

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](mailto: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](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](#)  
[DHS News](#)

## 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>	3.15.22 @ 9:00 AM – 12:00 PM 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>	3.29.22 6.29.22 9.28.22 12.28.22

# Care Coordination News

## Care Coordination Meetings

Starting in 2022 we will be combining the MSHO/MSC+ care coordination quarterly meetings with Connect/Connect + Medicare.

The meeting will be held quarterly and by live WebEx, the meeting will be recorded and posted to the [UCare website](#) within two weeks.

Communications will be sent out prior to the live WebEx so you can review the agenda and plan accordingly for when you need to join. The hope will be to have MSHO/MSC+ product specific information first, then lead into information for all products and finish with Connect/Connect + Medicare product specific information.

## REMEMBER: New Member ID numbers

Effective January 1<sup>st</sup>, 2022 UCare will be issuing new Member ID numbers. Member's will be receiving a new card with in the first two weeks of January. Members can print out a card their Member Portal located on the UCare [website](#).

When sending in a WSAF you will need to use the member's new ID number

## 2022 Care Coordination Requirement Grids

UCare will post the 2022 Care Coordination Requirement Grids for all products on January 1<sup>st</sup>, 2022. All changes will be identified in **yellow**.

## Medications Eligible for 90-Day Supply Changing for UCare Medicaid Members

Medications eligible for a 90-day supply will change on 1/1/2022 for UCare Medicaid plans. Plans impacted by this change include Prepaid Medical Assistance Program (PMAP), Minnesota Care, Minnesota Senior Care Plus (MSC+) and UCare Connect. Letters were sent to members with medications impacted by the change to a 30-day supply limitation in 2022.

Medications eligible for a 90-day supply will be identified on the list of covered drugs with a notation of "90-Day". Generally, medications eligible for a 90-day supply are generic medications which are maintenance medications, not controlled substances, and not considered specialty medications. Additionally, durable medical equipment and over the counter medications are not eligible for a 90-day supply. Exceptions are not allowed for medications which are not eligible for a 90-day supply.

## One Pass (New for 2022)

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

One Pass is a complete fitness solution for body and mind, available at no additional cost for eligible members. One Pass offers:

- Access to more than 20,000 participating fitness locations nationwide
- More than 20,000 on-demand and live-streaming fitness classes
- Workout builders to create personalized workouts
- Home Fitness Kits available to members who are physically unable to visit or who reside at least 15 miles outside a participating fitness location
- Personalized, online brain training program to help improve memory, attention and focus
- Over 30,000 social activities, community classes, and events available for online or in-person participation

Members can go to [ucare.org/onepass](https://ucare.org/onepass) to find participating fitness locations and learn more.

What does a member need to do to use their One Pass benefit?

1. Members can go to **ucare.org/onepass** or call 1-877-504-6830 (TTY 711), 8 am – 9 pm, Monday – Friday to get their One Pass member code.
2. Members bring their One Pass member code to a participating fitness location. This will start their free standard membership.

### **Healthy Savings Food Allowance (New for 2022)**

MSHO members diagnosed with congestive heart failure or diabetes receive a \$30 monthly allowance on their Healthy Savings card in 2022. The allowance can be used to purchase approved healthy foods and produce at participating stores. Approved items are fruits, vegetables, healthy grains, dairy, beans, and more.

Participating stores include Cub, HyVee, Walmart, and more. Simply scan the Healthy Savings card at checkout. This benefit begins the first day of each month and cannot roll over into the next month, any unused allowance will be lost.

Eligible members receive a welcome letter and Healthy Savings card to access the benefit. Additional benefit details are available on [HealthySavings.com/UCare](https://HealthySavings.com/UCare) or by calling 855-570-4740, TTY 711.

### **Mask & Sanitizer (New for 2022)**

Eligible members include: *UCare's MSHO and UCare Connect + Medicare*

Get the tools you need to keep the germs away. Members can call customer service to order the kit. One kit per year per member.

Kit Includes:

- Two reusable masks
- 16 oz bottle of hand sanitizer
- Three packs of sanitizing wipes
- One box of disposable gloves

### **Connect to Wellness Kits (Revamped for 2022)**

Eligible members include: *UCare Connect + Medicare or UCare Connect members*

The Connect to Wellness kits have been revamped for 2022! These kits are designed to help members improve their health and wellness. Members can call customer service to order the kit. Members may choose one of the five kit options per year.

Kit A: Fitness Kit

- Activity tracker watch
- Resistance band
- Extendable massage roller

Kit B: Sleep Aid Kit

- Aromatherapy diffuser with sound machine and night light
- Essential oil

Kit C: Stress Relief Kit

- Therapy lamp
- Putty
- Push pop

Kit D: Dental Kit

- Electric toothbrush
- Toothpaste
- Floss picks

- Kit bag

Kit E: Amazon Echo Kit

- Amazon Echo Dot (3<sup>rd</sup> generation)

## **WW (formerly WeightWatchers program) Local Workshop Vouchers (New to Connect + Medicare Members in 2022)**

Eligible members include: UCare's Minnesota Senior Health Options (MSHO) (HMO D-SNP) members and, starting January 1, 2022, Connect + Medicare (SNBC) (HMO D-SNP) members

- Access to 13 consecutive weeks of WW Workshops
- 14 weeks of access to WW digital tools
- No meeting registration fee required
- Eligible members can order a WW voucher packet by calling UCare Customer Service

## **The Importance of HPV Vaccinations and STD Screening**

According to the Centers for Disease Control (CDC), the Human Papillomavirus (HPV) infects nearly 13 million people each year. In an effort to reduce its incidence, the CDC recommends that adolescents, both male and female, receive the first dose of the HPV vaccination series between 11 and 12 years of age and scheduling the second dose six to 12 months later.

The CDC produced a 7-video series titled "[How I Recommend HPV Vaccine.](#)" In each of these short videos, clinicians, including Dr. Sharon Humiston and Dr. Alix Casler, explain how they make a direct and concise HPV vaccine recommendation to parents, handle vaccine refusal, and address safety concerns.

Annual wellness exams and C&TC checkups are a perfect time to talk with patients about getting the HPV vaccine. These visits are used to prioritize health history, physical measurements and examination, developmental and behavioral assessments, mental and emotional health, nutrition, and physical activity. It is also perfect for communicating with patients the importance of reproductive health as part of helping them stay healthy.

## **DHS News & Updates**

### **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**

### **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).

---