

Care Coordination Alert



News of Interest from UCare

May 15, 2023



Issues of **Care Coordination Alert** often refer to several different UCare forms. Please note that UCare care coordination forms are on the UCare website under the Care Management and Care Coordination web page.

Please send care coordination-related questions to the Clinical Liaison mailbox:

MSC/MSHO: MSC_MSHO_ClinicalLiaison@ucare.org or by phone: 612-294-5045 or 866-613-1395

Connect/Connect + Medicare: SNBCClinicalLiaison@ucare.org or by phone: 612-676-6625 or 833-951-3190

Updated Requirements Grids MSC+/MSHO and Connect/Connect + Medicare

UCare has updated the Requirements Grids for all products **effective 7/1/23**. Please take time to review the entire Requirements Grid for the products with which you work to ensure knowledge of all requirements. Below are the highlighted significant changes:

Connect/Connect + Medicare

- Face to Face vs Telephone HRA requirements clarified
- THRA timeline extended to 60 days from day one of month of enrollment or transfer
- THRA expanded use for other MCO to UCare SNBC transfers
- Welcome letter to be used for all product changes
- Clarification on UTR/Refusal 6-month contacts
- Two attempts needed to reach members/responsible party when completing TOC tasks (reduced from four)
- Significant updates are highlighted in **YELLOW**

MSC+/MSHO

- Welcome Letter to be used for all Product Changes
- Two attempts needed to reach members/responsible party when completing TOC tasks (reduced from four)
- Verbiage changed from "6 Month Review" to "Mid-Year Review"

- Tasks upon admissions over 30 days, distinguished nursing facility vs. hospital days of stay
- Institutional annual preventative care follow up activities
- New CC's tasks when a transfer does not include Care Plan Signature Page
- Added criteria of when the PCC Change should not be initiated
- Significant updates are highlighted in **YELLOW**

Please reach out with any questions you may have.

Thank you,

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