

May 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: clinicallyiaison@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 | 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: | June 20 th September 19 th December 19 th |

Care Coordination News

Annual Reassessment Contact

Please begin reaching out to members at least 30 days prior to their 365 day assessment due date to ensure that annual reassessments are completed timely.

Appropriate Transfer Reminders

When a Care Coordinator is notified that a member has a new Primary Care Clinic and needs to be transferred to a new delegate for care coordination the assigned Care Coordinator will ensure all of the most recent assessment paperwork completed. If the member's assessment is due within the month of transfer, the assigned CC is to complete the assessment, including all necessary follow-up and update the PCC following the completion of the assessment.

Minnesota Health Care Programs Drug List Changes Coming

Starting July 1, 2019 members enrolled in Minnesota Health Care Programs will have a new list of covered drugs that aligns with the DHS Preferred Drug List. If coverage is changing for one of the members you manage, the member and their provider will be 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. For additional information about the DHS Preferred Drug List, go to https://mn.gov/dhs/assets/pdl-faq-members_tcm1053-378518.pdf.



Reach for the Stars in 2019!

May brings us Mother's day, and hopefully warm weather! May is a great time to be aware of the need for you, your family members, and our UCare members to get in for a mammogram.

According to the American Cancer Society, breast cancer is the most common cancer in American women, except for skin cancers. Currently, the average risk of a woman in the United States developing breast cancer sometime in her life is about 12%. Early detection reduces the risk of dying from breast cancer and can lead to a greater range of treatment options.

Don't forget the great incentives we have available to some of our members to complete their mammograms if they are between the ages of 50-74. Click on Health and Wellness on the UCare website and check out Rewards and Incentives! <https://home.ucare.org/en-us/health-wellness/>

Connect and Connect + Medicare News

Health Plan Collaborative on Opioids

UCare, along with the other Minnesota health plans is working on a collaborative project to reduce the chronic opioid use of our members. This project will focus on opioid-naïve members to prevent them from becoming chronic users of opioids.

Minnesota Department of Human Services (DHS) has identified 45 days of opioid use as a critical timeline for patients, as continued use beyond 45 days can result in long-term/chronic use or addiction. This project will work to decrease the number of PMAP, MNCare and Connect and Connect + Medicare members who reach that 45 day threshold.

Since 2010, as the opioid problem has come to the attention of the medical community and the public, clinical guidance has been slowly disseminated from a variety of sources including the American Medical Association (AMA) and the Centers for Disease Control and Prevention (CDC). In addition, state legislatures have issued directives to address the issue. Much of the early guidance was focused on managing chronic opioid use.

UCare and the health plans are working together to address these concerns. Please see some of the ways we are getting the information out into the community. For further information on this Opioid project, please visit www.stratishealth.org/pip/opioids.html

Meeting the Challenges of Opioids and PAIN:

A Provider Toolkit

- Patient education on pain and opioid prescriptions
- Addressing opioid prescribing practices
- Identifying safe and effective pain management protocols
- Nonpharmacological and non-opioid pharmacotherapy alternatives



Provider Toolkit:

UCare and the health plan Collaborative have developed an Opioid Prescribers Toolkit for providers containing a compilation of tools, trainings and resources for clinics and pharmacies related to opioid prescribing. Content topics include:

- Introduction to the Issue
- Shared Decision Making
- Identifying Opioid Use Disorder or Drug Seeking Behavior
- Prescription Monitoring Programs
- Effective Screening for Risk Factors
- Continuing Medical Education and Training Opportunities
- Non-pharmacological Alternative Pain Management Therapies
- Guidelines and Prescribing Standards
- Considerations for the Elderly/Seniors
- Considerations for Adolescents and Young Adults
- Safe storage and Disposal of Prescription Opioids
- Opioid Prescriptions for Animals

For further information on the Provider Toolkit, please visit <https://www.stratishealth.org/pip/documents/Opioid-provider-toolkit.pdf>

Webinar Series:

UCare and the Collaborative have developed a webinar series focused on prescribers and pharmacists gaps in knowledge as identified in the research literature. This series is intended to use a data-driven approach to help providers choose the most effective pain treatment options and improve the safety of opioid prescribing for acute pain. The topics of the webinars have mirrored those topics covered in the Opioid Prescribers Toolkit. Acknowledging that the process of assessing pain and appropriately prescribing opioids is complex, UCare and the Collaborative health plans will involve local and statewide experts to share their knowledge. The webinars will be promoted through MCO provider communications and through partnering with relevant state and professional associations. Available webinar topics include Consistent Messaging for Community Outreach, Alternative Pain Management Therapies and Provider Monitoring.

Drug Disposal:

UCare is pleased to announce the purchase of Deterra Deactivation pouches. The Deterra Drug Deactivations System pouch is a safe and easy way to get rid of unused and expired prescription drugs. (See the back of the pouch to learn more about this water soluble charcoal pod and how it will assist our members in safe medication disposal.)

disposal). Your delegated entity leadership may request these for their members through the UCare Care System liaisons. The UCare liaisons will verify the order, confirm the name of the delegate, delegate address, and number of pouches requested. Thank you for helping our members safely dispose of their medications.

DHS Updates & Announcements

Webinar: Promising Practices for Meeting the Needs of Dually Eligible Older Adults with Substance Use Disorders

The CMS Medicare-Medicaid Coordination Office (MMCO) is pleased to announce this training opportunity on Thursday, May 16th 12:30pm-2:00pm CST. This interactive webinar will discuss common SUDs among dually eligible older adults, identify promising practices for screening, treatment, and care coordination, and demonstrate practical strategies for meeting the needs of older adults with SUDs. Speakers, including a consumer with lived experience, will share lessons learned and strategies to provide effective care for dually eligible older adults with SUDs. For more information:

https://www.resourcesforintegratedcare.com/Behavioral_Health/2019_BH_Webinar/Older_Adults_with_SUD

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:** Care Coordination Delegate Contact List and PCC Change Form.

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 clinicallyliaison@ucare.org.