

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 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	Bi-Annual Meetings Metro Delegates	November 17, 9 a.m. to 12 p.m.
UCare Connect & Connect + Medicare	Bi-Annual Meeting recorded WebEx will be posted on the UCare website by:	November 24, 2021
UCare’s MSHO & MS C+	Quarterly Meetings Metro Delegates	September 15, 9 a.m. to 12 p.m. December 15, 9 a.m. to 12 p.m.
UCare’s MSHO & MS C+	Quarterly Meeting recorded WebEx will be posted on the UCare website by:	September 23, 2021 December 23, 2021

Care Coordination News

Brook Health Companion (Diabetes or Hypertension)

UCare is teaming up with Brook Health Companion to help members manage their diabetes and/or blood pressure from their smart phone with the Brook Health Companion. The app is available at no cost and allows members to chat with dietitians and health experts in real time to help members turn health goals into sustainable habits.

The app features:

- In app chat with a health coach any day of the week
- Support to improve blood sugar and blood pressure
- Dietitians nutrition support
- Reminders to assist with taking medication and checking blood sugar or blood pressure

To learn more, visit ucare.org/brook

Food Access Help for UCare members

UCare partners with Second Harvest Heartland to help UCare members get one on one assistance with applying for food benefit programs ([SNAP](#), [NAPS/CSFP](#)) and finding low or no cost food resources in their community. If you identify a UCare member experiencing food insecurity, please refer them to UCare Health Promotion. How to refer:

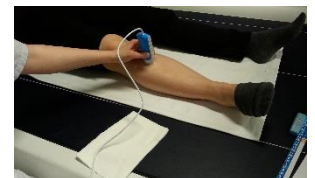
- Ask for the member's permission before sending the referral.
- Email the referral to wellness@ucare.org. In your email, include:
 - Member's name
 - UCare ID
 - Best phone number to reach
 - Does the member need help applying for food benefits (SNAP, NAPS)?
 - Does the member need help finding local food resources?

Referrals are compiled and sent to Second Harvest on a weekly basis. Members should hear from a Second Harvest specialist within 7-10 days.

MSHO/MSC+ Care Coordination News

Osteoporosis Screening Following a Fracture

UCare Quality department has an ongoing program to outreach to our female members, 65 to 85 years, who have recently had a fracture and assist them in scheduling their bone density screening. A bone density screening helps diagnose osteoporosis (low bone density) so it can be treated.



Eligible members receive an educational flyer in the mail with a gift card voucher attached. We are currently offering a \$100 gift card to members who complete this screening within six months following a bone fracture.

Eligible members will also receive a call from a UCare Member Engagement Specialist to assist them in scheduling the appointment. We are offering in-home screening through our vendor QuestHealth Connect, LLC, or if the member prefers, we will help schedule an appointment at their clinic. There is no cost to a UCare member for this screening.

Here are some helpful talking points if you receive questions from members regarding QuestHealth Connect's services:

- The test is done by a health care technician.
- The test is done using ultrasound. It takes pictures of the heel to detect bone loss.
- The screening is fast, simple, and painless.
- It measures bone strength to see if the member is at risk for bone fractures.
- The results will be sent to the member's doctor for review.

Any questions about the program can be directed to ucarequality@ucare.org.

Connect/Connect + Medicare Care Coordination News

GEDWorks Program Expands Statewide and to Members on Additional UCare Products

UCare and GEDWorks have partnered to provide UCare members a chance to earn their GED® (General Educational Development) credential. The partnership addresses education as a significant social factor driving health and health outcomes. It complements UCare’s robust support for every dimension of our members’ health including food security, housing stability, and health and racial equity. Since 2019, UCare and GEDWorks have piloted a program in select Minnesota counties.

This program waives the cost of GED preparation and testing for a limited number of UCare members enrolled in Prepaid Medical Assistance Program (PMAP) and MinnesotaCare programs. To date, 29 members from diverse backgrounds have graduated and earned their GED credentials. Now UCare and GEDWorks are expanding the program statewide - and throughout the metropolitan area - and adding an additional 1,000 opportunities for members. The program is also expanding to members of UCare’s Special Needs Plans, Connect and Connect + Medicare products.

In addition to waiving the cost of the GED tests, GEDWorks supports UCare members with:

- A dedicated advisor and ongoing coaching.
- Unlimited practice tests and study materials.
- Official GED credential tests.
- Access to bilingual (English and Spanish) advisors, tests and study materials.
- Pilot use of a career path tool.

The prep and tests are online and by phone, which makes the program accessible for members living in rural parts of the state and eliminates safety concerns during the pandemic.

UCare and GEDWorks believe this investment in UCare members will have a significant impact on members’ wellbeing, career success and long-term health. The program also sets the stage to benefit their children and generations to come.

Eligible UCare Connect and Connect + Medicare members will receive an email notification in the month of July with information about the program and how to enroll. If you have a UCare member who would like to apply please direct them to ged.com/ucare

DHS News & Updates

MnCHOICES Mentors

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

July 14, 1:30-3:30pm	October 27, 1:30-3:30pm
August 25, 1:30-3:30pm	November 17, 1:30-3:30pm
September 15, 1:30-3:30pm	December 8, 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.
