

November 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: clinicaliaison@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

It is a requirement that all UCare care coordinators watch the WebEx and are included on the sign-in sheet for their delegate.

UCare Product	Meeting Type	Date & Time
UCare Connect and UCare Connect + Medicare	Bi-Annual Meetings Metro Delegates	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:	November 21 st
UCare’s MSHO & MS C+	Quarterly Meetings Metro Delegates	December 11 th 9 a.m. to 12 p.m.
UCare’s MSHO & MS C+	Quarterly Meeting recorded WebEx will be posted on the UCare website by:	December 19 th

Care Coordination News

2020 MSHO/MSC+, Connect, Connect Expansion, and Connect + Medicare Requirements Grids

UCare will be sending out the MSHO/MSC+, Connect, Connect Expansion, and Connect + Medicare Requirements Grids in December providing a month to review and ask clarification questions. The grids will be effective January 1, 2020. Please review these with your teams and submit questions you may have.



Reach for the Stars

Helping our members close the year out healthy!

Live Agent Calls started on Monday, October 28th to assist our members in completing preventive care needs by the end of the year. Calls are expected to be completed by end of November. This is an effort to improve Star Ratings for these measures and offer members who have not completed important care an avenue and assistance to complete.

UCare is working with trusted vendor Carenet to conduct calls to MSHO, Connect + Medicare and UCare Medicare members. For MSHO and Connect + Medicare members, Carenet agents will call members who are identified as still needing their Colon Cancer Screening, Breast Cancer Screening, Diabetes eye exam, A1c, and/or Nephropathy testing. Agents will help to educate members and assist to schedule appointments as well as provide follow up calls when appointments are made. UCare Medicare members will be contacted if they are still in need of completing Breast Cancer Screening.

If you have questions regarding this program please contact Cindy Radke, Project Coordinator in Clinical Services, at 612-676-3662.

Reminder: Care Coordinators May Order Deterra Pouches from UCare



The Deterra Drug Deactivation 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.

UCare has purchased a supply of the size medium pouch. Size medium neutralizes 45 pills or 6 ounces of liquid or 6 patches.

Care Coordinators may offer the pouch to members, when appropriate, ensuring the member understands the proper use of the product. Care Coordinators should provide education and instruct the member on proper usage of this product.

Care Coordinators should watch the member use the pouch to ensure understanding. Only the member should place medications in the deactivation pouch.

If you would like to receive pouches to take on visits please determine within your agency the total number of pouches for all of your care coordinators and send an email to clinicaliason@ucare.org including your agency name, address and the number of pouches.

MSHO/MSC+ News

Contacts for Sending Transfer Paperwork to a County

When a care coordinator is sending transfer paperwork to the county due to member's MA coverage being terminated, please ensure that the paperwork is sent to the contact listed on the [Long Term Care Consultation Contacts](#), which is linked at the bottom of [DHS-6037 Case Management Transfer and Communication Form](#).

Avoid Duplication of Elderly Waiver (EW) Services

When a member is on EW and changes service providers it is the care coordinator's responsibility to notify the current service provider that the member's services with them are ending.

When a member changes service providers a DTR is not issued as the service the member is receiving is not being denied, terminated or reduced. This notification is critical to ensure there is not a duplication of services.

MSHO MSC+ Behavioral Health Triage Line Announcements

On November 1st, Care Coordinators will have direct access to the Behavioral Health Triage Line! MSHO/MSC+ Care Coordinators may call 612-676-6533 or 1-833-276-1185 (toll free) Monday through Friday, 8:00am to 5:00pm, with afterhours support available.

Behavioral Health Triage is designed to assist with member's behavioral health needs, such as:

- Crisis Intervention
- Behavioral Health Referrals
- Behavioral Health Case Management and Consultations
- Behavioral Health Provider In-Network and Specialty Search
- Behavioral Health Service Authorization and Notifications
- Identification and Connection to Community Resources

Consultation with a behavioral health clinician is also available to assist members and providers in navigating a member's behavioral health care needs. If you have a member you would like to refer to the Behavioral Health Care Management programs please use our [Behavioral Health Case Management Referral Form](#) found on the ucare.org website. From the UCare Home Page, go to Provider Information/Eligibility & Authorization/Care Management in the "Resources" section. Behavioral health care managers are available to consult with MSHO and MSC+ care coordinators even if their members do not meet the criteria for active Behavioral Health Care Management.

The Behavioral Health Triage Line will be published on the back of UCare member ID cards in 2020.

Updated DHS eDocs Forms

DHS has updated the following forms:

- [DHS 3428 Long Term Care Consultation Assessment](#) Form
- [DHS 3427 LTC Screening Document](#)

Please ensure that you are using the updated forms.

Nutrition Assistance Program for Seniors

Through the Commodity Supplemental Food Program (CSFP), Second Harvest Heartland provides a box of nutritious food each month to low-income seniors 60 years and over through the Nutrition Assistance Program for Seniors (NAPS).

Second Harvest Heartland works with 240 different distribution sites in 41 counties in Minnesota, serving 9,100 seniors monthly. The largest distribution site in their service area is their Second Harvest Heartland East location in Maplewood, distributing food to more than 2,000 NAPS participants each month. NAPS participants receive a 30-35 lb. box of highly nutritious food each month. The box includes canned fruits, vegetables and juices, dry and UHT milk, American cheese, canned meat, peanut butter or beans, cereal, rice and pasta.

Qualifying participants must be low-income Minnesota residents: seniors at 130% federal poverty level. Eligible participants are required to provide recently postmarked mail, knowledge of gross monthly household income, and picture ID.

To register, participants can call Second Harvest Heartland at 651-484-8241 or 1-800-365-0270, or visit their office location at 1140 Gervais Ave, Maplewood, MN 55109.

Office hours are Monday, Wednesday, Thursday and Friday 8:00 AM – 4:00 PM, and Tuesday from 8:00 AM – 7:00 PM

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.

UCare Product Map

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

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! For us to help you, please include as much detail as possible with your question(s): e.g. member name and ID number, date of birth, product, details about the situation and 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 at this [link](#).

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 clinicalliaison@ucare.org.