

Care Coordination News

August 2026

Issues of **Care Coordination News** often refer to different UCare forms. All UCare Care Coordination forms are on the UCare website under the [Care Coordination and Care Management](#) page. Care Coordination-related questions can be directed to the Clinical Liaison at:

- **MSC+** MSC_MSHO_Clinicalliaison@ucare.org or by phone: 612-294-5045
- **Connect:** SNBCClinicalliaison@ucare.org or by phone: 612-676-6625

Enrollment-related questions can be directed to:

- **MSC+ enrollment** by email CMIntake@ucare.org
- **UCare Connect enrollment** by email at connectintake@ucare.org

2026 UCare Care Coordination Meetings

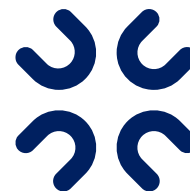
2026 UCare Meetings



At this time, UCare will not be offering CEUs, hosting Quarterly Care Coordination Meetings or Quarterly Clinical Liaison Office Hours. Ongoing communication and updates will instead be shared through the monthly Care Coordination Newsletter, and Office Hours will be scheduled as needed.

UCare Product	Meeting Type	Date & Time (Subject to change)
MSC+ and Connect	Clinical Liaison Office Hours (optional)	TBD

ALL CARE COORDINATION NEWS



New on the Care Coordination and Care Management Website

Connect

Assessment Checklist Connect (Revised 8/1/26)

MSC+

Assessment Checklist MSC+ (Revised 8/1/26)

Note: All documents related to Connect + Medicare and MSHO have been removed from the CC website. Documents will continue to be evaluated for appropriateness. Some documents may reference Connect + Medicare and/or MSHO. This can be disregarded and will be updated as time allows.

8/1/26 Requirements Grid Updates



UCare has shared the August 2026 Draft Requirements Grids via email Alert to delegate leadership. It is essential to review the alert and each requirements grid to ensure a clear understanding of policy changes and clarifications. Significant changes are highlighted in yellow.

As always, reach out to the Clinical Liaison team with questions. Final versions will be posted to the UCare website by August 3, 2026.

Disease Management Health Coaching Programs

Disease Management (DM) engages UCare members living with chronic conditions by providing health coaching programs for members across all product lines. DM programs focus on meeting members where they're at in their health journey. The goal is to promote healthy living, improve quality of life, promote self-care efforts, and support treatment plans to help members manage chronic conditions. Programs are available for members with a diagnosis of asthma, diabetes and/or heart failure.

Program Eligibility

Program Eligibility		
Product	Connect	MSC+
Asthma Health Coaching Program	X	
Diabetes Health Coaching Program	X	X
Heart Failure Health Coaching Program	X	X

Asthma, Diabetes and Heart Failure Health Coaching Program Overview

Members enrolled in a DM program receive personalized health coaching from a UCare health coach. Through coaching and education, members can:

- create achievable goals based on motivation and readiness to change
- identify and break down barriers and patterns of behavior that prevent change
- be empowered to make lasting lifestyle changes and be held accountable to reach goals
- receive condition-specific education and resources to support self-management

Referrals

We accept referrals for all our programs and assist members enrolled in our programs with referrals to other programs and resources as appropriate.

Program eligibility information is found at: [UCare® - Disease Management](#)

To send a referral, please contact:

- **DM Email:** Disease_mgmt2@ucare.org
- **DM Voicemail:** 612.294.6539 or 866.863.8303
- **Include with referral:** Member ID, phone number and program (asthma, diabetes or heart failure)
- **Program Exclusions:** Diagnosis of ESRD (End Stage Renal Disease), on hospice care, in Long-Term Care Facility or a Skilled Nursing Facility, or on dialysis
- **Online Member Enrollment:** Members may enroll online at [Health Coaching education | Personalized Coaching | UCare](#)

Updates to Member Notifications Regarding Medica Acquisition

Current UCare members will soon receive more information related to Medica's acquisition of UCare and how it may impact them. UCare is sharing this information to help care coordinators understand the changes and assist with answering member, and potentially provider, questions.



UCare mailed a letter to all members on UCare MSC+ and Connect plans on 7/21 that included information about the rebranding and name change for the UCare plans starting October 1, 2026, as well as what this means for members now and in the future.

Important Notes

- This update is related specifically to member impacts. UCare is aware this also raises a number of questions related to the care coordinator role and any potential changes for managing Medica One members after 10/1. An FAQ will be attached to the newsletter email to assist in answering both care coordinator and member questions.
- Effective October 1, 2026, UCare plans will be renamed **Medica One Health Plan (M1HP)**.

**Medica One
Health Plan**
by  Medica.

- Members' benefits, costs, and plan features will remain the same.
- During August and September, members will begin receiving mail from Medica One Health Plan, including their new ID card and additional information about their plan.
- Beginning October 1, 2026, members should use their new Medica One Health Plan ID card for all medical appointments and prescription services.
- If members have additional questions, or if a provider indicates they cannot see the member because of their insurance, members should be directed to the appropriate UCare Customer Service number for assistance:
 - **SNBC/Connect:** 612-676-3395 Toll-free: 1-877-903-0061
 - **MSC+:** 612-676-3200 Toll-free: 1-877-903-0061

MSC+ NEWS

ConnectAbility Discontinued EW Non-Medical Transport for UCare Members



ConnectAbility of MN Inc (Address: 2901 3rd Street S Waite Park, MN 56387 and NPI 158854068) has discontinued providing transportation services to UCare members effective June 30th, 2026. ConnectAbility did notify members and care coordinators of this decision in June to support them in transitioning to a new transportation provider. ConnectAbility is also not a provider for Medica so no new referrals should be made to this provider.

DHS News and Updates

Support Plan Signature Compliance Training Now Available

The Updated Signature Requirement Policy for Support Plan training (course code SUPLAN-SRP) is now available in [TrainLink](#). All care coordinators must complete the training by Oct. 31, 2026. Lead agencies are responsible for tracking the completion of required training.



July 2026 MnCHOICES Release Summary

Resolved Current Functionality items: Fixed in the release (1 fix which includes 0 critical functionality items)

- Support plan: Services and supports, Services type – Services that support me heading-
Description: The CFSS section incorrectly appeared when an extended home care nursing service was entered in the services and supports section. [DHS ID 185509]
 - ❖ Changes made: The CFSS section will no longer appear when an extended home care nursing service is added.

Removed Current Functionality and Future Enhancements document items:

- MnCHOICES assessment: Functional assessment heading - Community living section: When the work status is not working, work satisfaction items display. [DHS ID 80273]
Description: When a user selected not working for work status, work satisfaction still requires a response.
 - ❖ This item has been removed. DHS confirmed the system is working as intended. The work satisfaction item will continue to require a response when a person is not working. Assessors should capture a person's satisfaction with not working.

Other changes made - not listed in the Current Functionality and Future Enhancements document:

- Description: Lead agencies could use the MnCHOICES User Last Sign In report to view users' last sign-in dates, but the report did not display the roles assigned to each user.
 - ❖ Changes made: Updated the MnCHOICES User Last Sign In report to display the roles assigned to each user.

- Description: For Support Plan queries, the Created By field only allowed selection from the dropdown list. Users could not type a name into the field to search.
 - ❖ Changes made: Users can now search the Created By field by typing a name directly into the field.
- Description: In the MnCHOICES Assessment, the 65th birthday and 65th birthday update activity types needed to be removed to align with the policy change that no longer requires a formal assessment when a person turns 65.
 - ❖ Changes made: The system no longer displays the 65th birthday or 65th birthday update activity types as options when creating a new assessment. DHS will provide more information through a future eList.
- Description: In the MnCHOICES Assessment, the system assigned a dependency for Transferring when a person transferred independently or with intermittent assistance and a mechanical device was used for the transfer.
 - ❖ Changes made: When the response to the Transferring field is “Transfers independently” or “Completes transferring with supervision: intermittently during the activity” and “Needs a mechanical device in transferring” is selected for Mode of transfer, the person will no longer receive a dependency in transferring. The Mode of transfer field will no longer override the transferring value used in the LTC and Type B screening documents.
- Description: In the About Me section, My Care Team subsection of Support Plan – MCO MnA and Support Plan – HRA, the Primary Doctor area included only a Date support plan shared with the primary doctor field. There was no way to document when a person chose not to share their support plan with their primary doctor.
 - ❖ Changes made: A new Do you want your support plan shared? question was added for the Primary Doctor. This allows the person to indicate whether they want their support plan shared with their primary doctor, similar to the functionality already available for Support Team members.
- Description: The following six CFSS/PCA services are not used under the AC, CAC, CADI, DD, BI, and EW programs and must no longer be available as selectable options in support plans with these program types:
 - CFSS, Budget, Complex, Continuation of Benefits, 1:1 – T1019 UB U4 TG
 - CFSS, Budget, Continuation of Benefits, 1:1 – T1019 UB U4
 - CFSS, Agency, Complex, Continuation of Benefits, 1:1 – T1019 U9 U4 TG
 - CFSS, Agency, Continuation of Benefits, 1:1 – T1019 U9 U4
 - PCA 1:1 Notice of Reduction – T1019 U5
 - PCA Complex, 1:1 Notice of Reduction – T1019 TG U5
 - ❖ Changes made: Removed the six CFSS/PCA service codes listed above as selectable options for the AC, BI, CADI, CAC, DD, and EW programs.
- Description: As part of the sunseting of PCA services, the following seven PCA services must no longer be available as selectable options under AC and Temp AC programs in support plans. PCA services were no longer available for people on AC effective March 31, 2026, and MMIS was updated at that time.
 - PCA 1:1 – T1019
 - PCA 1:2 – T1019 TT

- PCA 1:3 – T1019 HQ
- PCA Complex 1:1 – T1019 TG
- PCA Complex 1:2 – T1019 TG TT
- PCA Complex 1:3 – T1019 HQ TG
- PCA Supervision – T1019 UA
- ❖ Changes made: Removed the seven PCA services codes listed above as selectable options under AC and Temp AC programs.

Help Center updates:

- Current Functionality and Future Enhancements v.07.2026 document: Will be loaded into the MnCHOICES Help Center during the week following the release on July 23, 2026.
- MnCHOICES Practice Guide: MnCHOICES Support Plan v.10 (Loaded date 7/6/2026)
 - ❖ About me section (p. 19): Primary doctor subsection: Added new question: Do you want your support plan shared?
 - ❖ Safety and well-being section (p. 43): My backup plans subsection: Rights modification section is updated.
- MnCHOICES Smart Guide: Support Plan - MnCHOICES Assessment v.7 (Loaded date 7/2/2026)
 - ❖ Move to new status: "In progress – Assessment complete" section (p. 15): Rights modification section is updated.
- MnCHOICES Smart Guide: Support Plan – MCO MnCHOICES Assessment v.7 (Loaded date 7/2/2026)
 - ❖ Next two sections section (p. 13): Rights modification section is updated.
- MnCHOICES Smart Guide: Production – Adding Staff and Managing Access v.11 (Loaded date 7/10/2026)
 - ❖ Step 2: Enter staff information section: Supervisor: Added more detailed instructions for when the staff member's supervisor is not a MnCHOICES user.
- Microlearning: Taking a form offline: (Loaded date 7/14/2026)
 - ❖ Added how to retrieve your encryption key.
- Microlearning: Checking in offline form: (Loaded date 7/14/2026)
 - ❖ Added how to retrieve your encryption key.
- MnCHOICES Smart Guide: Offline Forms v.6 (Loaded date 7/23/2026)
 - ❖ Step 3: Form check-in section (p. 10): Sync subsection: Before checking in the form: In online mode go to the person's form and find the padlocked form. Open the form to make sure the data you collected offline is present and in the correct spot.
- MnCHOICES Smart Guide: Adding and Managing a Person Record v.4 (Anticipated load date 7/27/2026)
 - ❖ What to do section: PMI, SSN or date of birth update subsection: The language was updated to read "If a person's name, date of birth or social security number has an error, update SSIS or MAXIS. SSIS changes will load to MnCHOICES the next day. MAXIS changes are loaded monthly."
- MnCHOICES Smart Guide: LTC [Long-term care] Screening Document v.2 (Loaded date 7/23/2026)
 - ❖ Updated overview.
 - ❖ Updated to include all MMIS and MnCHOICES LTC Screening Document fields.

- MnCHOICES Practice Guide: MnCHOICES Assessment v. 13 (Anticipated load date 7/27/2026)
 - ❖ Removed references to 65th birthday update.
 - ❖ Community living section (p. 31): Work/school - work satisfaction subsection:
 - Removed "This item only appears if the user marked that a person is working."
 - Added to capture the person's satisfaction with not working.

Training updates in the following TrainLink courses with module titles indicated:

Note: To review updated training modules, delete browsing data including "cached images and files" and then log into TrainLink.

- MnCHOICES Access and navigation (MNCH900) Navigation Header: (Published date 7/8/2026)
 - ❖ Slide 17 - Query field: Health risk assessment: Now includes: To view the number of days an HRA is in a completed status you must select the status in progress as well.
 - ❖ Slide 18 - Query: Support plan: Now includes: For the "Number of days in progress" field to display the "Status: In progress" must be selected from the Status dropdown menu.
 - ❖ Slide 19 - Query fields: Annual support plan due: Includes the fields "annual support plan overdue" and "annual support plan due in X days", including due in X days reports results with the days the user provided.
 - ❖ Slide 21: Using reports in MnCHOICES mentions the MnCHOICES user log in page includes the roles assigned to the user.
- MnCHOICES Content - Assessment (MNCH301/301a) Initiating a MnCHOICES Assessment: (Published date 7/8/2026)
 - ❖ Assessment types slide: Removed 65th birthday
 - ❖ Slides 6, 9, 11: Updated screenshots
 - ❖ Removed slide: Assessment type: 65th birthday
- MnCHOICES Workflow - Assessment (MNCH303/303a) Initiate Assessment: (Published date 7/8/2026)
 - ❖ Slide 12: Initiate assessment choices - removed 65th birthday update from the visual and narration.
- MnCHOICES Content: Support Plan (MNCH920) My Care Team: (Published date 7/8/2026)
 - ❖ Slide 7 - My Care Team Details: Add the field "Do you want the support plan shared?"
- MnCHOICES Content: Support Plan (MNCH920) Safety and Wellbeing: (Published date 6/18/2026)
 - ❖ Added rights modifications section.
- MnCHOICES Workflow: Support Plan and Rates (MNCH921) Safety and Wellbeing and Signature Sheet: (Published date 6/18/2026)
 - ❖ Added rights modifications section.
- Overseeing MnCHOICES (MNCH930) Production – Adding and managing users: (Published date 6/26/2026)
 - ❖ Slide 26 - Step 2: Staff member record - "Profile" icon: Describes what to do when a supervisor is not using MnCHOICES but needs to be listed in the MnCHOICES drop

down menu. The organization will add a supervisor to a staff profile but not submit an access ticket. The supervisor will display in the supervisor drop down menu.

- MnCAT Step 1 (MNCH103) Reassessments: (Published date 7/14/2026)

Revised the module to introduce the Checklist for 65th birthday and removed the 65th birthday reassessment

REMINDERS

Forms Frequently Change

Forms are updated regularly. Please remember to download forms directly from UCare's website to ensure the most up-to-date versions are used.

Monthly Activity Logs (MAL)

As MnCHOICES data has become more readily available, UCare updated the MAL process effective February 2026. These changes eliminated the requirement for MAL submissions for members enrolled in CONNECT and reduced reporting requirements to institutional activities only for members enrolled in MSC+.

UCare has noted that MSC+ MALs have not been consistently received from all delegates. Please review the reminders below regarding the remaining MSC+ MAL requirements.

MSC+: Effective 2/1/2026

- Support plan updates are no longer required on the MAL.
- Institutional member information will continue to be required, as activities for these members are not tracked within MnCHOICES.
- MALs should continue to be submitted by the 10th of each month to assessmentreporting@ucare.org.
- If there are no institutional activities to report for a given month, please submit a blank MAL or send an email to the address above indicating that there are no activities to report for that month.

Updating Primary Care Clinic

All Care Coordinators should confirm members' primary care clinics and complete 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 while in the program and when they age in. Although SNBC does not make delegate assignments based on PCC, it is equally important to ensure accuracy for continuity of care and initial assignment if/when they transition to MSC+/MSHO.

Care Coordination Questions?

The Clinical Liaisons are a great resource when care coordinators have questions. To help you best, please include as much detail as possible when submitting a question(s): e.g., member name and ID number, date of birth, product, details about the situation, and care coordinator name, phone number, and email address.

All emails sent to UCare that include private member information **must** be sent using secure messaging. There may be times when UCare is unable to open secure third-party emails. If your agency does not have a secure messaging system or UCare is unable to open the third-party secure message, care coordinators can create a secure email account using [UCare's Secure email Message Center](#).

UCare Care Coordination Contact Numbers

Please refer to the [Care Coordination Contact List](#) for delegate contact information.

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.