

# Health Services Program Update



October 2022

Issues of **Health Services Program Update** often refer to different UCare forms. Please note that all UCare Care Coordination forms are on the UCare website under the Care Managers tab.

Care Coordination-related questions can be directed to the Clinical Liaison mailbox's:

**MSHO/MS C+:** [MSC MSHO Clinicalliaison@ucare.org](mailto:MSC_MSHO_Clinicalliaison@ucare.org) or by phone: 612-294-5045 or 1-866-613-1395 toll free.

**Connect/Connect + Medicare:** [SNBCClinicalliaison@ucare.org](mailto:SNBCClinicalliaison@ucare.org) or by phone: 612-676-6625 or 1-833-951-3190 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

UCare Care Coordinators are required to 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+ and Connect/Connect + Medicare	Live WebEx	December 14, 9 am-12 pm
MSHO/MS C+ and Connect/Connect + Medicare	Recorded WebEx to be posted to website by:	December 28



**Reminder:** The September 14<sup>th</sup> All Care Coordination 3<sup>rd</sup> Quarterly has been posted on the Care Manager website. For any who were unable to attend the live web ex, please view and return the sign in page and MOC attestation by October 31<sup>st</sup>.

## Care Coordination News

### New on the Care Management Web

#### Connect/Connect + Medicare

- Connect/Connect + Med: Unable to Reach Member Letter (Updated DATE?)
- 2022 Connect and Connect + Comparison Grid-Located in References and Processes

#### MSHO/MS C+

- 2022 MSHO and MSC+ Comparison Grid-Located in References and Processes
- MSHO and MSC+: Unable to Reach Member Letter (Updated)

#### All

- MOC Attestation Form (New)

#### Coming Soon!

- 2023 MSHO and MSC+ Comparison Grid
- 2023 Connect and Connect + Comparison Grid
- 2022 UCare Connect and FFS Comparison Grid



### 2023 Requirements Grids

On November 1<sup>st</sup> you will receive all the 2023 Requirements grids for your review.  
**Note:** any changes made to the grid WILL NOT be effective until January 1<sup>st</sup>, 2023.

### DHS 5841 Recommendation for State Plan Home Care Services Communication Form

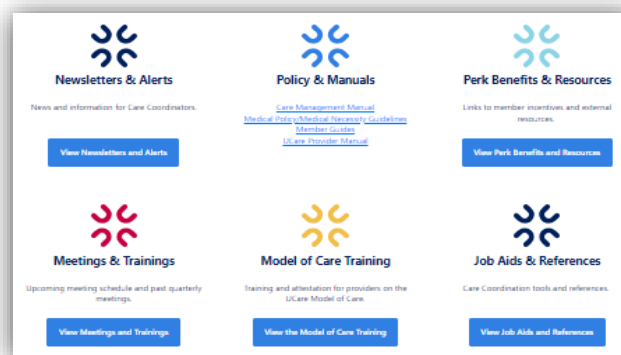
#### All Products (MSHO/MS C+, Connect/Connect+)

- The CADI/DD/BI Case Manager is responsible for completing and forwarding the DHS-5841 form to UCare prior to initiating State Plan Home Care Services (IE: Skilled Nursing Visits, Home Health Aide).
  - Please advise the waiver case manager to fax to 612-884-2499 or 1-866-610-7205.
  - Submitting this form will provide UCare with the necessary information to create an authorization. The authorization confirmation will be provided to the designated agency/provider.
- If the DHS-5841 includes Personal Care Assistance (PCA) Service, please include a copy of the assessment (DHS-3428D or MnCHOICES).
  - Please assist the member in selecting a UCare contracted agency. Please visit [www.ucare.org](http://www.ucare.org) or ucare provider search.
  - Upon receipt of the DHS 5841, UCare issues authorization letters to the member/provider as well as a copy to the CADI Case Manager.

## News U Can Use:

### Website Makeover!

As mentioned in our 3<sup>rd</sup> quarterly meeting, we are in the process of working on updating our Care Management web page. Here is a sneak peek at the new layout where we will be organizing the content based on document types, improving navigation, and streamlining content!



## Releasing Information Related to Substance Use Disorders

### Did U Know?

HIPAA regulations have specific protections related substance use disorders (SUD) and members' private information. A Release of Information (ROI), signed by the member or their legal authorized representative, explicitly authorizing the disclosure of SUD is needed in order to share verbal or written information with others, including primary care providers. If an ROI has not been obtained, SUD information may not be shared. Additionally, this information would need to be redacted when sharing a Support Plan/Care Plan and when communicating Transition of Care updates.

**Sneak Peak:** The 2023 Requirements Grid update will include this information and more on ROI's and authorized representatives.

## Transportation Request Form



When submitting the Ride Request form via Email, allow for 3 business days to schedule rides.

It is recommended that **one request form be used for each ride.**

This will help ensure the ride is set up accurately.

## Dental Access for Members Dental Care on the Move

The UCare Mobile Dental Clinic (MDC) provides dental check-ups, cleanings, and simple restorative care to UCare members who have limited access to quality dental care. All care is provided by faculty-supervised dental, dental hygiene, and dental therapy students from the University of Minnesota School of Dentistry, UCare's MDC partner.

The clinic is a specially designed, wheelchair-accessible, 43-foot dental office on wheels. The MDC has three dental chairs, state-of-the-art instruments, chairside digital radiography and an electronic health record system. This clinic on wheels visits several sites in the metro and greater Minnesota each year.

Any member with a UCare dental benefit may schedule a MDC visit. Members can call 1-866-451-1555 Monday through Friday, 8 am to 4:30 pm to schedule an appointment.

Visit [ucare.org/mdc](https://ucare.org/mdc) for the MDC schedule.

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### Connecting Members to Dental Care

UCare's Dental Connection helps members manage their dental care in one phone call.

Representatives help members:

- Find a dental provider or dental home.
- Schedule dental appointments, including appointments for follow up and specialty care.
- Coordinate transportation to dental appointments.
- Coordinate interpreter services for dental appointments.
- Answer dental benefit and claims questions.

Members can contact UCare's Dental Connection at 651-768-1415, 1-855-648-1415 toll free, or TTY: 711. Representatives are available Monday through Friday, 7 am – 7 pm.

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### Affordable Phone Services

Access to affordable phone service, whether it is landline, wireless or internet, is important to helping people stay connected. Lifeline and the Telephone Assistance Program are two programs that help make phone service more affordable. Individuals who qualify can receive a discount on their phone or internet service bill.

The Telephone Equipment Distribution (TED) Program can help people who are deaf, deafblind, hard of hearing or have a physical or speech disability complete Lifeline and Telephone Assistance Program applications.

Contact Deaf and Hard of Hearing Services Division for more information!

Voice or your preferred relay service: 800-657-3663

Videophone: 651-964-1514

Email: [dhs.dhhsd@state.mn.us](mailto:dhs.dhhsd@state.mn.us)



Or visit the TED Program webpage: [mn.gov/deaf-hard-of-hearing/communication-access/ted/](https://mn.gov/deaf-hard-of-hearing/communication-access/ted/)

You can also learn more in this [Lifeline Program video](#) from the Federal Communications Commission.

### Chronic Care Improvement Program (CCIP)

Medicare Advantage plans are required to conduct Chronic Care Improvement Program (CCIP) initiatives. The intent is to promote effective chronic disease management and improvement of care. UCare implements the CCIP program via a quarterly newsletter mailing to members diagnosed with 2-6 chronic conditions based on the John Hopkins Adjusted Clinical Group system. Newsletters are sent to EssentiaCare and UCare Medicare, MSHO, and Connect + Medicare members. An estimated 70,000 members receive a newsletter each quarter.

The newsletters provide education and resources to assist members in managing their chronic condition. Education topics are chosen based on population health data and annual education opportunities. In 2022 the quarterly newsletter topics are Wellness and Preventive Health; Stress Management; Medication Adherence; and Weight Management. Each newsletter includes resources such as the Quit Smoking and Vaping Program; Fitness; Transportation help; Brook Health Companion and the Mental health and substance use disorder access lines.

## Thrifty White is Closing Gaps in Care!

UCare is partnering with Thrifty White Pharmacy to deliver preventative and pharmaceutical services to close gaps in care for UCare members that use their pharmacies. Thrifty staff will address gaps in care for medication adherence, statin use and kidney health evaluation for diabetic members, breast cancer screening, child and adolescent well care visits, and annual wellness visits. Thrifty staff will work with members on addressing any barriers to care and scheduling appointments with their primary care. UCare products included in this initiative are: UCare Medicare, UCare Medicare with MHF and North Memorial, Individual and Family Plans, Individual and Family Plans with Fairview, Prepaid Medical Assistance, MinnesotaCare Program, Special Needs BasicCare (Connect), Special Needs BasicCare + Medicare (Connect + Medicare), Minnesota Senior Care Plus, and Minnesota Senior Health Options.

This initiative will start at the end of September and run through the end of 2023. Please reach out to the UCare Quality Inbox [ucarequality@ucare.org](mailto:ucarequality@ucare.org) with any questions.



## MSHO/MSC+ News

### Waiver Services Approval Form (WSAF) Documentation and Submission

When completing the WSAF, please verify the EW providers address, phone, fax and UMPI/NPI before forwarding to UCare.

- Obtaining the most current provider information, ensures that the authorization letter is sent to the correct provider location as well as assists with accurate and timely claims payment.

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## Connect and Connect + Medicare News

### Take the Mental Health and Substance Use Disorder (MH&SUD) Access Line Quiz:

The MH&SUD Access Line can help you with

- A: Find an in network mental health or substance use provider
- B: Schedule appointments
- C: Help members complete initial paperwork
- D: Obtain ride to scheduled appointments
- E: Provide a reminder call or email prior to appointment
- F: Follow up after member's appointment to offer assistance
- G: The Access Line is AWESOME and does all of the above!



Answer: G The Access Line is AWESOME and does all of the above!



### “What I hear U saying is...”

It is confusing to have our letters use the language “Case Manager” and this impacts the effectiveness of reaching our members. “Care Coordinator” would be a more appropriate title on member facing documents.

**All Connect and Connect + Medicare letters now use the language “Care Coordinator” and are posted to the website!!**



## DHS News & Updates



### Grant opportunity for Customized Living Services (CLS) providers

Minnesota Department of Human Services (DHS) announces a request for proposal (RFP) for the Customized Living Quality Improvement Grant. Review the [Customized Living Quality Improvement grant program](#) webpage for information. This grant is designed to improve the overall quality of life for individuals receiving CLS through the Brain Injury (BI), Community Access for Disability Inclusion (CADI), or Elderly Waiver (EW) programs. One-time grants of \$25,000 to \$250,000 will be available in State Fiscal Years 2023-2024. To be eligible for the grant, at least 75 percent of the people served by the customized living provider must be waiver program participants.

Review the Aging and Adult Services Division eList announcement [Customized Living Quality Improvement Grant RFP announcement](#) for full details on this RFP. The deadline to apply for this RFP is Dec. 5, 2022.

Email the Aging and Adult Services Division at [dhs.aasd.hcbs@state.mn.us](mailto:dhs.aasd.hcbs@state.mn.us) with any questions about the proposal.

### Update on CFSS implementation timeline

DHS will not launch [CFSS](#) before April 1, 2023. DHS anticipates the Centers for Medicare & Medicaid Services (CMS) will need additional time to approve the CFSS state plan amendments after DHS made changes that CMS requested.

To learn more, see the full announcement: [Update on CFSS implementation timeline.](#)

### Elderly Waiver Customized Living Services Rate Adjustment

Rate floor rate adjustment amount

DHS will increase the rate floor rate adjustment amount by 9.69%, from \$119 to \$131, effective Jan. 1, 2023, as directed by statute. Qualified facilities will receive this new rate floor rate adjustment amount on claims for Elderly Waiver participants who receive 24-hour customized living services from Jan. 1 - Dec. 31, 2023.

For more background on this announcement, please refer to the [Elderly Waiver Customized Living Services Rate Adjustment](#) announcement from Aug. 1, 2022.

### Applying for the rate floor rate adjustment

Facilities must apply by or before Sept. 30, 2022 using [Disproportionate Share Facility Application \(DHS-8157-ENG\)](#) to qualify for the rate adjustment in calendar year 2023. DHS will request applicants to submit a census list of waiver participants in a secure and encrypted format to verify the resident numbers submitted on the application form.

More information and instructions are available on the application form and in the [Billing section](#) of the Elderly Waiver (EW) and Alternative Care (AC) Program page in the Minnesota Health Care Programs (MHCP) Provider Manual.

### Housing Stabilization Services moving expenses start date delayed

The proposed Oct. 1, 2022, start date for covering moving expenses when providing housing transition services through Housing Stabilization Services has been delayed pending Centers for Medicare & Medicaid Services (CMS) approval. We are currently working with CMS to earn approval.

As a result of this delay:

- We removed information about moving expenses from the [Housing Stabilization Services](#) policy and [Housing Stabilization Services: Proposed Moving Expenses](#) webpages until questions by CMS have been addressed.
- We have cancelled the two Introduction to Moving Expenses webinars scheduled for Sept. 26 and 29, 2022. We will reschedule.

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## Reminders

### Forms Change Frequently

Forms are updated regularly. 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 (MSC+/MSHO) 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 email Message Center](#). UCare is not able to open third party secure emails. You can create a secure email account using 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](mailto:MSC_MSHO_Clinicalliaison@ucare.org) & [SNBCClinicalLiaison@ucare.org](mailto:SNBCClinicalLiaison@ucare.org).