

Care Coordination Alert

News of interest from UCare



April 30, 2025



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

CT/CT+MED: SNBCClinicalLiaison@ucare.org or by phone: 612-676-6625

Connect Members: Contact Requirements for Assessment and Mid-Year Review

UCare routinely evaluates its programs to ensure compliance and examines efforts to offer greater flexibility to further support care coordination.

Connect Changes Effective 5/1/25:

The minimum number of contact attempts for **Connect** members is reduced from four to three for all assessments (including THRA and product changes) and mid-year reviews. Additionally, care coordinators are no longer required to first offer in-person, second televideo, and third telephone for Connect members.

Initial assessments may be conducted via phone, televideo or in person. Bearing in mind that offering in-person as one of the methods for initial assessments is required.

Annual reassessments for Connect members on a waiver offer the greatest flexibility. At the time of annual reassessment, an in-person visit is no longer required to be offered for Connect members on a waiver.

Lastly, the terminology for “actionable attempt” was reviewed, and moving forward, it will be applied as a best practice for Connect members. See the [Care Coordination Manual Part 3: CT and CT + Medicare](#) for specific verbiage updates.

Connect + Medicare contact requirements remain unchanged.

Delegates can implement this change immediately or along with the official Requirements Grid updates that will be posted on 7/1/25. The Care Coordination Manual has been updated to reflect the changes noted in the ALERT. Corresponding job aids and assessment checklists will be updated as soon as possible and no later than 7/1/25.

See Table Below:

	CT + MED 4 actionable attempts: 3 phone calls & 1 UTR letter	<u>NEW</u> for CONNECT 5/1/25 3 attempts: Phone, email, or UTR Letter. If three attempts are completed, one of the attempts must be a UTR letter.
Initial Assessment	Offer HRA: <ul style="list-style-type: none"> 1st In Person 2nd Televideo 3rd Telephone* Institutional: In-person required *Additional encounter requirements	Offer HRA: <ul style="list-style-type: none"> May be conducted via phone, televideo or in person <ul style="list-style-type: none"> In person must be offered Conversation example: "We can complete our visit on the phone or in person to review your needs." Institutional: In-person required
THRA	Method: May be conducted via phone, televideo or in person	Method: May be conducted via phone, televideo or in person
Annual Assessment	Offer HRA: <ul style="list-style-type: none"> 1st In Person 2nd Televideo 3rd Telephone* Institutional: In-person required *Additional encounter requirements	Offer HRA <ul style="list-style-type: none"> May be conducted via phone, televideo or in person <ul style="list-style-type: none"> CT non-waiver: In person must be offered CT waiver: Offering in-person is not required Institutional: In-person required
Mid-Year Review	Method: Follow additional encounter requirements Institutional: Any method	Method: Any method Institutional: Any method

Please reach out with any questions. Thank you for your continued support of UCare members!

UCare Clinical Liaison Team