

June 2020

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: [clinicaliainson@ucare.org](mailto:clinicaliainson@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](mailto:CMIntake@ucare.org).

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



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## 2020 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
<b>UCare Connect &amp; UCare Connect + Medicare</b>	<b>Bi-Annual Meetings Metro Delegates</b>	November 18, 9 a.m. to 12 p.m.
<b>UCare Connect &amp; UCare Connect + Medicare</b>	<b>Bi-Annual Meeting recorded WebEx will be posted on the UCare website by:</b>	November 25, 2020
<b>UCare’s MSHO &amp; MSC+</b>	<b>Quarterly Meetings Metro Delegates</b>	<b>June 17-CANCELED (please watch the recorded WebEx)</b> September 16 9 a.m. to 12 p.m. December 16, 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 24, 2020 September 23, 2020 December 23, 2020

# Care Coordination News

## Updates from the Mental Health & Substance Use Disorder Department

The email address for the Mental Health and Substance Use Disorder Services (MSS) Intake Team has changed to [MHSUDservices@ucare.org](mailto:MHSUDservices@ucare.org). The previous email address [behavioralhealth@ucare.org](mailto:behavioralhealth@ucare.org) will be available for a couple of months before being discontinued to allow for transition time.

We encourage you to begin using the new email address as soon as possible to prevent delays in communication with the MSS team. To ensure member's health information is protected, please use [UCare's Secure Email Site](#) to transmit an email communication to our Intake team.

Beginning in early May, UCare started offering Intensive Community Based Services (ICBS) through Mental Health Resources (MHR) to members who are enrolled in a Medicaid product and reside in the 7-county metro area. ICBS services are intensive, short-term interventions for people who require additional assistance beyond standard case management care models.

The service is designed to offer quick access to intensive services to members with complex behavioral health or medical concerns and have high rates of inpatient and/or emergency room stays. The service is provided in the home/community with the goal of stabilizing the member by reducing hospitalizations and ER utilization and increasing their access to appropriate services.

Members that are referred to ICBS may be homeless but need to have an accurate phone number where the MHR case managers can reach them. If you have a member that you would like to refer to this program, please talk to them about this service to ensure that they are interested in participation. After you have confirmed this, send the ICBS referral form to [MHSUDservices@ucare.org](mailto:MHSUDservices@ucare.org).

The ICBS referral form is located at this [link](#), once there scroll to the bottom of the page and look under "General Care Coordination Resources & References"

UCare intends to expand ICBS beyond the metro in the coming months, please watch for upcoming newsletter articles for more information.

## What is UCare doing with COVID-19 Developments

The COVID-19 situation is changing quickly, to assist in navigating this changing situation, UCare has created two online resources. We recommend visiting the sites regularly for the latest information:

- [UCare FAQs for providers](#)
- [UCare FAQs for members](#)

### References:

- [DHS COVID-19 webpage](#)
- [Waivers under peacetime emergency authority, Executive Order 20-12](#)

## Care Coordination Enrollment Roster Changes

Soon those of you who receive the Care Coordination Enrollment Roster will begin to receive 2 Care Coordination Enrollment Rosters per month:

- First enrollment roster will be received within the first few days of the month and will contain:
  - New members to UCare
  - Members who had changes after the 15<sup>th</sup> of the previous month
- The second enrollment roster will be received around the 15<sup>th</sup> of the month and will contain:
  - Members who had a PCC/Change form submitted prior to the 15<sup>th</sup> of the current month
  - DHS additional enrollments

The second enrollment roster is to be considered your FINAL roster for the month and the one you would want to reconcile.

UCare will send out communication when the release date is finalized.

## When a member comes from FFS and the DHS-6037 Transfer Form is needed

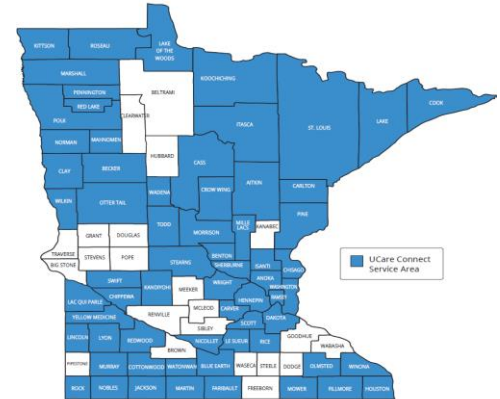
When a member comes to UCare from FFS and you are in need of the DHS-6037 Transfer Form, UCare asks that you reach out to [CMIntake@ucare.org](mailto:CMIntake@ucare.org) to see if UCare has the documents before reaching out to the County.

## Connect Care Coordination Updates

### Welcome Todd, Wadena and Morrison care coordinators

UCare Connect (SNBC) has expanded to Todd, Wadena and Morrison counties as of June 1, 2020. UCare now offers the Connect product in 65 Minnesota Counties. UCare is excited to welcome the care coordinators from these counties.

UCARE CONNECT (SNBC)



Please note that members can enroll on UCare Connect in a few different ways:

1. Plan eligible individuals are notified by mail and may choose from a list of plan options provided by the county. If the member does not make a choice, the county will assign them to a Health Plan.
2. Individuals may enroll directly through UCare:
  - Online at [ucare.org/enrollconnect](http://ucare.org/enrollconnect)
  - Call a licensed UCare agent at 1-800-707-1711
  - Request a mailed enrollment packet by emailing [SNPSales@ucare.org](mailto:SNPSales@ucare.org)

Interested individuals can find more information online at [ucare.org/connect](http://ucare.org/connect).

## DHS News & Updates

### DHS Bulletin #20-25-01: Alternative adult day service delivery due to COVID-19 pandemic

DHS released Bulletin #20-25-01: Alternative adult day service delivery Due to COVID-19 pandemic. This bulletin provides new guidance for adult day service providers to deliver services to members in alternative settings and/or via alternative methods.

As the member's care coordinator please:

- Ensure only members who were attending adult day care prior to 3/28/2020 and had been receiving adult day care services are receiving the alternative ADC services from the provider they were receiving adult day care services from.
- If a member is going to receive the alternative adult day services, the following documentation is needed in their care plan or case notes:
  - the member's choice to receive alternative adult day care services
  - the service method for alternative services (e.g. in person and/or remote) and method of receiving remote support (e.g. telephone)
  - how the chosen method of delivery will meet the member's health and safety needs and planned goals.
- Complete a new WSAF if an Adult Day Bath is being added as there has been a change in their caregiver's ability to provide assistance with bathing.

If a member is due for their annual reassessment care coordinators should take into consideration what services are appropriate for the member at that time. The situation with COVID-19 is ever changing and a member's POC should be reflective of the full amount of services needed at the time of the assessment.

Please review [Bulletin #20-25-01](#) and the [DHS FAQ page](#) on alternative adult day care services.

## DHS Frequently Asked Questions on COVID-19

Care Coordinators are encouraged to frequently visit the [DHS COVID-19 FAQ](#) webpage for the latest developments on COVID-19 in Minnesota.

Some recent updates provide guidance on:

- Grocery and supply delivery
- Respite
- Out-of-State travel
- Indirect services
- Waiver of HCBS settings rule rights

## COVID-19 Resources

UCare would like to share various resources to you as care coordinators that provide information on COVID-19 services/resources that maybe available to members.

- For information and resources for people with disabilities, their families and caregivers, visit the [DisabilityHubMN website](#).
- For information and resources for older adults, their families and caregivers, call the Senior LinkAge Line at 800-333-2433.
- For updates related to disability services, visit the [Latest information about COVID-19 from DSD page](#).
- For updates related to aging programs, visit the [Latest information about COVID-19 from AASD page](#).
- The [Community-Based Services Manual \(CBSM\)](#) is our primary way to communicate DHS and DSD policy to providers and lead agencies. We are updating the CBSM homepage and appending notes to policy pages affected by temporary waiver and policy changes.
- The [Temporary waivers and program modifications page](#) is a complete list of emergency temporary changes to administrative and regulatory requirements for food assistance, home care, public health care and other state programs in response to the pandemic.
  - [DHS bulletins](#) to share operational guidance for many of these modifications.
- For agency wide COVID-related updates to DHS programs, visit the [DHS homepage](#).
- The [Coronavirus Disease in Minnesota website](#) contains the latest statewide information related to the pandemic.
- For updates, information and resources for providers, visit the [Minnesota Department of Health Coronavirus Disease 2019 \(COVID-19\) website](#).
  - The MDH website includes guidance for MDH- and DHS-licensed residential and non-residential settings.
- MHCP Provider Manual- [Coronavirus \(COVID-19\) updates](#)

## DHS Presents: Person-Centered Thinking Exploration

Person-Centered Thinking® (PCT) is a set of values, skills and tools that underlies the work care coordinators do to support members in having a meaningful life. In times of uncertainty, PCT gives care coordinators a way of thinking about how to provide services that gives members positive control and self-direction over the lives they choose to lead.

DHS has created a four-part training series designed for those who have not taken the full two-day PCT training. This exploration training will introduce some of the main concepts from the full PCT training curriculum.

**Note:** This four-part exploration training is not a replacement for the full two-day interactive training.

This training includes four 90-minute sessions once a month, from June through September. It is highly encouraged to attend all four sessions.

All sessions run from 1 to 2:30 p.m.

- Tuesday, June 9, 2020
- Tuesday, July 14, 2020
- Tuesday, Aug. 11, 2020
- Tuesday, Sept. 8, 2020

Follow [this link](#) to register and for full details visit 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.

### 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 [clinicaliain@ucare.org](mailto:clinicaliain@ucare.org).