

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: clinicaliason@ucare.org or by phone at 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/Connect + Medicare enrollment** questions to the UCare Connect enrollment email connectintake@ucare.org.

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2021 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 & Connect + Medicare	Live Webex	November 17, 9 a.m. to 12 p.m.
UCare Connect & Connect + Medicare	Recorded Webex will be posted on the UCare website by:	November 24, 2021
UCare’s MSHO & MS C+	Live Webex	September 15, 9 a.m. to 12 p.m. December 15, 9 a.m. to 12 p.m.
UCare’s MSHO & MS C+	Recorded WebEx will be posted on the UCare website by:	September 23, 2021 December 23, 2021

Care Coordination News

Updated Monthly Activity Log and MSHO Part C Log

2021 MSHO Assessment Reporting log and the Connect/Connect + Medicare Monthly Activity log have been updated.

Here is what changed:

- 3 columns added that require you to indicate the contact attempts conducted if you have labeled a member as Unable to Reach.
 - Please note that for the Connect/Connect + Medicare Monthly Activity log this additional data is only required for the Connect + Medicare tab.
- The date you indicate in Column H (Date of Current Activity in 2021) should continue to be the 4th and final contact attempt.
- Columns J, K, and L should be where you indicate the other 3 attempt dates that were made.
 - Please remember, if you provide dates, you need to be able to provide the documentation of those dates if requested.

Please start utilizing these new logs for your July assessments and going forward.

Updating a member's Primary Care Clinic

When care coordinators are notified that a member has a new Primary Care Clinic the [Primary Care Clinic Change Request form](#) must be completed.

The request must come from a member or their authorized representative; reviewing an EMR or internal systems to see if the member has established care is not sufficient. This will ensure that UCare has the correct primary care clinic on file.

Primary Care Clinic requests must be received by the 12th of the month for the member to be transferred to the correct Care Coordination Delegate (if applicable) for the current month. Requests received after the 12th will be processed for the following month.

NEW UCare Rewards Benefit Mastercard as of July 16th, 2021

Applies to Prepaid Medical Assistance Program (PMAP), MinnesotaCare, UCare Connect (SNBC) and UCare Connect + Medicare (HMO D-SNP), MSC+, IFP, UCare Medicare, UCare Medicare M Health Fairview North Memorial and EssentiaCare

The UCare Reward Benefit Mastercard is a reloadable card to offer members flexibility and choice. Members will no longer receive a Target gift card upon completing an incentive. Instead, we will send or reload their UCare Rewards Benefit Mastercard

- The first time a member completes the incentive, we will send them a UCare Rewards Benefit Mastercard
- For all subsequent incentives earned, the UCare Rewards Benefit Mastercard will be reloaded with the reward value. Members will be notified that their card is being reloaded
- Remind members to not throw the card away. The card is reloadable.
 - This card is valid through the expiration date displayed on the front. As the member renews their UCare plan each year, the card will continue to be valid.
- The card can be used anywhere Mastercard is accepted
 - This card cannot be used for cash or any cash equivalent
 - This card will not work at liquor, firearm and tobacco/vaping retailers
- If a member is having problems using the UCare Rewards Benefit Mastercard, most questions can be answered by calling 1-866-609-4651
 - Request replacement card
 - Check available balance
 - Retrieve pin number (this number can't be customized)
- If a member has called and is still experiencing problems, please direct them to call the number on the back of their member card and our Customer Service team will assist them.

MSHO/MS+ Care Coordination News

Elderly Waiver Customized Living Tool Reports

DHS provides monthly reports that compare customized living rates authorized through the EW customized living rate-setting tool within MnCHOICES to encounter claims. The reports serve three major functions:

- Identification of missing rate tools or rate tools that require updating
- Comparison of authorized amounts to amounts billed by the provider
- Identification of provider billing errors.

The EW CL tool reports to identify over- and underpayments. When the tool allowed amount differs from the billed amount (either under or over), the rate might have changed and the tool documenting the change has not been completed. There are other reasons for differences between billed and tool allowed amounts. This discrepancy does not necessarily mean DHS does not have the most updated tool.

Care coordinators should review the spreadsheets they are receiving from DHS monthly and either correct the authorization via WSAF or create or correct the tool to fix the error. If the EW CL tool is closed, please contact the [MnCHOICES help desk](#) to reopen the EW CL tool so you may correct it.

More information about these reports can be found [here](#).

Reemo Activity Smartwatch Reminders

UCare MSHO members are eligible for an activity tracker plus mobile PERS and heart rate tracking smartwatch at no cost. This easy-to-use smartwatch features:

- Steps and heart rate tracking with member and care coordinator access to an online information dashboard
- 24/7 emergency call-for-help directly from the watch with GPS location
- Stylish design that uses Samsung technology
- No setup or pairing to a phone or internet needed – just turn on and its ready to use

Important reminders when ordering a Reemo Activity Smartwatch:

- An authorization is required for orders. Please send order forms to UCare Clinical Intake only. Do not send to Reemo Health.
- If the smartwatch is no longer appropriate or of interest to the member, **terminate services** via the [Reemo Order/Auth form](#). Then contact Reemo for device return instructions.

For question, please contact clinicalliaison@ucare.org.

Connect/Connect + Medicare Care Coordination News

New UCare Tobacco & Nicotine Quit Program for Maternity

UCare is now offering a special program to help UCare members who are planning a pregnancy, pregnant or postpartum to quit smoking or chewing tobacco, and vaping. Members will have access to specially trained quit coaches, greater intensity of behavioral support with relapse prevention, and more outbound coaching calls (unlimited inbound calls). Pregnant and postpartum members who call the quit line to complete an initial assessment will receive a \$25 gift card.

To get started, members can enroll by calling the UCare Tobacco & Nicotine quit line at 1-855-260-9713, visiting myquitforlife.com/ucare or downloading the Quit for Life mobile app on a smartphone.

DHS News & Updates

August MnCHOICES Mentor Webinar

MnCHOICES Mentors should review the [Mentor Training Announcement](#) and sign up for either the webinar on Tuesday, August 17th or Tuesday, August 27th depending if you work with members on MSHO/MS+ or Connect/Connect + Medicare.

Updated information about remote reassessments and the COVID-19 waiver wind down

DHS has updated COVID-19-related timelines for some long-term services and supports (LTSS) activities. To learn more, visit the full announcement: [Updated information about remote reassessments and the COVID-19 waiver wind down](#).

MnCHOICES Mentors

DHS has scheduled the MnCHOICES Launch Webinars. **All** MnCHOICES Mentors should save the following dates and times on their calendars:

August 25, 1:30-3:30pm	November 17, 1:30-3:30pm
September 15, 1:30-3:30pm	December 8, 1:30-3:30pm
October 27, 1:30-3:30pm	

MnCHOICES Mentors can register for all of these webinars on [TrainLink](#). If you are unable to attend any of the MnCHOICES Launch Webinars they will be posted to the [DSD Training Archive](#) within three days of the completion of the webinar.

DHS Coronavirus (COVID-19) Guidance in the MHCP Manual

DHS continually updates the [Coronavirus \(COVID-19\)](#) MHCP Manual with new guidance on services. UCare encourages care coordinators to review this site for the latest COVID-19 DHS guidance.

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.

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 clinicalliaison@ucare.org.