

October 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: clinicallyaion@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

Reach for the Stars!



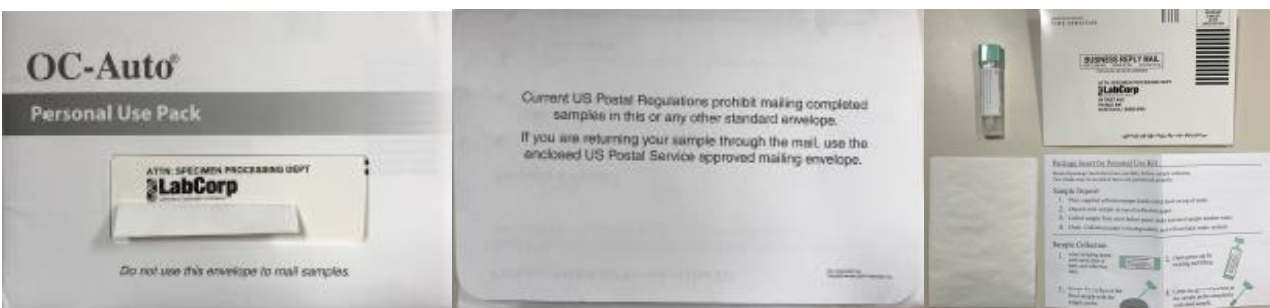
Help our members end the year right!

Great option for members to complete their colon cancer screening!

UCare is partnering with our vendor **Quest** (formerly known as Med XM) to provide in home colorectal cancer screening kits to members!

MSHO and Connect + Medicare members identified as still needing their colon cancer screening completed, will be receiving in home LabCorp test kits in the mail. Along with the test kit, the member will receive a cobranded letter from UCare and Quest explaining the kit and how to complete and send in. Quest will also contact these members to review instructions and encourage completion of the kits! Please see the screen shots of the kits below.

Results from the tests will be provided to the member and to their primary care clinic. Please encourage members to complete these kits as they may receive them. If a member has questions, please have them contact Quest Diagnostics toll-free at 1-888-306-0615, Monday-Friday, 8:30 am – 5:30 pm. TTY users can call 711.






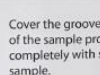


Package Insert for Personal Use Kit

Read all package insert directions carefully before sample collection. Test results may be invalid if test is not performed properly.

Sample Deposit

1. Place supplied collection paper inside toilet bowl on top of water.
2. Deposit stool sample on top of collection paper.
3. Collect sample from stool before paper sinks and stool sample touches water.
4. Flush. Collection paper is biodegradable and will not harm septic systems.





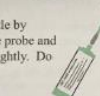

Sample Collection

1. Fill in all required information on the sampling bottle.  Open green cap by twisting and lifting. 
2. Scrape the surface of the fecal sample with the sample probe.  Cover the grooved portion of the sample probe completely with stool sample. 
3. Close sampling bottle by inserting the sample probe and snap green cap on tightly. Do not reopen.  Return the sampling bottle, together with the test requisition or physician's prescription, to the laboratory or your doctor in the mailing envelope provided. 

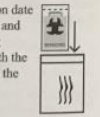



Sample Deposit

1. Place supplied collection paper inside toilet bowl on top of water.
2. Deposit stool sample on top of collection paper.
3. Collect sample from stool before paper sinks and stool sample touches water.
4. Flush. Collection paper is biodegradable and will not harm septic systems.

Sample Collection

1. Label sampling bottle with name, date of birth, and collection date. 
2. Open green cap by twisting and lifting. 
3. Scrape the surface of the fecal sample with the sample probe. 
4. Cover the grooved portion of the sample probe completely with stool sample. 
5. Close sampling bottle by inserting the sample probe and snap green cap on tightly. Do not reopen. 
6. Wrap sampling bottle in absorbent pad and insert into plastic bag. Proceed to Mailing Instructions below. 

Mailing Instructions

1. Record stool collection date on the test requisition and insert into the mailing envelope, together with the plastic bag containing the sampling bottle and absorbent pad. 
2. Peel tape from flap. 
3. Fold flap at prefold line. 
4. Press firmly to seal. Promptly (within 24 hours of collection) place in the US Mail for delivery directly to the laboratory. 

Update on DHS: “Account Validation Services (AVS)”

The DHS-7823 form is the “Authorization to Obtain Financial Information from the Account Validation Service (AVS)” (DHS-7823). Federal and state laws require certain MA applicants and enrollees to give the state permission to request financial account information through an account validation service to be eligible for MA. It is important that enrollees complete and return this form along with the cover letter to maintain their MA eligibility. They may lose their MA coverage if they do not.

DHS has completed sending AVS authorization forms to the second group of MA enrollees. The second round of forms were mailed between 9/18/19 and 9/24/19. This mailing included a total of 43,068 letters. Please encourage these enrollees to return both the cover letter and the completed authorization form to the county indicated on the cover letter as soon as possible.

DHS has asked that AVS forms are not handed out to members who have not received a DHS letter, as AVS forms are being submitted by people for whom the requirement does not apply.

UCare Behavioral Health Department Update

Behavioral Health Triage Phone Line

We are pleased to inform you that UCare will be launching a Behavioral Health Triage Phone Line, available to all UCare members, providers, and care coordinators. The Behavioral Health Triage Line is designed to support member’s behavioral health needs such as:

- Crisis Intervention
- Behavioral Health Referrals
- Behavioral Health Consultations
- Behavioral Health Provider In-Network and Specialty Search
- Behavioral Health Service Authorization and Notifications
- Community Resources

We have designed the rollout in three phases to ensure that by January 1, 2020 our members will have the best experience when the number is published on the back of their ID card.

We have successfully completed the first phase of the Behavioral Health Triage Phone Line where UCare’s Customer Service Specialist team (CSS) connected members to our behavioral health specialists when there was an identified behavioral health need. This phase allowed us to work out functionality of the number and call connectivity. In the second phase we have been incrementally phasing in all UCare customer service agents to ensure we can handle call volume and appropriately triage needs. In phase three (go live), members, providers and care coordinators will be able to call the line directly to address member’s behavioral health needs.

Our Customer Service Department will continue to assist members and providers with other health care related inquires such as benefits, coverage, claims, appeals and grievances or transportation needs.

UCare’s Behavioral Health Triage Line will be available Monday through Friday, 8:00am to 5:00pm with afterhours support available to members. We will be publishing our phone number in a future article when phase two of our rollout is complete.

Improving Dental Access & Care for Minnesotans with Special Needs Webinar

Topic:

Dental education is key to improving access for our special needs members. This webinar will provide an overview of Minnesota Direct Care and Treatment (DCT) dental clinics that specialize in treating members with special needs.

- Discuss initiatives or strategies that have been implemented to increase access
- Provide resources to assist members with getting dental appointments

The resources that will be provided will be the DCT Decision Tree and Medicaid Dental Grid. These were designed for dental clinics, care managers, and counties as easy-to-use tools. The resources outline important dental-related information for each health plan in Minnesota that offers Medicaid products.

Presenters:

- **Trish McClelland:** a Dental Care Manager at the DCT Dental Clinic in Fergus Falls. Trish has worked for the State of Minnesota for 30 years and the last 14 years with the dental clinic.
- **Emily Eckhoff and Jamie Galbreath:** UCare Quality Improvement department staff working with the other health plans on improving dental access rates.

Who should participate/Audience:

- Dentists, dental hygienists, dental assistants, administrative office staff, dental health educators, dental therapists, case managers, care coordinators, public health and anyone who provides care to individuals with special needs.

CEU - Participants should contact their relevant licensing board to determine if this program will meet continuing education requirements and CEU values.

Objectives:

- Understand how to make a ‘New Patient’ appointment.
- Learn strategies to work effectively with the special needs population from a front desk, scheduler, hygienist and dentist perspective.
- Know how to access individual health plan resources to assist staff with plan-specific information to efficiently assist their special needs members.

This webinar is free, but space is limited, click here to [Register](#).

This webinar is presented by a collaboration of Minnesota health plans working to improve access to dental services for SNBC members throughout Minnesota. Thanks to HealthPartners, Hennepin Health, Medica, Prime West Health, South Country Health Alliance and UCare for their commitment to this issue.

MSHO/MSC+ News

Behavioral Care Management for Members on MSHO & MSC+

UCare is excited to announce that we set a go-live date to expand our internal Behavioral Health Care Management program to MSHO and MSC+ members effective November 1st, 2019. Our Behavioral Health Care Management referral form is located on the care coordination page of the UCare website found at this [LINK](#).

As a reminder, our criteria for members to qualify for behavioral health care management are as follows:

- 2 Behavioral Health admissions in the past 12 months of the following:
 - Inpatient mental health, substance use disorder or eating disorder
 - Residential Treatment for mental health, substance use disorder, IRTS or eating disorder
- 3 admissions in the past 6 months for crisis residential
- 2 episodes in the past 12 months for partial hospitalization program

- 2 visits in the past 6 months of behavioral health related emergency room visits
- 2 admissions in the past 6 months for detox
- A combination of 2 or more admissions to any inpatient, emergency room or residential services stay in the past 6 months

Also effective November 1st, MSHO/MSO+ Care Coordinators can call our Behavioral health Triage Line for behavioral health consultations with our behavioral health care management staff. We will be publishing our phone number in a future article when phase two of our rollout is complete. Behavioral Health leadership will present additional details about Behavioral Health Care Management at the 4th quarterly MSHO and MSO+ Care Coordination training in December 2019.

DHS Updates, Announcements and Trainings

DHS launches HCBS provider toolkit

The [HCBS provider toolkit](#) is now available for use. It contains frequently asked questions, guidance and examples of provider practices that support choice and autonomy for people who receive home and community-based services (HCBS).

Read the full announcement at [DHS launches HCBS provider toolkit](#).

Requesting corrections in PCA service agreement start dates

In the event that a care coordinator is made aware of concerns regarding a member's PCA authorization dates from when a member was receiving PCA under fee-for-service, the PCA agency should be directed to review this DSD eList announcement. In certain situations, DHS can change the start dates of fee-for-service personal care assistance (PCA) service agreements to avoid gaps in service agreements.

For more information, go to [Requesting corrections in PCA service agreement start dates](#).

Clarification of MMIS exit codes for AC, BI, CAC, CADI, EW and ECS

DHS clarified MMIS exit codes to improve the accuracy in use of these codes and to allow specific MMIS programming changes that support advance notice requirements.

For more information, see the full announcement: [Clarification of MMIS exit codes for AC, BI, CAC, CADI, EW and ECS](#).

Training about environmental accessibility adaptations

DHS recently launched an online training that provides lead agencies, providers and DHS-enrolled construction companies with tools and resources to complete a safe and effective home modification project.

For more information, see the full announcement: [Training about environmental accessibility adaptations](#).

Person-Centered Thinking (PCT)

Person-Centered Thinking® (PCT) training is an interactive skill development training where participants learn PCT skills developed by the [Learning Community for Person Centered Practices](#).

PCT skills help us get to know people, discover how to respectfully support them, and keep learning as we act on what we hear. The skills are effective to use with all people and are especially helpful for individuals and teams who are working to:

- Determine the best supports and services
- Sort through issues at work or at home
- Develop plans for students or others facing major transitions
- Plan for the future with a partner
- Support families through a variety of life transitions.

Audience: Case managers, direct support staff, educators, families

Dates: This training is three four-hour sessions spaced a week apart to allow people with busy schedules to attend. You **MUST ATTEND ALL THREE SESSIONS** to complete the course. Tuesday Nov. 5, 2019, Tuesday, Nov. 12, 2019 and Tuesday, Nov. 19, 2019

Time: 8:15 a.m. to 12:30 p.m. each day

Location:

- Nov. 5 Administration Center Room 499 4th floor 705 Courthouse Square St Cloud, MN 56303
- Nov. 12 and 19 Center for Family Peace (Anna Marie's) 505 N 10th Avenue St Cloud, MN 56303

Register: [On Trainlink](#)

Additional details: Available on the [session announcement page](#)

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:** Care Coordination Delegate Contact Form and Request to Exceed Case Mix Cap

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 clinicialiaison@ucare.org.