Care Coordination News

Issues of **Care Coordination News** often refer to different UCare forms. All UCare Care Coordination forms are on the UCare website under the Care Managers and Care Coordination page.

Care Coordination-related questions can be directed to the Clinical Liaison mailbox's:

- **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

Enrollment related questions can be directed to:

- **MSC+/MSHO enrollment** at 612-676-6622 or by email CMIntake@ucare.org
- **UCare Connect/Connect+ Medicare enrollment by** email at connectintake@ucare.org

In this issue:
All Care Coordination News
MSC+ and MSHO News
Connect/Connect + Medicare News
DHS News
Reminders

2023 UCare Care Coordination Meeting Schedule
UCare Care Coordinators are required to participate in the live WebEx or view the recorded WebEx. WebEx registration or a signed attendance sheet is required. The recorded Webex will be uploaded to the website about a week after the live quarterly meeting.

UCare Product	Meeting Type	Date & Time (Subject to change)
MSC+/MSHO and Connect/Connect + Medicare	Live Quarterly Meeting	June 15th, 9 am September 12th, 9 am December 12th, 9 am
MSC+/MSHO and Connect/Connect + Medicare	CEU Event (optional)	May 23rd, Announced in April August 22nd, Announced in July November 28th, Announced in Oct
MSC+/MSHO	Office Hours (optional)	**April 25th, 10:00-11:00** July 25th, 10:00-11:00 October 24th, 10:00-11:00
Connect/Connect + Medicare	Office Hours (optional)	**April 25th, 1:30-2:30** July 25th, 1:30-2:30 October 24th, 1:30-2:30

*Register here for the April Office Hours: MSC+/MHSO

*Register here for the April Office Hours: Connect/Connect + Medicare

ALL CARE COORDINATION NEWS

WHAT'S NEW ON THE CARE MANAGEMENT AND COORDINATION WEB SITE

Coming Soon!
- Navigating Your Enrollment Roster Using Excel (NEW-Meetings & Training spark)
- CT/CT+ and MSC+/MSHO Support Plan Signature Page
- Connect Requirements Grid (MnCHOICES 4/23)
- MSC+/MSHO Requirements Grid (MnCHOICES 4/23)
- MSC+/MSHO Requirements Grid (Updated 4/23)
- MMIS and MnCHOICES Access Request Form (NEW–Forms drawer for each product)

MSC+/MSHO
- Monthly Activity Log (Updated 3/1/23)
- Institutional HRA (Effective 5/1/23)

WELCOME CLINICAL LIAISON: Samantha Rue, LSW

My name is Samantha Rue and I am excited to be joining the Clinical Care Coordination Liaison team. I'm a Licensed Social Worker and I have 13 years of experience working with home and community-based waiver programs as a Case Manager and Director of Case Management. Over the last year, I have been working with Elderly Waiver service providers by offering training, education, and support in working with UCare. I enjoy spending time with my husband, my two boys and our dog. I love to travel, shop, spend time on the lake, and be active outdoors with sports and activities! I look forward to working with all of you and continuing to expand my knowledge.

MnCHOICES READINESS

Thank you to all who attended the MSC+/MSHO and Connect/Connect + Medicare MnCHOICES Q & A sessions. We look forward to continuing to host Q & A's through the early weeks of initial launch to better support you and continue to answer questions as MnCHOICES continues to evolve. Invitation links will be emailed once dates are determined.

UPDATE: DHS has moved to a phased launch plan with MnCHOICES launching approximately April 10, 2023, and extended the phased launch plan through the end of 2023. Additional details can be found on the DHS eList announcement.

Depending on your agency's staffing, your phase in approaches might be different. DHS & UCare allows flexibility in agencies approach. For example, some agencies may have all staff complete 10% of assessments, others may have 10% of staff complete 100% of assessment in MnCHOICES.

1. Complete MnCHOICES trainings appropriate for your role. If you are unsure which trainings you should complete based on your role, see the DHS Training page: MnCHOICES - Required training for all MnCHOICES roles (state.mn.us).
   a. All MSHO/MSC+ care coordinators are required to be MnCHOICES certified assessors prior to completing any assessments within the MnCHOICES application.
   b. Connect/Connect + Medicare (SNBC) Care Coordinators are not required to be MnCHOICES certified assessors, however DHS has provided training for the MnCHOICES applications.
      i. Training guidance based on roles can be found in the DHS CountyLink.
2. Track your own employees' training progress.
3. Attend MnCHOICES Launch sessions.
4. Designated Mentors attend (or watch recordings) all Mentor calls.
   a. Mentors are responsible for disseminating this information to your staff.
   b. Mentors should ensure staff are aware of the MTZ Workarounds DHS has prepared for launch.
5. Practice in MTZ to get familiar with the application as well as the help center within the application.
   a. We encourage you to practice with a peer/co-worker completing the entire process from how your agency coordinates enrollment to practicing a full assessment and support plan in the MTZ.
   b. Consider assigning each staff person a mentor to answer questions and help solve problems with training and certification.

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6. Determine internal agency processes. How will your agency utilize MnCHOICES compared to current internal practices.
   a. Examples may include: How will you use MnCHOICES calendar, determining who assigns the member to the care coordinator, will documents be saved in MnCHOICES or current records?
   b. **NOTE:** Forms and requirements that are not integrated into MnCHOICES will primarily be an agency decision as to whether the agency will be uploading documents to MnCHOICES or current systems/EHR. Documents that complete an HRA/Support Plan will be attached/uploaded to MnCHOICES. See below for specific instructions:

Built into MnCHOICES	Attach in MnCHOICES	Delegate Preference
HRA - MCO	Medication List (if not included in HRA–MCO or MnCHOICES Assessment	Letters
MCO MnCHOICES Assessment	Signature Page	Case Notes
Support Plan	OBRA I (MSC+/MSHO)	TOC Logs
UTR/Refusal Discard	DHS-6914 Caregiver Questionnaire (MSC+/MSHO)	UCare UTR/Refusal Support Plans
THRA Discard	DHS-3428M Mini Cog (MSC+/MSHO)	UCare THRA Form
	DHS-3936 My Move Plan Summary (MSC+/MSHO)	Misc. Documents – including but not limited to: ROI, HCD/POLST, DHS-5181, 5841, 6037, 4690, 3543.

7. **UCare will maintain MnCHOICES Requirements Grids and the existing Requirements Grids as reference tools when working within MnCHOICES or using legacy tools.** The **core job duties** and requirements of care coordination remain unchanged. Elements of the current Requirements Grids will remain in place shifting only **where the work is being done** when assessments are completed in MnCHOICES.

NOT CHANGING	CHANGING
Enrollment notification via Sec FTP	Add location/staff assignment in MnCHOICES
Assessment and Support Plan timeliness	Assessment and Support Plan completed in MnCHOICES application (phased in approach)
UTR/Refusal Support Plan form completion	UTR/Refusal discard process in MnCHOICES
THRA form completion	THRA discard process in MnCHOICES
Institutional HRA process (MSC+/MSHO)	
Transition of Care tasks completion	
MMIS entry for 3428 and MCO-MnCHOICES Assessments for Elderly Waiver	
MMIS entry for 3428H (legacy HRA form)	No MMIS entry needed for HRA - MCO
MMIS entry for UTR/Refusal (when not completing MnCHOICES UTR/Refusal discard)	No MMIS entry needed for UTR/Refusals when completing UTR/Refusal discard in MnCHOICES
Monthly Activity Log process	
6037 processes	
Communication and documentation requirements	
EW Service Authorization via WSAF	
Care coordination letters from the UCare website	

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NEWS U CAN USE!

MMIS AND MNCHOICES ACCESS REQUESTS

UCare has updated the MMIS, MnSP, MnCHOICES All Access Request form to include the necessary information needed for MnCHOICES access. The new form will be posted to the Care Management and Care Coordination web page for your convenience in the "forms drawer" for each product similar to the Monthly Activity Log placement.

In addition, we have created a new email address titled securityliaison@ucare.org to send MMIS and MnCHOICES Access Request forms. This should be used for security access only, not general questions. In anticipation of the MnCHOICES launch UCare is adding additional support staff to assist with access requests in order to expedite access as your staff is beginning to use the new MnCHOICES platform.

HANDLING MN INFORMATION SECURELY TRAINING

To maintain access to MMIS and the MnCHOICES application, all users are required to complete annual Handling Mn Information Securely training. Indicating "County Worker" in the settings Training Role will identify the seven correct training modules needed for Care Coordinators working all settings. Security Liaisons will be verifying compliance when password resets are requested. Please mark your calendars to remind yourself of needed annual training. Also remember to add your MMIS log in ID or X ID to the settings "Employee ID" once you have this information.

SPRING NEWSLETTER MAILING

Three chronic condition education newsletters will be mailed to members this Spring. These newsletters provide education on asthma, diabetes or hypertension and resources to assist in member self-management. Members currently enrolled in a UCare or EssentiaCare health plan with a diagnosis of asthma, diabetes, or hypertension will receive the newsletter.

DISEASE MANAGEMENT REFERRALS

UCare's Disease Management team partners with members to self-manage their chronic condition. Our referral guide highlights programs we offer and how to send a member referral to our team.

DM Referral Guide

- DM Email:Disease_mgmt2@ucare.org
- DM Voicemail: 612.294.6539 or 866.863.8303
- DM Referral Forms:https://www.ucare.org/providers/policiesresources/diseasemanagement

Identify Condition	Asthma	Diabetes	Heart Failure	Migraine	COPD CKD
DM Program Types	Asthma Education Asthma IVR/Text	Health Coaching Diabetes IVR/Text	Health Coaching Medtronic Telemonitoring	Health Coaching	*Health Coaching (*coming soon)
Send Referral to DM for Review & Program Placement	• DM Email • DM Voicemail • DM Asthma Referral Form	• DM Email • DM Voicemail • DM Referral Form	• DM Email • DM Voicemail • Medtronic DM Referral Form • DM Referral Form	• DM Email • DM Voicemail • DM Referral Form	• TBD - Coming Soon!
Referral Outcome	DM will review referral for program eligibility, facilitate program enrollment for member, and respond to referring party via email or phone call regarding referral outcome				

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CEU OPPORTUNITY

Oral Health Considerations for People with Diabetes
Monday, April 24, 2023
Noon – 1:00 p.m. CST
REGISTER HERE

Topic:
The focus of this webinar is Oral Health Considerations for People with Diabetes. Discussion will include clinical and management factors such as: systemic impacts of hypoglycemia/hyperglycemia, considerations during dental appointments, Diabetes and periodontal health, oral side effects of medications, and oral hygiene and dietary recommendations.

Presenter: Dr. Jesse Grantz, DDS

Who should participate/Audience:
MSHO and SNBC Care Coordinators, nurses, nutritionists, Diabetes educators, public health, health educators, social workers, therapists, Community Health Workers, and anyone who interacts with individuals with Diabetes.

Objectives:
- Interpret how Diabetes medications can impact oral health.
- Identify the impacts of Diabetes on teeth, gums, and oral health.
- Be able to recommend healthy habits that can prevent mouth problems for people with Diabetes.
- Understand unique dental care needs for someone with Diabetes.

CEU - Participants should contact their relevant licensing board to determine if this program will meet continuing education requirements and CEU values.

CONNECT AND CONNECT + MEDICARE NEWS

ASTHMA ACTION PLAN REMINDER MAILING
Members age 5-64* with a diagnosis of asthma will be receiving an Asthma Action Plan (AAP) flyer in the mail. The flyer provides education about what is included in an AAP; the importance of having an AAP; and directs members to work with their doctor on completing their AAP. If members would like a blank AAP form, they can call UCare at 612-676-6539 or 1-866-863-8303.

*Members aged 5-64 with a diagnosis of asthma and enrolled in PMAP, MNCare, **Connect + Medicare, Connect** or IFP will receive the mailing.

MSC+ AND MSHO NEWS

NEW! MSC+/MSHO MONTHLY ACTIVITY LOG
Please begin using the new MSC+/MSHO Monthly Activity Log. UCare has removed the "prior year activity" columns, including date of last activity completed in 2022 and type of activity completed in 2022. UCare has added activity location in 2023, which has options of in-person, televideo (audio and visual), or phone.

DTR REQUIRED WHEN CUSTOMIZED LIVING RATE IS DECREASED
Care Coordinators must submit a DTR when customized living rates are decreased, as the decrease is a reduction in services the member receives. A WSAF does not need to be submitted in addition to the DTR. When the DTR is processed a new authorization will be created for the reduced rate of customized living services.

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HEALTHY TRANSITIONS

The Healthy Transitions program (formerly Community Companion program) offers individualized support, education, and resources to all **UCare MSHO** members during the first critical 30 days after a stay at the hospital or short-term rehabilitation center through their Healthy Transitions service. The member who returns home from the hospital or rehabilitation center is paired with a specially trained and certified Community Health Worker who provides a series of 4 touch points (2 in-home and 2 telephone) visits during which several topics are reviewed and shared with the member's Care Coordinator.

- Discharge documentation
- Home safety and fall risks
- Nutrition
- Medications
- Socialization
- Appointment setting and transportation
- Short-term goal setting
- Resources and referrals to other providers
- Additional member considerations

Health benefits for members include staying healthy and independent, out of hospital or ER, while the benefits for Health Care Partners include fills the gap between hospital and home and supports patients who are high utilizers of services.

UCare MSHO members who would qualify for the Healthy Transitions service must meet the following criteria:
1. Be enrolled as a UCare MSHO member
2. Have recently been, or will soon be, discharged from a hospital or skilled nursing facility
3. Will be returning to an independent living environment such as a home or assisted-living facility
4. Can actively participate in the service

Care Coordinators should first talk to the UCare MSHO members to determine their interest in enrolling in the service, and if the member is interested, Care Coordinators should then complete the Healthy Transitions Post-Discharge CHW Authorization Request Form and **send to BOTH** CLSintake@ucare.org **AND** HealthyTransitions@lssmn.org

DHS NEWS AND UPDATES

USE LTC SCREENING DOCUMENT MINI-COG FIELD STARTING APRIL 10, 2023

Effective April 10, 2023, the Mini-Cog field on the LTC screening document will be a required field, and the mental status eval field will no longer be required. This change is necessary to begin the transition to the Mini-Cog in the MnCHOICES revision.

During the phased launch of the MnCHOICES revision, certified assessors using legacy systems must translate the scores of the mental status evaluation to a Mini-Cog value by following the guidance in the April 4, 2023 eList announcement.

Care Coordination staff should share the following instructions with the staff in their agency who enter LTC screening documents into MMIS to avoid receiving edits during the phased launch.

SELF STUDY RECOMMENDTATIONS FOR "BUILDING YOUR SKILLS" WEBINAR SERIES

Take the "Home and community-based services (HCBS) disability waiver foundations" training module on TrainLink to help keep your support plan skills sharp until the DHS "Building your skills: Developing a support plan" monthly webinar series returns in June 2023. While waiting for the series to resume, we will share monthly self-study suggestions for new and experienced staff to gain knowledge or support an existing skillset.

For more information, go to: More self-study recommendations for "Building your skills" webinar series.

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REMINDERS

FORMS FREQUENTLY CHANGE
Forms are updated regularly. Please remember to download forms directly from UCare's website. This will ensure you are using the most up-to-date version.

UPDATING PRIMARY CARE CLINIC
All Care Coordinators should be confirming member's primary care clinics and completing the Primary Care Clinic Change Request form located on the UCare website in the Care System or County PCC/Care Coordination Change Process drawer. This will ensure members (MSC+/MSHO) are correctly assigned for care coordination while they are in the program and when they age in.

CARE COORDINATION QUESTIONS?
We want to be a great resource to you when you have care coordination questions! For us to help you, please include as much detail as possible with your question(s): e.g., member name and ID number, date of birth, product, details about the situation and your name, phone number and email address.

All emails sent to UCare that include private member information **must** be sent via UCare's Secure email Message Center. UCare is not able to open third party secure emails. You can create a secure email account using this link.

UCARE CARE COORNATION CONTACT NUMBERS
Please refer to the Clinical Phone List for Care Coordination delegate contact information.

NEWSLETTER ARTICLE REQUESTS
Is there a topic that should be covered in this newsletter? Please send all suggestions to MSC_MSHO_Clinicalliaison@ucare.org & SNBCClinicalLiaison@ucare.org.

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