

Care Coordination Alert



News of interest from UCare

6/2/25



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 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 or 1-866-613-1395
Connect/Connect + Medicare: SNBCClinicalLiaison@ucare.org or by phone: 612-676-6625 or 1-833-951-3190 toll free.

7/1/25 Requirement Grids DRAFT Connect/Connect + Medicare and MSC+/MSHO

Please take time to review the entire requirements grid(s) to ensure knowledge of all care coordination requirements. Changes/revisions are noted in **YELLOW** highlight on the grids. Below are some of the more significant changes:

Connect/Connect + Medicare

Care Coordination Requirements Grid

- Updated initial and annual contact requirements for Connect+ Medicare and Connect. Updated actionable attempts definition and added Connect outreach attempts definition.
- Added in-person assessment requirements for Connect+ Medicare and Connect
- Added Members on CAC/CADI/DD/BI Waiver section and provided clarification on dual roles
- Updated DTR process for supplemental benefits and ILOS

MSC+/MSHO

Community Elderly Waiver Care Coordination Requirements Grid

- Initial assessments are valid for 365 days from the initial assessment interview date to establish EW eligibility
- Added Community First Services & Supports (CFSS) section
- Updated Elderly Waiver Provider Signature requirements and Change in Elderly Waiver Services/Providers requirements (new letter and signature timeline clarification)
- Notification to Behavioral Health Home staff upon transitions of care
- Updated DTR process for supplemental benefits and ILOS
- Updated actionable attempts requirement to include first attempt must be a phone call and one attempt must be a letter

Community Non-Elderly Waiver Care Coordination Requirements Grid

- Initial assessments are valid for 365 days from the initial assessment interview date to establish EW eligibility
- Added Community First Services & Supports (CFSS) section
- Notification to Behavioral Health Home staff upon transitions of care
- Added Members on CAC/CADI/DD/BI Waiver section and provided clarification on dual roles
- Updated DTR process for supplemental benefits and ILOS
- Updated actionable attempts requirement to include first attempt must be a phone call and one attempt must be a letter

Institutionalized Care Coordination Requirements Grid

- Notification to Behavioral Health Home staff upon transitions of care
- Updated DTR process for supplemental benefits
- Updated actionable attempts requirement to include first attempt must be a phone call and one attempt must be a letter

Please reach out to the Clinical Liaisons with any questions or feedback you may have. Thank you for all you do to support UCare members!

UCare Clinical Liaison Team

SNBCClinicalLiaison@ucare.org | MSC_MSHO_ClinicalLiaison@ucare.org