

# Care Coordination Alert



## News of interest from UCare

September 25, 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](mailto:MSC_MSHO_ClinicalLiaison@ucare.org) or by phone: 612-294-5045 or 1-866-613-1395  
Connect/Connect + Medicare: [SNBCClinicalLiaison@ucare.org](mailto:SNBCClinicalLiaison@ucare.org) or by phone: 612-676-6625 or 1-833-951-3190 toll free.

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## Updated Requirements Grids

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

UCare has updated 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 but these draft grids have the current guidance as of today. See attached In-Person Job Aids and Decision Trees for guidance. Thank you for your patience while we navigate ongoing changes.

## Connect/Connect + Medicare Noteworthy

- Update to Requirements Grid
  - Defined assessment methods
  - Expanded TOC section
- Update to MnCHOICES Requirements Grid
  - Defined assessment methods
  - Expanded TOC section
  - Continue requirement to complete THRA from UCare website.
    - Attach in MnCHOICES.
- Connect + Medicare encounter requirements
- Review of facility care plans for institutional members
- Significant updates are indicated in **YELLOW**

## MSC+ /MSHO Noteworthy

- Update to Community Requirements Grid for reference when using DHS-3428/3428H and Word/PDF Care Plan documents (this will remain in place throughout the DHS phased launch)
  - Defined assessment methods
  - Expanded TOC section
- Update to Institutional Requirements Grid
  - Defined assessment methods
  - Expanded TOC section
- Update to MnCHOICES Community Requirements Grid
  - 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
  - Defined assessment methods
  - Expanded TOC section
  - Continue requirement to complete THRA from UCare website
    - Attach in MnCHOICES.
- MSHO encounter requirements
- Significant updates indicated in **YELLOW**

## Post-PHE In-Person Assessments Q&A Drop-in Session- Optional

UCare will be hosting an optional Post-PHE In-Person Assessments Q&A drop-in session on **Thursday, September 28<sup>th</sup> from 10 am-12 pm**. MSC+ & MSHO specific questions will be from 10-11 am and Connect & Connect + Medicare from 11 am-12 pm. The drop-in session is set up as one continuous meeting for all products. Feel free to join/drop as it makes sense for the population you work with.

Please [REGISTER HERE](#) for this optional Q&A drop-in session.

Please reach out with any questions you may have.

Thank you,

**Kristen Sagnes, LSW and Jenn Redman, LSW**

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