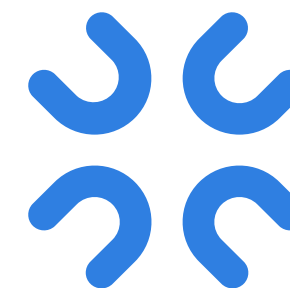




MSC + and MSHO 101

Laying the Foundation for Effective Care Coordination





MSC+ & MSHO Overview



- Plan Descriptions
- Benefits
- Qualifying for MSC+ & MSHO

Regulations, Requirements and Purpose!



- DHS and CMS
- Care Coordination Purpose
- Enrollment and Assignment

Care Coordination Tasks



- Assessment
- Support Planning
- Ongoing Case Management

To Learn More:

Click the link to read more on the subject.

Bookmark link for easy reference.





Part One: MSC+ & MSHO

A Brief Overview



People Powered Health Plans

UCare offers two senior health plans:

- **Minnesota Senior Care Plus (MSC+)** A mandatory prepaid Medical Assistance Program for people over age 65. MSC+ replaces fee-for-service Medical Assistance (MA). All care covered by Medical Assistance is covered by MSC+. Members may or may not have Medicare A/B/D coverage.
 - Note: Dual eligible members may elect to keep their MA and Medicare separate. In this case – Medicare is the Primary (first payor) insurance and UCare’s MSC+ is Secondary (second payor)
- **UCare’s Minnesota Senior Health Options (MSHO)** A voluntary Minnesota Health Care Program for MA and Medicare eligible individuals. MSHO combines both MA and Medicare into one health plan administered by UCare.

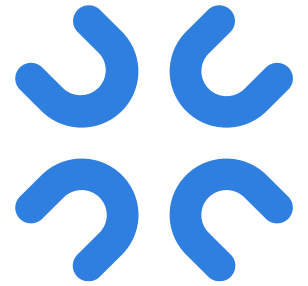
Both MSC+ and MSHO have the benefit of an assigned Care Coordinator.

To Learn More:

DHS Health Care Programs & Services: [Health Care Programs and Services](#)
DHS [Minnesota Health Care Programs Provider Manual](#) (MA coverage guide)



MSC + Benefits Overview



MSC +

Coverage includes all services as covered by traditional Fee-For-Service Medical Assistance. See below for a brief list of coverage.

Members who have Medicare A, B & D would have THREE insurances cards. One for Medicare A/B, One for MA benefits (UCare MSC+) and one for Medicare Part D (medications)

Medical / Clinic Visits

Preventative Care (cancer screenings, annual wellness visits and vaccinations)

Laboratory Tests

Emergency Room Care

Hospital Care

PT/OT and Home Care Services

Vision/Dental/Auditory Care

Mental Health and Substance Use Disorder Supports

Medications (MHCP Formulary*) if not enrolled in Medicare Part D

*includes some OTC Medications

Chiropractic, Acupuncture and Podiatry Services

Medical Equipment

Interpreter Services

Transportation to covered medical services

To Learn More:

[MSC+ Overview](#)

[DHS Minnesota Health Care Programs Provider Manual](#)

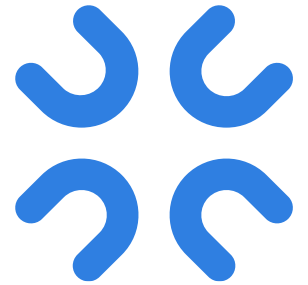
(MA coverage guide)

[Medical Supply Coverage Guide](#)

[Community Based Services Manual \(CBSM\)](#)



MSHO Benefits Overview



MSHO

Combines medical assistance benefits with Medicare A, B, D benefits. Members have ONE UCare MSHO insurance card for all coverage.

All covered supports as noted for MSC+

Additional Supplemental Benefits (updated annually)

Evidenced Based supports and services aimed to improve health and reduce overall cost of care.

Fitness Benefits

Rewards and Incentives

Example: Visa cash rewards/incentives aimed at reducing Gaps in Preventative Care screenings.

Medications (UCare Formulary) and some OTC Medications

90 Days of continued coverage for members who lose medical assistance coverage

To Learn More:

[Additional & Supplemental Benefits](#)

[MSHO Overview](#)

[MSC+ MSHO Comparison](#)



Transportation

UCare's Health Ride provides no-cost transportation to and from UCare covered medical, dental and pharmacy visits to members who do not have their own means of transportation. The 30/60-mile rule applies to primary and specialty care transportation needs.

Rides may be requested via phone (2-day advance request) or email form (3-day advance request), Monday-Friday during business hours.

Transportation options



Public bus or light rail

For members who live on a participating bus or light rail line. Call to request passes 14 business days in advance. Monthly passes for qualifying members.



Taxi or volunteer driver

For members who do not live on a bus or rail line. Call Health Ride at least two days before your appointment to schedule.



Special transportation services

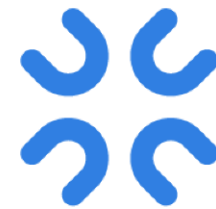
For members who cannot safely use a bus, cab or volunteer driver due to a mental health condition or physical impairment. Call Health Ride at least two days before your appointment to schedule.

To Learn More:

[UCare Health Ride](#)

[Job Aid: Transportation](#)





Explore Supplemental Benefits



Benefits, Perks & Member Handouts

Links to member benefits, incentives, referral forms and member facing handouts and flyers.

Benefits Perks and Member Handouts

Care Coordinators can locate the Additional and Supplemental Benefits and Referral Forms, in the Benefits, Perks and Member Handouts Spark.





How to choose the right level of care.

Your UCare health plan covers the care you receive in many different health care settings. **Here's how to choose.**

Doctor's Office



Whenever possible, go to your primary care doctor.

Your doctor knows your health history and is aware of any long-standing conditions you may have.

- Preventive care – check-ups and vaccines
- New symptoms or long-standing (chronic) conditions
- Follow-up care after an illness or hospital stay
- Medication management

Online or Phone Advice



Not sure what care you need? Ask us!

UCare offers online advice and a toll-free Nurse Line for 24/7 advice about the best way to treat any symptoms you have.

- **Online advice:** Log on to your member account and go to the Message Center to send a WebNurse message
- Nurse Line: Call the number on the back of your UCare ID card

Convenience Care



For simple, common needs try a convenience clinic.

These are often in pharmacies or retail stores and can offer care for simple conditions such as:

- Cold or flu
- Ear infections
- Sore throat
- Minor skin conditions
- Vaccines
- Sports physicals

Urgent Care



Urgent care clinics offer immediate help for non-emergencies

If you need immediate attention – but your condition is not life-threatening – a walk-in urgent care clinic can help with:

- Minor injuries and infections
- Sprains and strains
- Back pain
- Headaches or migraines

Emergency Room



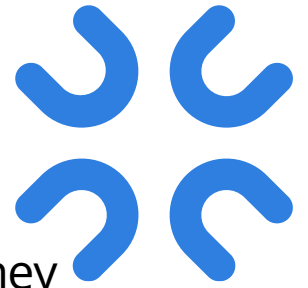
For life-threatening symptoms, go to your hospital emergency room.

Real emergencies require emergency care. Your ER is the best place to help with:

- Chest pain, shortness of breath or loss of consciousness
- Possible heart attack, stroke, seizure or dangerous infection
- Major burns
- Severe injuries
- Heavy bleeding

If your situation seems life-threatening, go to an ER or call 911 right away.

UCare's Nurse Line



UCare members can call the UCare 24/7 nurse line. Nurses offer health advice when members are not feeling well or can answer health related questions. They can also give advice about whether to go to an urgent care or the emergency room (ER).

Available to all UCare members free of charge.

24 hours, 7 days a week

1-800-942-7858-toll free

Interpreters available as needed



Job Aids & Resources

Care Coordination job aids, instructions, resources and provider networks search tools.

[View Job Aids and Resources](#)



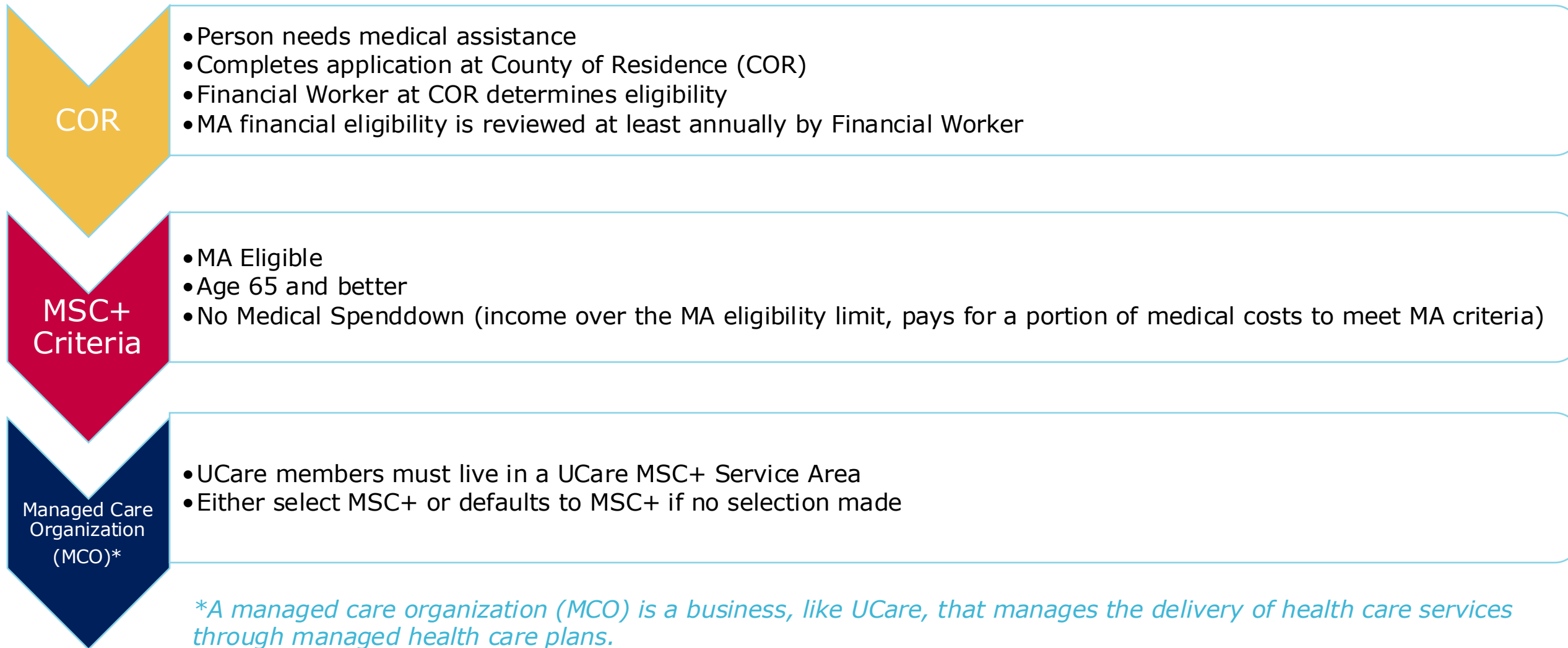
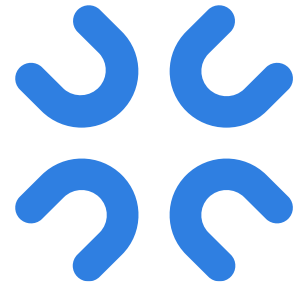


Qualifying for MSC+ & MSHO

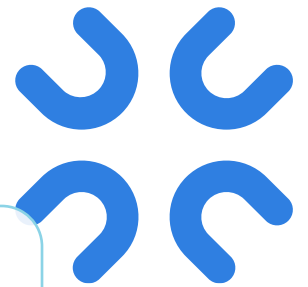
How Care Coordinators Receive Members.



Qualifying for MSC+



Qualifying for MSHO



COR

- Person needs medical assistance
- Completes application at County of Residence (COR)
- Financial Worker at COR determines eligibility
- MA financial eligibility is reviewed at least annually by Financial Worker

MSHO Criteria

- MA Eligible
- Age 65 and better
- Enrolled in Medicare A/B/D
- No Medical Spenddown (income over the MA eligibility limit, pays for a portion of medical costs to meet MA criteria)

Choose UCare

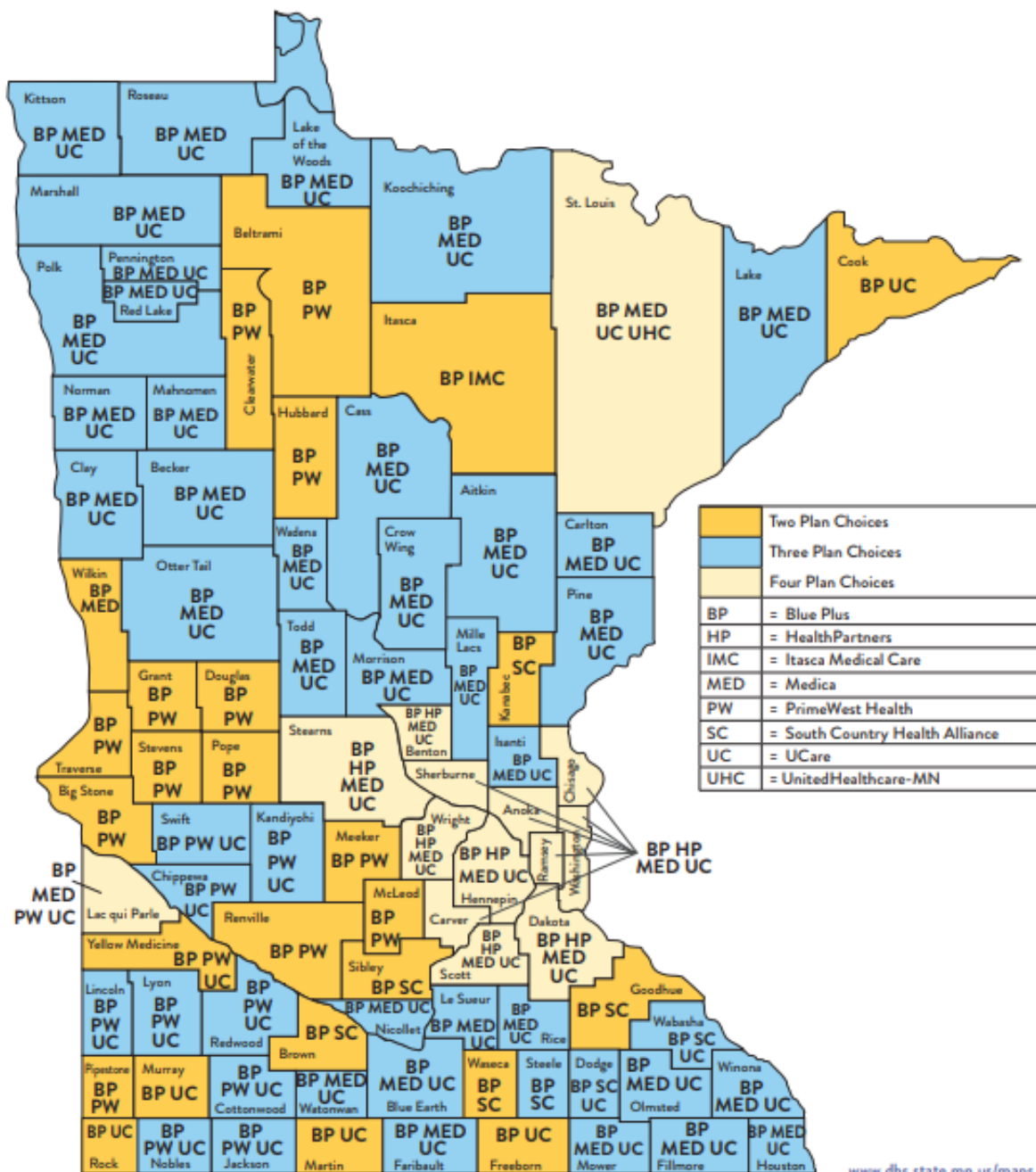
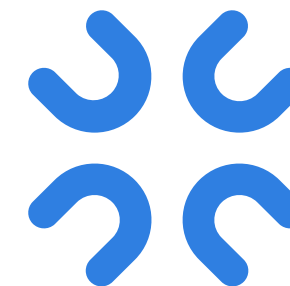
- UCare members must live in a UCare MSHO Service Area
- Actively select MSHO as preferred plan

To Learn More:

DHS MSHO: [Minnesota Senior Health Options \(MSHO\) / Minnesota Department of Human Services \(mn.gov\)](#)

Spenddown: [DHS-3017-ENG \(state.mn.us\)](#) – search via eDocs





www.dhs.state.mn.us/maps

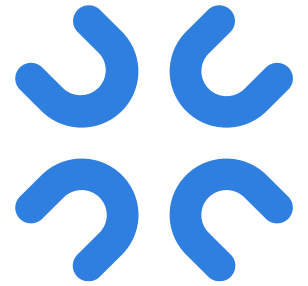
- Members receive a notification from the financial worker informing of the options to choose.
- If the member does not choose a preferred MCO, DHS will auto enroll in one of the MCO's in the county.
- When eligible, the member must actively choose MSHO or will default to MSC+.
- Notify the member's financial worker if a member relocates to a different county or leaves the state of MN for more than 30 days – it may affect eligibility.

To Learn More:

MSHO Health Plan Choices by County: [DHS-4840-ENG 10-23 MSHO Health Plan Choices by County](#) – search via eDocs



Reasons Members May Choose MSHO



90 Days of Continued Coverage

MSHO members who lose Medical Assistance coverage continue to receive MSHO benefits for an additional 90 days.

Supplemental Benefits

UCare's MSHO offers additional benefits over and above what is covered by Medical Assistance and MSC+. Examples include:

- Fitness/exercise membership, special programs, rewards and incentives, food discounts, and more!

Coordinated Benefits

MSHO members get the most out of MA and Medicare benefits through improved coordination, simplifying benefits, and additional services not available via MA. MSHO members have **one UCare ID card** for Medicare, MA, and medication/Part D benefits. This mean less paperwork!





Continue to Part Two

Regulators, Purpose, Requirements & Enrollment

