

Care Coordination Alert



News of interest from UCare

October 20, 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 1-866-613-1395
Connect/Connect + Medicare: SNBCClinicalliaison@ucare.org or by phone: 612.676.6625 or 1-833-951-3190 toll free.

Updated Requirements Grids:

MSC+/MSHO and Connect/Connect + Medicare effective 11/1/2023

UCare has updated the Requirements Grids for all products due to the end of the Public Health Emergency and the return to in-person assessments. All grids now describe when in-person is required and when televideo or phone assessments are permitted. We will continue to review the requirements from DHS and CMS; however, these grids have the current guidance as of today. See attached In-Person Job Aids and Assessment Workflow for additional guidance. Thank you for your patience while we navigate ongoing changes.

Connect/Connect + Medicare Noteworthy

- Updates to Connect Requirements Grid (for assessments completed **outside** MnCHOICES):
 - Changed "Assessment Methods" definition to "Assessment Guide"
 - Institutional assessments are in-person **effective 1/1/24**
- Updates to MnCHOICES Connect Requirements Grid:
 - Changed "Assessment Methods" definition to "Assessment Guide"
 - New requirement to attach UTR/Refusal form from UCare website in MnCHOICES.
 - Institutional assessments are in-person **effective 1/1/24**
- Other recent updates (noted on 9/22/23 Alert):
 - Expanded TOC sections
 - Connect + Medicare encounter requirements
 - Review of facility care plans for institutional members
- Significant updates are indicated in **YELLOW**

MSC+ /MSHO Noteworthy

- Updates to Community Requirements Grid (for assessments completed **outside** MnCHOICES):
 - Changed "Assessment Methods" definition to "Assessment Guide"
 - Changed "MSHO Encounter Requirements" to "EW Encounter Requirements"
- Updates to Institutional Requirements Grid:
 - Changed "Assessment Methods" definition to "Assessment Guide"
 - Institutional assessments are in-person **effective 1/1/24**
- Updates to MnCHOICES Community Requirements Grid:
 - Changed "Assessment Methods" definition to "Assessment Guide"
 - New requirement to attach UTR/Refusal form from UCare website in MnCHOICES.
 - Changed "MSHO Encounter Requirements" to "EW Encounter Requirements"
- Other recent updates (noted on 9/22/23 Alert):
 - Expanded TOC sections
 - MnCHOICES Assessment Results are sent to member
 - Update to documents that are sent to CM Intake for PCA authorization.
 - Update to Support Plan Signature Page requiring MnCHOICES e-signature or MnCHOICES Signature Sheet
- Significant updates indicated in **YELLOW**

Upcoming Office Hours:

UCare will be hosting our quarterly Office Hours on **Tuesday, October 24th** for those interested in attending. We welcome questions related to the post PHE in-person requirements during this time.

Register [here](#) for MSC+ /MSHO Office Hours: October 24th 10am-11am

Register [here](#) for SNBC Office Hours: October 24th 1:30-2:30pm

Please reach out with any questions you may have.

Thank you,

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