

**October 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: [clinicallyliaison@ucare.org](mailto:clinicallyliaison@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/Connect + Medicare 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 25, 2020. <b>WEBEX ONLY</b>
<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>WEBEX ONLY</b>
<b>UCare’s MSHO &amp; MSC+</b>	<b>Quarterly Meetings Metro Delegates</b>	December 23, 2020 <b>WEBEX ONLY</b>
<b>UCare’s MSHO &amp; MSC+</b>	<b>Quarterly Meeting recorded WebEx will be posted on the UCare website by:</b>	December 23, 2020

## Care Coordination News

### UCare partners with Matrix Medical Network to provide Telehealth Visits

UCare has worked with Matrix Medical Network for many years to provide in-home Nurse Practitioner visits to identified members. Matrix has now added telehealth as a new modality at the onset of COVID-19 when the Centers for Medicare and Medicaid Services (CMS) issued guidance expanding the use of telehealth.

These telehealth visits may be offered to identified MSHO, UCare Medicare, EssentiaCare, and Connect + Medicare members. The visit is offered at no-cost, and takes place using live video with one of their experienced nurse practitioners. The visit supports regular physician care and the results are shared with the member and their doctor.

This is a safe and convenient way to assess member's overall health and to get answers to the questions they may have.

Be aware that Matrix may contact a member you are working with to schedule this beneficial visit. Please encourage members to take advantage!

### UCare Mobile Dental Clinic

In 2019, the UCare Mobile Dental Clinic (MDC) provided dental care to more than 1,300 UCare members. The MDC offers dental check-ups, cleanings and simple restorative care to UCare members who have limited access to quality dental care. All care is provided by faculty-supervised dental, dental hygiene and dental therapy students from the University of Minnesota School of Dentistry, UCare's Mobile Dental Clinic partner.

The clinic is a specially designed, wheelchair-accessible, 43-foot "dentist's office on wheels." It has three dental chairs, state-of-the-art instruments, chairside digital radiography and an electronic health record system. It visits several sites in the metro and Greater Minnesota each year.

UCare members with a UCare dental benefit may schedule a visit on the Mobile Dental Clinic. For appointments call 1-866-451-1555 Monday through Friday 8 am - 4:30 pm.

For a complete schedule of the Mobile Dental Clinic and information on new COVID-19 procedures visit [ucare.org/mdc](https://ucare.org/mdc).

### UCare Dental Connection

UCare's Dental Connection helps our members manage their dental care with one simple phone call. A one-stop-shop, the UCare Dental Connection can help you:

- Find a dental provider or dental home
- Schedule dental appointments, including appointments for follow-up and specialty care
- Coordinate transportation to dental appointments
- Coordinate interpreter services for dental appointments
- Answer dental benefit and claims questions

UCare Dental Connection:

- 651-768-1415 or 1-855-648-1415 toll free
- TTY: 711
- 7 am – 7 pm, Monday – Friday

# MSHO/MSC+ Care Coordination Updates

## DHS Bulletin #20-56-10: LTSS policy amendments related to COVID-19 peacetime emergency

DHS has added amended policies which are effective March 20, 2020, the date of the Governor's Emergency Executive Order 20-12 and will remain in place until further notice from DHS.

The Bulletin provides instructions for care coordinators to implement these policies. The amended policies:

- Allow LTSS assessments and reassessments to be conducted remotely
- Allow case management visit requirements to be conducted remotely
- Waive document and signature requirements

Expressed approval for assessment and support planning can replace signature requirements. Care coordinators should document the approval of assessment and support planning documents by:

- Using case notes to record the date of expressed approval, a summary of the conversation and a list of the document(s) reviewed and approved by the member, the legal representative (if applicable) and the provider(s)
  - Expressed approval can be a verbal, physical or electronic acknowledgement by the member (or the member's legal representative) who receives services and can replace signatures that are typically required
- Retaining the document in the member's record

Please see [Bulletin #20-56-10](#) for further information.

## People who receive EW, AC, or ECS services can receive an additional home-delivered meal through Title III services

Under DHS's current policy, people who receive [home-delivered meals](#) funded through Elderly Waiver (EW), Alternative Care (AC) or Essential Community Supports (ECS) are limited to one meal per day. If a person receiving EW, AC or ECS requires more than one home-delivered meal per day, and is age 60 or older, case managers should contact a home-delivered meals provider who receives Older Americans Act Title III funding.

These providers will be able to deliver an additional meal to the EW, AC or ECS participant. The home-delivered meal provider that receives Older American Act Title III funding may or may not be the same provider delivering the first meal funded through EW, AC or ECS. In some cases, a person may have two different providers delivering home-delivered meals.

### Finding Title III Home-Delivered Meals Providers in [Minnesotahelp.info](#)

1. Go to [Minnesotahelp.Info](#)
2. In the "What are you looking for?" field, type "Home Delivered Meals"
3. In the "location" field enter the city from which you want to base your search (avoid typing the county – results will not be as accurate)
4. The results will immediately give you DHS approved waiver providers. Click on "view results that are NOT covered by Medicaid waivers."

Q FIND: All Home Delivered Meals Minneapolis, MN

Map View Compare/Save Sort Options Display Options Print/Export Need Help?

Filters Medicaid Waiver Results for "Home Delivered Meals, Minneapolis, MN" 200 results

You are viewing search results covered by Medicaid waiver. [View results that are NOT covered by Medicaid waivers.](#)

5. Expand the "Payment" category, select Title III.

Client Conveniences

Dietary Needs

Dietary Preferences

Licenses and Certifications

Medical Services

**Payment**

- Title III 357
- Private pay 88
- Sliding fee scale 2
- Alternative Care Waiver (AC) 1
- Brain Injury Waiver (BI) 1
- Community Access for Disability Inclusion Waiver (CADI) 1

More options ...

### Making a referral and documenting in the person's plan of care

Once the care coordinator has located available providers in Minnesotahelp.info:

1. Choose and send a referral to the applicable Title III home delivered meal provider
2. Document the coordination of Title III home-delivered meals and EW, AC or ECS funded home-delivered meals in the person's plan of care. The Title III home-delivered meals provider signature is not required on the person's support plan
3. Do not send in a Waiver Service Approval form (WSAF) to add home-delivered meals provided by Older American Act Title III funds as these meals are not funded by EW and do not require a WSAF.

## Connect/Connect + Medicare Care Coordination Updates

### UCare Connect Team has moved

Recently UCare completed a reorganization of several teams within the Health Services Department. The Connect Team, which was originally located under the Clinical Services Department has moved.

As of September 7<sup>th</sup>, 2020, the UCare Connect Team transitioned to the Mental Health and Substance Use Disorder Department (MSS).

While the reorganization has an impact on internal operations, it does not impact how to contact the Connect Team:

Care Coordinators can continue to reach out:

- Via the normal process of sending emails or calling
- Enrollment question should still be directed to [connectintake@ucare.org](mailto:connectintake@ucare.org)

- Care Navigation Assistance Line (612-676-6502)

If questions or clarifications are needed please feel free to reach out to Nate Klein, Manager of the UCare Connect Team, through email ([nklein@ucare.org](mailto:nklein@ucare.org)) or phone (612-346-9706).

## DHS News & Updates

### Balancing rights and safety during COVID-19

UCare would like to share this training opportunity that is being put on by DHS.

Join staff from the DHS Disability Services and Licensing divisions to review and discuss issues providers face with [Stay Safe MN](#) during the COVID-19 pandemic.

The balance between a person's rights and their safety has become more challenging to navigate. The people you support may have continued to work in essential positions or are now returning to work. They may also want to visit friends or family, go to the store, or resume some of their pre-pandemic activities. How can you honor a person's choices while also trying to prevent the spread of COVID-19?

#### Dates and times:

- Oct. 26, 2020, 1 to 2:30 p.m.
- Nov. 18, 2020, 1 to 2:30 p.m.
- Dec. 16, 2020, 1 to 2:30 p.m.

Follow this link to register in [TrainLink](#)

### Coping with the impact of COVID-19 for professionals

Limitations and disruptions caused by COVID-19 have made everyday tasks even more complicated. The added stress of dealing with new challenges in addition to everyday life can be difficult and sometimes overwhelming. This is true for everyone, including older adults and people who use disability supports and services.

DHS invites you to join Dr. Karyn Harvey and DHS staff to discuss the psychological effects of the COVID-19 pandemic, ways to cope with stress and uncertainty during the pandemic and how we can help support others.

#### Date:

- Tuesday, Oct. 27, 2020

#### Time:

- 1 to 2 p.m.

Please register on [Trainlink](#)

### 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

# Tidbits & Reminders

## 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](#)

## 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](#)

## 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).