the complex rate and the qualifying training requirements.

CDCS Enhanced Budget Process

For members open to EW and participating in CDCS, PCA providers may qualify for an enhanced rate increase of 5% reimbursement that is both:

- Provided by a PCA worker who has completed the DHS qualifying trainings and
- Provided to a UCare member who receives PCA services, participates in CDCS and meets one of the following conditions:
 - Is eligible for 12 or more hours of PCA per day
 - Has a home care nursing rating of PD, HL or EN

The care coordinator will need to ensure:

- The enhanced 5% rate is included in the member's EW budget
- Submit an updated WSAF to UCare for CDCS services
- Submit an updated PCA Communication Form for extended PCA to UCare, if applicable
- A "Request to Exceed Case Mix Cap" is submitted to UCare if the enhance rate results in exceed the member's EW budget.

For more information about the CDCS enhanced budget process please refer to the [DSD eList Announcement](#).

Webinar Training Opportunity

Webinar: Falls Prevention for Older Adults

Date/Time: Wednesday, February 13, 11 a.m. to 12:30 p.m.

Registration link:

https://www.resourcesforintegratedcare.com/GeriatricCompetentCare/2019_GCC_Webinar/Falls_Prevention_for_Older_Adults

Falls and their related complications are a major threat to independent living and are the leading cause of both fatal and non-fatal injuries among adults over 65, particularly a high number of brain injuries. Falls are the number one cause of hospital admissions for injuries in older adults, and are responsible for increased use of medical services.

Each year, up to a third of adults over the age of 65 who live at home experience a fall, and almost two-thirds of older adults who suffer a fall within the past year will fall again. Older adults with chronic conditions are at higher risk of falls, making older adults dually eligible for Medicare and Medicaid particularly vulnerable.

Falling is not an inevitable part of aging. This webinar will provide an overview of the importance of falls assessment and falls prevention for older adults and their caregivers and offer concrete interventions and strategies for providers to improve mobility and prevent falls.

By the end of this webinar, participants should be able to:

1. Recognize the public health impact of falls and injuries in older adults
2. Identify health-related factors and environmental factors that can lead to increased risk of falls or injury
3. List interventions that may help to reduce falls among dually eligible older adults
4. Describe how to leverage person-centered care plans to reduce the risk of falls

DHS Updates & Announcements

Managed Care Key Dates

DHS has posted the 2019 Managed Care key Dates [here](#).

2019 National Core Indicators Initiative

People with disabilities who receive home and community-based services and their families/guardians might be called and invited to participate in the 2019 National Core Indicators initiative. For more information, including how lead agencies should prepare for questions, see the full announcement: [2019 National Core Indicators initiative](#).

Tidbits & Reminders

Forms change frequently

Change is a constant in health care these days, including UCare forms and processes. Please remember to download forms directly from UCare's website. This will ensure you are using the most up-to-date version of our forms

Updating a member's primary care clinic

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 are correctly assigned for care coordination.

Do you have a care coordination question?

We want to be a great resource to you when you have care coordination questions! In order for help us help you, please include as much detail as possible with your question(s); e.g.:

- Member name and ID number.
- Product.
- Date of birth.
- Details about the situation.
- Your name, phone number, and email address.

All emails sent to UCare that include private member information **must** be sent via [UCare's Secure E-mail Message Center](#). 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.

UCare Contact Numbers

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

Newsletter Article Requests

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