

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 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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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
MSHO/MS C+ & Connect/Connect + Medicare	Live WebEx	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
MSHO/MS C+ & Connect/Connect + Medicare	Recorded WebEx posted on the UCare website by:	3.29.22 6.29.22 9.28.22 12.28.22

Care Coordination News

Keeping UCare Members Active

One Pass

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 to find participating fitness locations and learn more.

Health Club Savings

Eligible members include: MinnesotaCare, Prepaid Medical Assistance Program (PMAP), Individual & Family Plans, Individual & Family Plans w/ M Health Fairview, UCare Medicare, UCare Medicare w/ M Health Fairview & North Memorial, and EssentiaCare.

Eligible UCare members who belong to a participating health club can receive a reimbursement for their health club membership fees each month. To participate, show your UCare ID card when you sign up at a participating location. Online fitness classes at participating Health Club Savings locations may count toward your monthly visit requirement. Classes must meet certain guidelines found [here](#).

- UCare Medicare, UCare Medicare w/ M Health Fairview & North Memorial, and EssentiaCare can participate and earn up to \$30 a month towards their health club membership fees each month in the Health Club Savings program if they are not participating in One Pass and their club is not in the One Pass network
 - Do not have a monthly visit requirement
 - Participating health clubs include:
 - Select [Healthy Contributions](#) clubs
 - Select [National Independent Health Club Association \(NIHCA\)](#) clubs
- MinnesotaCare, PMAP, Individual & Family Plans, Individual & Family Plans w/ M Health Fairview can earn up to \$20 a month towards their health club membership fees each month.
 - Have a monthly visit requirement of 12 visits
 - Must be age 18 or older
 - Participating clubs include:
 - [Life Time Fitness](#)
 - [YMCA Twin Cities](#)
 - [SNAP Fitness](#)
 - [Healthy Contributions](#) Clubs
 - [National Independent Health Club Association \(NIHCA\)](#) clubs

Learn more about participating in Health Club Savings [here](#).

DHS News & Updates

Status of the MnCHOICES revision project

DHS continues to develop a new timeline for the MnCHOICES revision. The revised launch date will include a full 60-day transition period.

To identify the new launch date, we are:

- Continuing user acceptance testing
- Resolving defects/issues and retesting fixes (prioritized by importance)
- Identifying tasks to complete before launch (complete guide documents, training staff of lead agencies, etc.)
- Finalizing operations and maintenance support plans.

The launch for the revised application will happen after the first quarter of 2022. Please monitor the [CountyLink MnCHOICES page](#) for information about MnCHOICES updates from DHS.

Revised MnCHOICES Application Launch Webinar for MnCHOICES Mentors

DHS has scheduled a MnCHOICES launch webinar for Wednesday, March 23 1:30 to 3:30pm. **All** MnCHOICES Mentors should attend this webinar. MnCHOICES Mentors can register for this webinar on [TrainLink](#). If you are unable to attend the MnCHOICES launch webinar it will be posted to the [DSD Training Archive](#) within three days of the completion of the webinar. More information can be found on the [DSD webinar announcement page](#).

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:

- March 30, 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 clinicaliason@ucare.org.
