

Care Coordination Alert



News of interest from UCare

July 23, 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

Letters with Phone Number Error

UCare identified several letters that contained an inaccurate phone number, which have been updated and reposted to the Care Coordination and Care Management website. The letters impacted include both Connect/Connect + Medicare and MSC+/MSHO:

- Support Plan Letter (all languages)
- Support Plan Signature Letter (all languages)
- Unable to Reach Member Letter (English version)

CC Actions:

As a rule, UCare asks care coordinators to obtain letters/forms/documents directly from the UCare website. Upon notification of this ALERT, we ask all care coordinators and support staff to remove any saved letters you have on your desktop immediately and begin using the letters posted on the care coordination website with the correct phone number.

If you have any questions, please reach out to the Clinical Liaison team.

Kind Regards,

UCare Clinical Liaison Team