

Health Services Program Update



May 2022

Issues of **Health 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 care coordination-related questions to our Clinical Liaison mailbox's: **MSHO/MS+** MSC_MSHO_Clinicalliaison@ucare.org or by phone: 612-294-5045 or 1-866-613-1395 toll free.

Connect/Connect + Medicare: SNBCClinicalliaison@ucare.org or by phone: 612.676.6625 or 1-833-951-3190 toll free.

Direct your **MSHO/MS+ 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.

In this issue:
Care Coordination News
MSHO/MS+ News
Connect/Connect + Medicare 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
MSHO/MS+ and Connect/Connect + Medicare	Live WebEx	June 15, 9 am-12 pm September 14, 9 am-12 pm December 14, 9 am-12 pm
MSHO/MS+ and Connect/Connect + Medicare	Recorded WebEx to be posted to website by:	June 29 September 28 December 28

Care Coordination News

HealthRide Same Day, Next Day Rides

UCare has seen an uptick of providers who are not able to accommodate same day rides and/or next day rides, because of this UCare has suspended temporarily taking same day or next day rides.

UCare has always requested that members provide a 2-day notice for booking any medical rides and will start to enforce this moving forward.

We acknowledge that this is not ideal and encourage members to look to friends and family to see if they can assist, if HealthRide deems a ride urgent, an exception maybe made when it is appropriate and necessary for the well-being of the member.

Healthy Savings

UCare offers the Healthy Savings program where members can save on healthy food such as milk, eggs, fruits, and vegetables through grocery discounts that change weekly. Last year, UCare members redeemed more than 18,000 discounts and saved over \$19,000 at participating grocery stores.

Visit healthysavings.com/ucare to learn about the Healthy Savings program and find participating locations.

Food Access Referrals

UCare is partnering with Second Harvest Heartland to connect UCare (PMAP), MNCare, Connect, Connect+Medicare, MSHO, and MSC+ members with local food resources!

Members can receive help over the phone with applying for SNAP benefits and/or finding food resources in their community (i.e. food shelf, Fare for All, etc).

Send referrals with member's name, ID #, phone number, and address to: wellness@ucare.org
Referrals are received by the UCare Health Promotion team and will be triaged to Second Harvest who will then call within one week.

Juniper

UCare's MSHO members have access to Juniper® evidence-based health management and wellness classes that help members get fit, better manage their chronic conditions and prevent falls.

To register, members can visit yourjuniper.org and select the class they would like and enter their zip code. There is also a checkbox they can click if they would prefer to take classes online. From there, can register for the class that works best for them.

Meeting the Challenges of Diabetes: Consequences of Disease Progression **Wednesday, May 11, 2022, noon-1 p.m.**

The goal of this presentation is to provide care coordinators, case managers, and other professionals working with Minnesota Senior Health Options (MSHO) and Special Needs Basic Care (SNBC) members information to better understand the impact of diabetes and enhance their skillsets when working with members with diabetes.

Please follow the links below to register and for more information.

[Register >](#)

[More information >](#)

Meet Our Oversight Team

As previously announced at the March Care Coordination Quarterly, the Mental Health and Substance Use Disorder Services (MSS) department has added a new Oversight Team. At this time, we are introducing the Data Quality Auditor role for the Connect and Connect+ products. The team is comprised of Kathryn Swan, Jen Myers and Ashley Hipp. The mirrored role in Clinical Services for the MSHO and MSC+ products is the new Delegation Oversight Auditor, Samantha Jurichko. These roles are complimentary to and do not replace the annual audits conducted by Compliance. Our team will be focused on quality reviews and best practice sharing. We look

forward to highlighting all the great work that is happening and the best in class service you provide to our members each day.



My name is Ashley Hipp and I have proudly joined the Oversight Team at UCare as a Data Quality Auditor. I am a Licensed Independent Clinical Social Worker.

My career has focused on community mental health where I have partnered with significantly underserved populations. Some of my most fulfilling work has been with children and families in the scope of children's mental health.

In my free time I love to learn new things which recently has included woodworking and beekeeping. I look forward to gardening each growing season and try to add something new each year; this year is cucamelon.

I look forward to building relationships with you all and see all the wonderful work that is already in place for our members!



My name is Kathryn Swan and I am so excited to be a part of the Oversight Team at UCare as a Data Quality Auditor. I am a licensed Professional Clinical Counselor and a licensed Alcohol and Drug Counselor.

For the past 10 years, my career focus has been within the substance use and mental health field. I have worked in a variety of roles throughout my career including direct patient care, supervisory experience, utilization management, and quality assurance.

Outside of work, I enjoy spending time with my husband, son, and dog. I also like cooking, anything outdoors, crafting, and working on puzzles.

I feel privileged to work for UCare and am excited to work with our partners.



Hello! My name is Jen Myers. I am thrilled to have recently joined UCare as a Data Quality Auditor on the MSS Oversight Team.

My professional career experience has been mostly in the Pharmacy area, where I've held different roles within retail, outpatient, and Pharmacy Benefit Management (PBM) space. Within the last 5 years, I've worked as a Quality Analyst for a Health Plan in the Twin Cities. During that time, I was able to work on different process improvement projects, participate in CMS audits, and develop team training and education materials.

In my spare time, I enjoy being active outside – hiking in MN State Parks, running with my dog, and trips to the cabin. I also enjoy photography (mostly landscape). I hope to do more travel soon to explore some National Parks.

I look forward to collaborating with each of you and am excited to be a part of the UCare family!



My name is Sammie Jurichko and I am excited about my transition into the Delegation Oversight Auditor position. I am a Licensed Social Worker and have been with UCare for nearly five years as a MSHO/MSC+ Care Coordinator.

Outside of work, I enjoy traveling, hiking, music, and spending time with my dog, Birdie. I am currently working towards my Master's degree in Holistic Health Studies.

I feel fortunate to be a part of UCare's team and mission, and look forward to continuing to support our members through this new role.

MSHO/MSC+ News

Transitional EW Services

Transitional services are items and supports necessary for a person to move from a licensed setting to independent or semi-independent community-based housing. Licensed settings include hospitals, adult foster setting and certified nursing facilities and intermediate care facilities.

A person is eligible to receive transitional services under the Elderly Waiver (EW) if they are:

- Moving from an eligible licensed setting to independent or semi-independent community-based housing Moving from a setting where the items were provided to a setting where these items are not normally furnished
- Not able to access the items or support from other funding sources

A person also must be either:

- Enrolled on EW
- Reasonably expected to enroll within 180 days

Authorizing Elderly Waiver Services

As the care coordinator it is your responsibility to use your professional judgement to ensure that member's meet the criteria in the [CBSM](#) for the service you are completing and submitting a Waiver Service Approval Form (WSAF).

As the member's care coordinator, you are authorizing any service on the WSAF. UCare does not review WSAF for appropriateness or approval.

Connect/Connect + Medicare News

Connect/Connect + Clinical Liaison Launch

In last month's newsletter we shared the launch of the Connect/Connect + Clinical Liaison support. We are excited to continue moving forward!

Effective May 1, 2022

- Direct questions for Connect/Connect + Medicare: SNBCClinicalLiaison@ucare.org or 612.676.6625
- Direct questions for MSHO/MSC+: MSC_MSHO_Clinicalliaison@ucare.org or 612.294.5045
- Direct questions related to BOTH SNBC and MSHO/MSC+ MSC_MSHO_Clinicalliaison@ucare.org & SNBCClinicalLiaison@ucare.org

Connect/Connect + Medicare Letters Update:

[Plan of Care Letter to Primary Care Provider](#) - Per the January, 1, 2022 Connect Requirements Grid, the Plan of Care Letter to the PCP is no longer being used. The full care plan is

mailed/faxed to the PCP. The Plan of Care Letter to the PCP has been removed from the website.

DHS News & Updates

DHS Seeks Feedback from Lead Agencies and Providers on Transitional Services

DHS invites service providers and lead agency staff (counties, tribal nations, and managed care providers) to take our survey on transition services in Minnesota.

The purpose of this survey is to collect data and information about barriers when using transition services within:

- Relocation service coordination (RSC)
- Moving Home Minnesota (MHM)
- Housing Stabilization Services (HSS)

For more information, including a link to the survey, visit the full announcement: [DHS seeks feedback from lead agencies and providers on transitional services](#).

New Resource about Emergency Backup Planning

DHS created a new resource page in the Community-Based Services Manual (CBSM) that includes best-practice guidance and resources for case managers and care coordinators to support people in developing plans for staffing emergencies.

To learn more, visit the full announcement: [New resource about emergency backup planning](#).

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.

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 mail 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 MSC_MSHO_Clinicalliaison@ucare.org & SNBCClinicalLiaison@ucare.org