

February 2021

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: [clinicallyaision@ucare.org](mailto:clinicallyaision@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).



**In this issue:**  
[Care Coordination News](#)  
[MSHO/MS C+ News](#)  
[Connect & Connect + Medicare News](#)  
[DHS News](#)

## 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
<b>UCare Connect &amp; UCare Connect + Medicare</b>	<b>Bi-Annual Meetings Metro Delegates</b>	May 19, 9 a.m. to 12 p.m. November 17, 9 a.m. to 12 p.m. <i>*TBD if will be in person</i>
<b>UCare Connect &amp; UCare Connect + Medicare</b>	<b>Bi-Annual Meeting recorded WebEx will be posted on the UCare website by:</b>	May 26, 2021 November 24, 2021
<b>UCare’s MSHO &amp; MS C+</b>	<b>Quarterly Meetings Metro Delegates</b>	March 10, 9 a.m. to 12 p.m. June 16, 9 a.m. to 12 p.m. September 15, 9 a.m. to 12 p.m. December 15, 9 a.m. to 12 p.m. <i>*TBD if will be in person</i>
<b>UCare’s MSHO &amp; MS C+</b>	<b>Quarterly Meeting recorded WebEx will be posted on the UCare website by:</b>	March 15, 2021 June 23, 2021 September 23, 2021 December 23, 2021

## Care Coordination News

### Preventing Falls for UCare Members

*UCare Medicare, UCare Medicare Supplement, UCare Medicare w/ M Health Fairview & North Memorial, EssentiaCare, UCare's MSHO, UCare Connect + Medicare or UCare Connect members*

Falls are the leading cause of injuries for [adults](#) age 65 and older and are even more common among older adults. Each year 1 in 3 adults 65 or older experience falls. Many older adults develop a fear of falling which may cause them to limit their activities and lead to reduced mobility, loss of physical fitness, and an increased risk of falling.

To combat this, UCare offers SilverSneakers to members on select plans. SilverSneakers offers virtual strength and balance classes as well as virtual Balance Builders wellness workshops eligible members can take from the comfort of their own home.

Online classes include both live classes through Zoom and on-demand classes for members to take on their own time. To check eligibility or to find virtual classes to improve strength and balance visit [SilverSneakers.com](#).

For more information on preventing falls visit [ucare.org/falls](#). For more information on member eligibility for SilverSneakers visit <https://home.ucare.org/en-us/health-wellness/fitness-wellness/silversneakers/>

## MSHO/MSC+ Care Coordination News

### Important Update for 2021 UCare Incentive Programs

*UCare MSHO Incentives only*

The 2021 MSHO incentive program has been put on pause for 2021 Quarter 1. There will be a 2021 MSHO incentive program coming soon. The details are being worked out for a program to start late March 2021. As we have more information, we will send it. Once the new program is determined, voucher mailing, member outreach, and rewards will resume.

At this time, UCare will not accept any 2020 MSHO vouchers that have a 2021 date of service listed.

## DHS News & Updates

### MnCHOICES Mentors– Save the Dates & Updates

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

February 17, 1:30-3:30pm	August 25, 1:30-3:30pm
March 10, 1:30-3:30pm	September 15, 1:30-3:30pm
April 21, 1:30-3:30pm	October 27, 1:30-3:30pm
May 12, 1:30-3:30pm	November 17, 1:30-3:30pm
June 23, 1:30-3:30pm	December 8, 1:30-3:30pm
July 14, 1:30-3:30pm	

MnCHOICES Mentors will be able to register for these webinars on [TrainLink](#) in the near future. 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 will also be hosting a Question & Answer Session with the topic of Certification of Assessors for MCO MnCHOICES Mentors on Monday, March 1, 2021 from 1:30 to 3:00p.m.

If you need to add a MnCHOICES Mentor to the DHS email list please use the [Add or Change MnCHOICES Mentor page](#).

## DHS Asks Care Coordinators To Prioritize Assessments and Facilitate Discharges During COVID-19 Peacetime Emergency

During the COVID-19 peacetime emergency, hospitals are experiencing high occupancy and shortages of beds and staff. It is important for care coordinators to give high priority to members who are ready to be discharged from hospitals.

To review resources that streamline work and ensure members receive services without interruption, visit the full announcement: [Prioritize assessments and facilitate discharges during COVID-19 peacetime emergency](#).

## New Dates Added- DHS Presents: Trauma-informed Supports:

Join the DHS DSD positive supports team along with Dr. Karyn Harvey for two training opportunities:

- Trauma-informed supports: Trauma and healing in the lives of people with intellectual disabilities
- Trauma-informed behavior supports: Using trauma-informed supports and positive behavior supports

**Note:** The training, Trauma-informed supports: Trauma and healing in the lives of people with intellectual disabilities, is a prerequisite for Trauma-informed behavior supports.

### Trauma-informed supports: Trauma and healing in the lives of people with intellectual disabilities

Dates:

- Part 1: Monday, March 15, 2021  
Part 2: Monday, March 22, 2021

**Note:** There is only one registration for both parts. You must attend both sessions to successfully complete this training.

Time:

- 10 a.m. to noon

### Trauma-informed behavior supports: Using trauma-informed supports and positive behavior supports

Date:

- Tuesday, Feb. 2, 2021

Time:

- 10 to 11:30 a.m.

Register:

On [Trainlink](#)

Additional details:

Available on the [session announcement page](#)

## DHS is Conducting a Telephone Survey with New Elderly Waiver Participants

DHS Aging and Adult Services Division is working with the University of Indianapolis Center for Aging and Community and Knowledge Services to conduct a telephone survey of new Elderly Waiver (EW) participants. The purpose of the survey is to learn about new EW participants' long-term care needs and decision-making leading up to enrollment.

Between Jan. 26 and July 31, 2021, staff from Knowledge Services will contact new EW participants, or their legal guardians, by mail and by phone to invite them to participate in the telephone survey. Knowledge Services may also contact individual case managers and care coordinators for help determining if individual EW

participants would be able to complete the survey themselves or if another person may need to complete the survey on the person's behalf.

DHS hopes EW participants will participate in the survey, but it is voluntary, so whether or not they participate is entirely up to them and will have no impact on their eligibility or the services they receive. The survey is private, and the only people who will know what a respondent says are Knowledge Services staff conducting the interviews. Minnesota's Elderly Waiver program and people in the University of Indianapolis (who are doing the analysis) will know the survey responses, but not who responded.

If you have any questions, please contact [dhs.aasd.hcbs@state.mn.us](mailto:dhs.aasd.hcbs@state.mn.us)

## **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.

The latest update was that DHS is now allowing Adult Day Centers the ability to allow members to attend for up to 6 hours at a time.

## **DHS has a New Resource Center Contact Form**

To protect private data and protected health information, DHS created a secure form for care coordinators to use when contacting the DSD Resource Center. Starting Oct. 1, 2020, care coordinators must use [DSD Resource Center Portal, DHS-3754](#) when they need assistance with MMIS.

To learn more, see the full announcement: [New contact form for Resource Center](#).

## **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](mailto:clinicalliaison@ucare.org).