

April 2022

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](mailto: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](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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## 2022 UCare Care Coordination Meeting Schedule

It is a requirement that all UCare care coordinators watch the live WebEx or the recorded WebEx and are included on the sign-in sheet for their delegate.

UCare Product	Meeting Type	Date & Time
<b>MSHO/MS C+ &amp; Connect/Connect + Medicare</b>	<b>Live WebEx</b>	6.15.22 @ 9:00 AM-12:00 PM 9.14.22 @ 9:00 AM-12:00 PM 12.14.22 @ 9:00 AM-12:00 PM
<b>MSHO/MS C+ &amp; Connect/Connect + Medicare</b>	<b>Recorded WebEx posted on the UCare website by:</b>	6.29.22 9.28.22 12.28.22

## Care Coordination News

### Combatting Social Isolation through Community Education Class Discounts

Social isolation, the physical separation from other people, poses many mental and physical health risks. Those experiencing social isolation experience higher risks of high blood pressure, heart disease, obesity, depression, cognitive decline, and more.

UCare is working to reduce social isolation among its members by offering discounts on in person and virtual community education classes to encourage social connection. UCare currently partners with 100+ Community Education programs across Minnesota. UCare members can receive up to a \$15 discount on Community Education classes taken through one of our partnering community education programs. Through this discount, we hope to remove the cost barrier of participating in community education classes and help our members stay engaged in their communities.

To receive the discount, members simply show their UCare member ID card when enrolling in the class. Check a local community education catalog or contact the local school district for class times and locations.

Do you know a Community Education Program that would like to partner with UCare? Please have the Community Education Program contact UCare at [wellness@ucare.org](mailto:wellness@ucare.org).

To learn more about the UCare Community Education Discount program visit

<https://home.ucare.org/en-us/health-wellness/fitness-wellness/community-education-classes/>

### Quit Smoking and Vaping Program

Learn how to stop smoking, vaping, or chewing tobacco. UCare members can get help at no charge to quit through the tobacco and nicotine quit line. Nicotine patches, gum or lozenges are also available to eligible UCare members.

Get help to kick the habit from the comfort of your own home by:

- Calling the tobacco and nicotine quit line at **1-855-260-9713** (toll-free) TTY: **711** Available 24 hours a day, seven days a week.
- Visiting online at [myquitforlife.com/ucare](http://myquitforlife.com/ucare)
- Downloading the Rally Coach Quit For Life mobile app

## MSHO/MSC+ News

### Updated MSHO/MSC+ Community Requirements Grid

Care Coordinators are required to share a members full Plan of Care with their Primary Care Provider on an annual basis or when there is a change in condition.

The “Plan of Care Letter to Primary Care Provider” has been removed from the UCare [website](#) and the MSHO/MSC+ Care Coordination Requirement Grids have been updated to reflect this change. Effectively immediately, following an annual or change in condition assessment, please send the entire care plan to the member’s primary care provider.

UCare has updated the MSHO/MSC+ Community Requirements Grid to reflect the change and it is posted to the UCare website at [this link](#). Please ensure you are using the updated grid with the 3/23/22 revision date.

Please email [clinicalliaison@ucare.org](mailto:clinicalliaison@ucare.org) with any questions.

## PCA Provider Change or Initial Agency Selection: Process Change

When a member chooses to switch PCA agencies, the newly selected agency is responsible for completing and faxing the [“PCA Provider Notification/Change Request” form](#) to UCare for processing.

- Previously we allowed care coordinators to report a change in PCA provider agency via the [“PCA Communication” form](#). Due to an increase of missing provider information, member signature/attestation as well as advance notice to the new provider, we are making this change to ensure that the change of agency to an existing PCA authorization is processed accurately and timely.
- If at the time of an initial PCA assessment where no agency was identified but at a later time the member selects an agency, please direct the member to contact the PCA agency. The PCA agency will complete and fax the [“Provider Change Request” form](#) to UCare for processing.

## Minnesota Board on Aging launches NO|FALLS Minnesota campaign to help older adults prevent falls

The Minnesota Board on Aging and other state agencies, in partnership with Trellis’ Juniper program, are launching [NO|FALLS Minnesota](#) to prevent falls in older adults. Together, these organizations will work together to help keep people active, strong and on their feet.

### Information about NO|FALLS Minnesota classes

This campaign features free or low-cost evidence-based classes that help prevent falls. It includes classes that help participants understand and minimize their risks, as well as classes that help participants strengthen muscles and improve balance. Classes include:

- [Stepping On](#)
- [A Matter of Balance](#)
- [Tai Ji Quan: Moving for Better Balance](#)
- [Staying Active and Independent for Life \(SAIL\)](#)

### Who is eligible?

Classes are offered in-person and online and they are available to all Minnesotans. People who receive Elderly Waiver (EW), Alternative Care (AC) and Essential Community Supports (ECS) services are eligible to register for the classes. Lead Agency staff are encouraged to inform program participants of the opportunity to register for the classes.

To learn more, visit the full [eList announcement](#).

## Connect/Connect + Medicare News

### Ready Set Go! UCare Connect and Connect + Medicare Clinical Liaison Launch

As part of our commitment to provide counties and delegates with the best possible assistance and resources, the Mental Health and Substance Use Disorders Team is taking the next steps to usher in your new SNBC Clinical Care System Liaisons!

**Effective May 1**, the [SNBCClinicalLiaison@UCare.org](mailto:SNBCClinicalLiaison@UCare.org) email will be available to our Care Coordination delegates for all your UCare Connect and Connect + Medicare assistance. You may also contact the SNBC Liaisons via telephone at **612.676.6625** or **833.951.3190** (toll free).

Your liaisons will continue to respond to you within one business or better. During the month of April, you will begin seeing the new [SNBCClinicalLiaison@UCare.org](mailto:SNBCClinicalLiaison@UCare.org) copied on your Connect/Connect + Medicare messages as we warmly transition to the new SNBC inbox.

The MSHO/MSO+ Clinical Liaison support will continue to be provided by Bobbi Jo Glood and Dawn Sulland. In an effort to distinguish the support lines, the [clinicalliaison@UCare.org](mailto:clinicalliaison@UCare.org) will transition to: [MSC\\_MSHO\\_Clinicalliaison@UCare.org](mailto:MSC_MSHO_Clinicalliaison@UCare.org). They can continue to be reached by phone at 612-294-5045.

### **Beginning May 1, 2022**

- Direct questions for Connect/Connect + Medicare: [SNBCClinicalLiaison@UCare.org](mailto:SNBCClinicalLiaison@UCare.org) or **612.676.6625** or **833.951.3190**
- Direct questions for MSHO/MSO+: [MSC\\_MSHO\\_Clinicalliaison@ucare.org](mailto:MSC_MSHO_Clinicalliaison@ucare.org)
- Direct questions related to **BOTH** SNBC and MSHO/MSO+ [MSC\\_MSHO\\_Clinicalliaison@ucare.org](mailto:MSC_MSHO_Clinicalliaison@ucare.org) & [SNBCClinicalLiaison@UCare.org](mailto:SNBCClinicalLiaison@UCare.org)

Our team of liaisons are presently working to schedule the annual delegate meetings where you will get a chance to meet the SNBC Liaisons. We are excited introduce Kristen Sagnes and Jenn Redman.

My name is Kristen Sagnes and I am so glad to be here, joining the UCare family! I am a Licensed Social Worker Living and working in the South Metro, Twin Cities area.



My career focus has been Managed Health Care and Home and Community Based Services and waiver programs. My professional passions consist of person-centered practice, process improvement, consultation/education and utilizing technology in the Health Care field.

Over the last 11 years I have worked as a Care Coordinator, Team Lead and Clinical Supervisor both as a delegate and within the health plans. During that time, I was able to develop and test new technologies and workflows, implement new onboarding programs, participate in quality audits, and coach others in Care Coordination.

In my spare time I enjoy new adventures with my two young daughters, trying to keep my salsa garden alive, crafting and playing games of all kinds! I look forward to working with each of you and am committed to supporting you and our team here at UCare.



My name is Jenn Redman and I'm so excited to be joining the MSS team as your Liaison. My background is in social work.

In the past I have worked in inpatient psychiatric hospital care as well as in assisted living housing management. Prior to joining UCare, I was honing my care coordination skills as a UCare care system delegate. The past 10 years as a delegate, I was privileged to work on program development, policy oversight, and population health management. I helped to expand internal quality audits, created a peer mentoring program, and redesigned the onboarding experience

for care coordination staff.

In my spare time, I enjoy spending time with my 3 grandchildren (and their parents!), flower gardening, and cooking. I love to travel and hope to head to Ireland in the year 2023.

I'm looking forward to getting to know our wonderful partners and providing the kind of support you have grown accustomed to from Bobbi Jo and Dawn!

## **DHS News & Updates**

### **Information about the reinstatement of COVID-19 waivers CV.89**

On March 24, 2022, the governor signed a bill that allows DHS the authority to reinstate CV.89 - modifying requirements to maintain long-term services and supports (LTSS) COVID-19 waiver temporarily.

Effective immediately, DHS has reinstated this waiver retroactive to Sept. 1, 2021. The waiver will remain in effect through June 30, 2022. This waiver previously expired on Aug. 30, 2021.

### **Instructions for CV.89 (LTSS signature requirements)**

The CV.89 waiver allows care coordinators to obtain verbal, written or expressed approval of documents related to LTSS that typically require in-person signatures.

Care coordinators may resume obtaining verbal, written or expressed approval of LTSS documents until June 30, 2022, when this waiver expires. Lead agencies can review [DHS Bulletin #20-56-10: LTSS policy amendments related to COVID-19 peacetime emergency \(PDF\)](#) for documentation requirements.

To learn more visit the full [eList announcement](#).

### **Update on CFSS implementation timeline**

DHS is on track to launch [Community First Services and Supports \(CFSS\)](#) on or after Aug. 1, 2022. This flexible healthcare program will replace personal care assistance (PCA) and the Consumer Support Grant (CSG) in Minnesota. To learn more, visit the full announcement: [Update on CFSS implementation timeline](#).

### **Changes to informed consent procedure for Moving Home Minnesota**

DHS no longer requires that it receives a completed informed consent form before a person uses the [Moving Home Minnesota \(MHM\)](#) benefit. However, lead agency and other transition coordinators are still required to provide informed consent prior to a person's participation in the program. The MHM provider must keep a copy of the consent form in the person's file.

For the full announcement, go to: [Changes to informed consent procedure for Moving Home Minnesota](#).

### **Save the Date! MnCHOICES Office Hours 2022**

All MnCHOICES Mentors attend MnCHOICES office hours. This call will include any updates on all three computer applications: MnA, MnSP and the revised MnCHOICES application and time to answer your technical questions about the applications.

### **Conference call dates:**

DHS holds office hours conference calls from 9:30 to 11 a.m. on the first Friday of every other month. Upcoming dates include:

- April 1, 2022
- June 3, 2022
- August 5, 2022
- October 7, 2022
- December 2, 2022

The [DSD Archive page](#) will have a power point posted to it. An encore recording will be available on DSD Archive page. You have the option to listen to a recording of Office Hours for up to 30 days following the call. The recording is available approximately two (2) hours after the live call is complete. For more information visit the [Office hours conference calls](#) link on the [MnCHOICES CountyLink Mentors](#) page for the full schedule and more details.

### **Building your skills: Developing a Support Plan**

The DSD Case Management Policy team, along with Aging and Adult Services Division (AASD), will be changing the monthly SPPLC meeting times to a new training series beginning in January 2022. This series, Building your skills: Developing a support plan, will concentrate on topics related to building a foundational knowledge of support planning skills.

#### **Why is it changing?**

DSD and AASD heard feedback from you were asked to provide support planning training to assessors, case managers and care coordinators. We intend to use these meetings to pilot the topics and gather questions in order to create online support planning training modules.

#### **Date and time:**

10 to 11:30 a.m. on the last Wednesday of each month from January to November 2022:

- April 27, 2022
- May 25, 2022
- June 29, 2022
- July 27, 2022
- Aug. 31, 2022
- Sept. 28, 2022
- Oct. 26, 2022
- Nov. 30, 2022

#### **Audience**

Attendance is not limited, but the content will be directed to lead agency, tribal nation and contracted agency staff who use the MnCHOICES Support Plan, Including:

- Certified assessors
- Care coordinators
- Case managers
- Lead workers
- Supervisors of the above
- Others that do support planning for people with disabilities.

#### **Register**

All 2022 session dates are currently open for registration on [TrainLink](#) Registration details are available on the [session information 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).

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