

June 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: [clinicallyaision@ucare.org](mailto:clinicallyaision@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](mailto:CMIntake@ucare.org).

Direct your **UCare Connect enrollment** questions to the UCare Connect enrollment email [connectintake@ucare.org](mailto:connectintake@ucare.org).



**In this issue:**  
[Care Coordination News](#)  
[Connect and Connect + Medicare News](#)  
[MSHO/MSC+ News](#)

### 2019 UCare Care Coordination Meeting Schedule

UCare Product	Meeting Type	Date & Time
<b>UCare Connect and UCare Connect + Medicare</b>	<b>Bi-Annual Meetings Metro Delegates</b>	November 13 <sup>th</sup> 9 a.m. to 12 p.m.
<b>UCare Connect and UCare Connect + Medicare</b>	<b>Bi-Annual Meeting recorded WebEx will be posted on the UCare website by:</b>	November 21 <sup>st</sup>
<b>UCare’s MSHO &amp; MSC+</b>	<b>Quarterly Meetings Metro Delegates</b>	June 12 <sup>th</sup> 9 a.m. to 12 p.m. September 11 <sup>th</sup> 9 a.m. to 12 p.m. December 11 <sup>th</sup> 9 a.m. to 12 p.m.
<b>UCare’s MSHO &amp; MSC+</b>	<b>Quarterly Meeting recorded WebEx will be posted on the UCare website by:</b>	June 20 <sup>th</sup> September 19 <sup>th</sup> December 19 <sup>th</sup>

## Care Coordination News

### 2019 Care Coordination Satisfaction Survey

All UCare care coordinators will receive the 2019 Care Coordination Satisfaction Survey in July 2018 through Survey Monkey. Every response is confidential and helps us identify areas in which we can potentially improve our current processes. We always value your feedback!

### 2019 Member Satisfaction Survey

UCare will begin sending surveys in June to members in our MSHO, MSC+, Connect and Connect + Medicare products to assess their satisfaction with UCare's care coordination process and their UCare care coordinator. Please encourage your member to respond to the survey if you receive questions from them and assure them their responses are confidential. Thank you!

### UCare Product Map

The 2019 UCare Product by County Map can be found [here](#).

## Minnesota Health Care Programs Drug List Changes Coming Effective July 1, 2019

### What's Changing

Starting July 1, 2019, UCare is required to adopt the Department of Human Services' (DHS) Preferred Drug List (PDL). This change applies to all of the Managed Care Organizations (MCOs) that offer a drug benefit for Minnesota Health Care Programs.

A new List of Covered Drugs will be in effect July 1 and posted to the web site the last week of June. Some drugs were removed or moved to non-preferred (NP) status. Non-preferred drugs need prior authorization and require the member to try and fail two preferred drugs or have a clinical reason for not being able to try the preferred drug.

### How will members and prescribers learn of the change?

If coverage is changing, the member and their provider were sent a letter around June 1 notifying them of the change and preferred drug alternative(s). This change only applies to drugs dispensed and billed by a pharmacy. It does not apply to drugs administered to a member and billed on a medical claim. In addition, this change does not apply to members with dual Medicare and Medicaid coverage.

### Will members have to change to a different drug?

Not necessarily. If a member is taking a non-preferred drug, their prescriber will need to either change their prescription to a preferred drug or ask for a prior authorization from UCare to continue taking it.

### What should a member do if their drug is non-preferred come July 1?

Members should talk with their doctor before July 1 to see if one of the preferred alternatives listed on their letter is appropriate for them. If they need to remain on the non-preferred drug, they will need to request a prior authorization from UCare to continue taking the drug.

The prior authorization or formulary exception process is not available until 7/1. However, prescribers can prescribe an alternative to be filled after 7/1.

### If the member already has a prior authorization for a drug and it is not included on the 7/1 UCare List of Covered Drugs (or removed), will they need to get a new authorization?

If a member has an existing prior authorization for a drug that is not included on the 7/1 drug list or is listed as non-preferred, the prior authorization will be honored by UCare until it expires.

### Will members get a transitional fill?

No. Members will need a prior authorization for any non-preferred or non-formulary drugs on and after 7/1/2019. UCare cannot approve transitional fills.

For additional information about the DHS Preferred Drug List, go to [https://mn.gov/dhs/assets/pdl-faq-members\\_tcm1053-378518.pdf](https://mn.gov/dhs/assets/pdl-faq-members_tcm1053-378518.pdf).

## Connect and Connect + Medicare News

### Updated Connect Requirements Grids

UCare has updated the Connect and Connect + Medicare Requirements Grids with an implementation date of 7/1/19. We will be sending out the updated requirement grids to delegate leadership in mid-June.

## MSHO/MSC+ News

### Updated MSHO/MSC+ Requirements Grids

UCare has updated the MSHO/MSC+ Requirements Grids with an implementation date of 7/1/19. We will be sending out the updated requirement grids to delegate leadership in mid-June.

## CMS Medicare-Medicaid Coordination Office Webinar Trainings

The CMS Medicare-Medicaid Coordination Office (MMCO) is pleased to announce the following training opportunities:

### June 19<sup>th</sup> Webinar: Delivering Dementia Capable Care Within Health Plans: Why and How?

Dementia capable care aims to close gaps in care by supporting individuals and their caregivers through the coordination of individualized and integrated medical and psychosocial care. The dementia capable care model offers plans and providers an approach to address the complex and highly variable needs of individuals with dementia and their families. This webinar presents information on ongoing work and achieved outcomes for two states participating in the Financial Alignment Initiative. State agencies, health plans, and community organizations in California and Texas collaborate within the framework of this demonstration to improve care while controlling costs for enrollees with dementia, which account for 25 percent of their participating beneficiaries. Presenters will share strategies and tools for the delivery of dementia capable care, as well as tips for leveraging resources within federal, state and local environments to build more responsive systems of care delivery.

[Registration Link](#)

### June 27<sup>th</sup> Webinar: Promising Practices for Supporting Dually Eligible Older Adults with Complex Pain Needs

This interactive webinar will discuss the common causes and types of pain among dually eligible older adults, identify promising practices for biopsychosocial pain management, and demonstrate practical strategies for conducting geriatric pain assessments, delivering evidence-based treatment interventions, and supporting older adults in achieving their pain management and wellness goals. Speakers will also discuss appropriate use of opioids and strategies to help older adults with opioid use disorder effectively manage chronic pain. Speakers, including an older adult with lived experience managing chronic pain, will share lessons learned on how to effectively care for and support dually eligible older adults.

[Registration Link](#)

## 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. **Recently updated forms include:** Clinical Phone List for CC Delegates

### 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](mailto:clinicallyaion@ucare.org).