

Care Coordination News

August 2023



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

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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	September 12 th , 9:00 am December 12 th , 9:00 am
MSC+/MSHO and Connect/Connect + Medicare	CEU Event (optional)	August 22 nd , HCD and Alternative Decision Makers November 28 th , Announced in Oct
MSC+/MSHO	Office Hours (optional)	October 24 th , 10:00-11:00
Connect/Connect + Medicare	Office Hours (optional)	October 24 th , 1:30-2:30

[Click here](#) to register for the **Alternative Decision Makers and Advance Care Planning CEU event August 22nd**.

ALL CARE COORDINATION NEWS

New on the Care Management and Care Coordination Website

All products

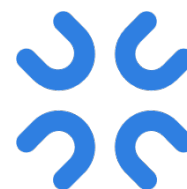
- Care Coordination Delegate Contact Information (Updated 7/11/23)

Connect/Connect + Medicare

- MnCHOICES Connect Requirements Grid (New 7/10/23)
- 2023 Monthly Activity Log (Revised 7/11/23)

MSC+/MSHO

- MnCHOICES Community Care Coordination Requirements Grid (New 7/10/23)
- Institutional Health Risk Assessment - Word (Revised 7/19/23)
- Institutional Health Risk Assessment Example (Revised 7/19/23)
- Reemo Smartwatch and/or Blood Pressure Monitor Order Form (Revised 7/1/23)
- UCare MSC+ MSHO Support Plan Member Signature Page (New 7/1/23)
 - [See below article in MSC+/MSHO updates.](#)



Care Coordination and Long-Term Services & Support (LTSS) Department

Effective July 3, 2023, UCare Health Services brought together the following care coordination programs under one integrated department named Care Coordination and LTSS.

The following programs/products reside within the new department.

- Special Needs Basic Care (SNBC) also known as Connect and Connect + Medicare
- Institutional Special Needs Plans (I-SNP) also known as Advocate Choice and Advocate Plus
- Minnesota Senior Care+ (MSC+)
- Minnesota Senior Health Options (MSHO)

Jennifer Hipp, who was Director of the ISNP/MSHO/MSC+ Care Coordination teams and previously served in a similar role for the SNBC Care Coordination teams, is leading the combined department as Director of Care Coordination and LTSS.

As the care coordination teams at UCare transitioned into the combined department, roles and resources were aligned as needed to support the newly integrated structure. Throughout transition, the UCare internal SNBC, MSHO/MSC+, and ISNP teams continued business as usual, focusing on the coordination of care and related activity that improves the lives of UCare members.

Inquiring with U!

Thank you to everyone who participated in our Annual Care Coordination Satisfaction Survey! We had great results with 400 responses!! Stay tuned as we review and analyze your feedback. We will share how we are using this information at an upcoming quarterly meeting. Your feedback is very valuable and helpful as we continue to make improvements across our care coordination programs.

MnCHOICES Onboarding

Thank you all for your quick responses as we work through onboarding each user into the revised MnCHOICES application. We have completed all the onboarding "Adds" we received from each delegate as well as those that DHS sent who they were unable to onboard. Please use the [DHS System Access Request Form](#) for any additional new users and send to securityliaison@ucare.org.



Medical Assistance Renewals Have Begun!

The Minnesota Department of Human Services (DHS) began the Medical Assistance and MinnesotaCare renewal process, and some UCare members are at risk to lose their coverage as early as Aug. 1. Members who didn't renew their coverage, and believe they are still eligible, can still renew their coverage and may be eligible for retroactive coverage. Learn more about renewals at Visit ucare.org/renew for more information.

Starting August 1st, UCare will offer rides to MNSure Navigator Organizations and county or tribal agencies within 90 days of the member's renewal date. Members can call Health Ride to arrange their transportation.

UCare Health Ride

For members who need a ride to the facility to complete their renewal
1-800-864-2157
Monday through Friday, 7 am-8 pm

Renewal Application Assistance Available for UCare Members

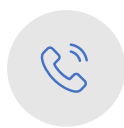
You can refer UCare Connect, UCare Connect + Medicare, UCare Minnesota Senior Health Options, and UCare Minnesota Senior Care Plus members to us. Referrals to our Keep Your Coverage Program may result in fewer calls to you and your team and fewer lapses in health care of the individuals we all serve. We're here to help!

Send us a message to KeepYourCoverage@ucare.org or give us a call (612) 676-3438.

Our call center is staffed from 8:00 am-5:00 pm Monday – Friday.

Randie Corniea Retention Specialist, Senior rcorniea@ucare.org	Hli Lo Xiong, LSW Retention Specialist Bilingual: Hmong hxiong@ucare.org	Abdi Warsame Retention Specialist Bilingual: Somali awarsame1@ucare.org
Anna Sosa Retention Specialist Bilingual: Spanish asosa@ucare.org	Chee Vang Retention Specialist Bilingual: Hmong cvang8@ucare.org	Aiyan Mohamed Retention Specialist Bilingual: Somali amohamed2@ucare.org

Disease Management 1:1 Telephonic Programs



UCare's Disease Management (DM) coaching and education call programs were created for members who are living with certain chronic health conditions and need personalized, one-on-one telephonic support. Our programs include scheduled phone calls and written resources to help members better understand and manage their health.

DM programs utilize a wide variety of professionals such as certified health coaches, registered respiratory therapists, diabetic nurse educators, certified asthma educators, registered dietitians, and registered nurses. One-on-one coaching and education call programs are available for the following conditions:

Asthma

Diabetes

Heart Failure

Migraine

COPD
CKD

Here is a list of the different DM programs available to members by condition:

Program	Description
Asthma IVR/Text Program	
Asthma Education Program	
Brook Health Companion App	
CKD Support Program	
COPD Management Program	
Diabetes IVR/Text Program	
Diabetes Health Coaching	
Heart Failure Health Coaching	
Heart Failure Medtronic Telemonitoring	
Migraine Management Program	

*All programs are Adults 18+ except noted with asthma programs

List of eligible products for DM programs:

	Connect	Connect + Medicare	Medicare – Fairview North Memorial	Medicare	MNCare	MSC+	MSHO	PMAP	UCare Fairview IFP	UCare IFP
Asthma IVR/Text Program	X	X			X			X	X	X
Asthma Education Program	X	X			X			X	X	X
Brook Health Companion App	X	X	X	X	X	X	X	X	X	X
CKD Program	X	X	X	X	X	X	X	X	X	X
COPD Program	X	X	X	X	X	X	X	X	X	X
Diabetes At-Risk IVR	X	X	X	X	X	X	X	X	X	X
Diabetes Health Coaching	X	X	X	X	X	X	X	X	X	X
Heart Failure Health Coaching	X	X	X	X	X			X	X	X
Heart Failure Medtronic Telemonitoring	X	X	X	X	X	X	X	X	X	X
Migraine Management	X	X			X	X		X		

Disease Management Referrals

Do you have a member that might benefit from one-on-one help for their chronic condition? Send us a referral! When a referral is received, the DM team identifies the appropriate program for the condition, reviews member eligibility, facilitates program enrollment, and follows up regarding the referral outcome.



Referrals can be sent to:

- **DM Email:** Disease_mgmt2@ucare.org
- **DM Voicemail:** 612.294.6539 or 866.863.8303
- **DM Referral Forms:** <https://www.ucare.org/providers/policies-resources/disease-management>

Primary Care Clinic (PCC) Request Form Updates

UCare is making a slight change to the PCC change process around how the forms are received. Effective 9/1 there will be an updated email address and fax number that PCC forms can be sent for Connect, Connect+Medicare, MSHO, and MSC+. The forms will be updated soon to reflect the new contact information with full information in our September newsletter.

Quality Review Corner

UCare's Quality Review Team would like to thank all the delegates that participated in the first round of Quality Reviews in 2023. Highlighted below are just some examples of exceptional best practices found during the Quality Reviews. Watch for these shout-outs in future newsletters as we continue to feature best practices!



Connect/Connect+

Great Job!

- ★ **Wadena County:** Care Coordinators followed up with tasks outside of the annual activity including helping members with billing issues, coordinating transportation, and scheduling appointments for members.

MSC+/MSHO

- ★ **Wadena County:** Care Coordinators demonstrated consistent and thorough documentation of ICT members on the Care Plan and identified the member's supports and specific interventions to accompany goals.
- ★ **UCare:** When Care Coordinators identified fall risks for members during the HRA, they consistently created specific goals for members to reduce or prevent falls and/or the fall risk was addressed as a safety concern in other sections of the Care Plan.
- ★ **Polk County:** Care Coordinators regularly explained their roles to members, discussed UCare's supplemental benefits, and informed members about UCare's rewards and incentives.

CONNECT AND CONNECT + MEDICARE NEWS

Connect and Connect + Medicare Redesign: Member Engagement

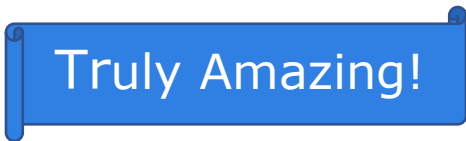
One of the goals of the Connect Redesign is to increase the number of members actively engaged with care coordination! Why? Because UCare understands the value care coordination adds to the health improvement of members lives. Thank you to all who have been diligently working to engage members over the last six months. Your efforts are paying off. As a result, engagement has increased from **18% in January, to 24% in June**. That's an additional 1314



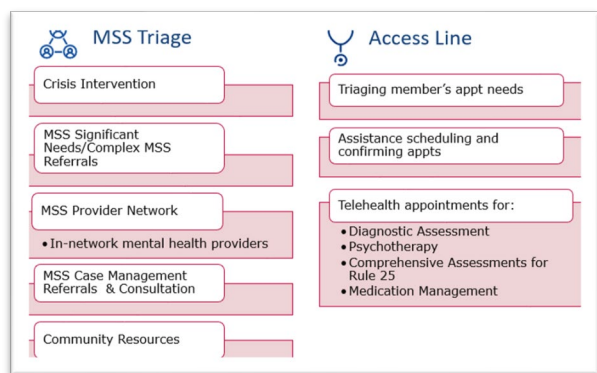
members engaged in care coordination that were not previously! Many delegates have reached 35% engagement rates and our **first delegate to reached 65%**. A big congratulations to everyone on your hard work this year! THANK YOU! We appreciate you!

Congratulations to our UCare partners who reached a new engagement target this quarter:

Marshall/Kittson County - 50%
 Pennington County - 50%
 Red Lake County - 50%
Roseau County - 65%!



Mental Health Substance Use Disorder (MH-SUD) Triage and Access Line



UCare has great resources for members in need of mental health and substance use treatment, crisis, consultation, appointments, resources and so much more! The Triage line is a team of MH-SUD experienced professionals who are trained to meet the member where they're at and assist in meeting their needs at a clinical level. The Access Line is a team of licensed professionals who are skilled at finding the right appointments that are accessible to members and assist with scheduling, reminders, transportation, etc.

Contact Information:

Triage Line: 612-676-6533 or
 Access Line: 612-676-6811

NEWS U CAN USE!


Connect/Connect + Medicare Resources:

As a reminder, you can find our job aids [here](#). Some recommended Connect/Connect+ Medicare job aids are listed below. Check out our job aids page for many more resources to assist with training, refreshers, and useful tools to assist with care coordination.

<u>Connect/Connect + Medicare Assessment Checklist</u>	Checklist that outlines steps and requirements of HRA, THRA, UTR, Refusal and 6-mo updates.
<u>UCare SNBC Care Coordination 101 Training</u>	Recorded training reviewing the basics of SNBC and Care Coordination role.
<u>Connect/Connect + Medicare Letters Guide</u>	A list of all letters, what they are and when to use them!
<u>Example HRA</u> <u>Example Connect Support Plan</u>	Completed sample HRA and support plan with tips and instructions.

MSC+ AND MSHO NEWS

NEW! UCare MSC+ MSHO Support Plan Member Signature Page

 UCare created the MSC+ MSHO support plan member signature page to be utilized when a MnCHOICES Assessment or MnCHOICES HRA is completed with a member on MSC+ or MSHO. This signature page may be used with a MnCHOICES Assessment, MnCHOICES HRA, LTCC (DHS-3428) or HRA (3428H). Please note the signature page located within the Collaborative Care Plan should **only** be used in conjunction with an LTCC (DHS-3428) or HRA (3428H). The signature page can be found in the Forms drawer on the Care Coordination Resources page specific to [MSC+](#) and [MSHO](#).

New! UCare MSHO Supplemental Benefit: Companion Service Starting 7/1

UCare has a new partner for companion services for the remainder of 2023. Accra Care will be the new companion service for eligible members.

MSHO members with congestive heart failure, ischemic heart disease, diabetes, and hypertension are eligible for 72 hours of companion service per year. Eligible members received a letter from UCare letting them know they are eligible for the companion service program. If you are unsure if your member is eligible and received this letter, contact wellness@ucare.org.

Companion services include:

- Household chores: light cleaning, laundry and pet care
- Cooking: meal preparation and clean up
- Companionship: board games, cards and conversation
- Grocery shopping: shopping with you or for you
- Transportation: rides to and from medical appointments, stores and other locations

Companion services do not include:

- Bathing, dressing, toileting needs
- Massage
- Helping members with financial decisions
- Deep cleaning
- Yard/lawn care
- Activities involving power tools or high ladders
- Cleaning soiled sheets or clothing
- Administering medications
- Emergency medical transportation
- Pet grooming or giving pets medications
- Paying for grocery items

How do members sign up?

Scheduling for these services began on July 1st by calling 833-951-3193. This is not a referral program. The member needs to be present on the call to book services.

Changes to family caregiver services through EW

Effective July 1, 2023, the titles of the service components were updated as follows:

- Family caregiver – training and education will change to [Caregiver training](#).
- Family caregiver – coaching and counseling with assessment with change to [Caregiver counseling](#).



Extra support for caregivers

UCare's Minnesota Senior Health Options (MSHO) (HMO D-SNP) plan includes unlimited access to M Health Fairview's Caregiver Assurance™ Program for designated caregivers at no cost.

Member's living with a diagnosis of **cognitive impairment, dementia, Parkinson's, primary organ/blood cancer, stroke, chronic kidney disease or renal failure qualify for this program.**

When accessing the Caregiver Assurance™ Program, the member's caregiver will be paired with one of M Health Fairview Caregiver Assurance Program's advisors — a professional trained in aging and caregiving, giving them access to:

- Emotional support
- Assistance with problem solving
- Guidance for self-care and stress management
- Connections to financial and community resources tailored to your situation and needs

If the member or the caregiver does need to contact the program directly, the Caregiver Advisors can be reached at (612) 672-7996 | caregivercoach@fairview.org.

Additional information about the program can be found at caregiverassurance.com/ucare.

New EVV policy pages

DHS posted the following pages in the CBSM for providers to review:

- [CBSM – EVV live-in caregiver policy](#)
- [CBSM – EVV device usage policy](#)
- [CBSM – EVV verification methods policy](#),

There is additional information the [July 18, 2023 eList announcement](#). Please direct providers to these DHS policy pages if they reach out to care coordination staff with questions around EVV.

DHS NEWS AND UPDATES



MnCHOICES Launch!

MnCHOICES launched phase one on July 10th, 2023. We have heard from many care coordinators that they have been able to get into the revised application and have begun completing HRAs/Assessments. **Way to go!** As a reminder, DHS has shared this is a slow launch and it is not expected to fully transition into MnCHOICES at this time, instead focus on working up to 10% integration.

As a reminder, DHS has published a practice guide to offer step by step instruction to completing the HRA-MCO, MnCHOICES Assessment and Support Plan. This can be found in the Help Center in the revised application.

Medical Assistance renewal deadline extended to Aug. 31 for people whose paperwork is overdue for Aug. 1 coverage

The initial plan had been to delay closures for only the first renewal cohort of people who would have lost coverage July 1. Given the effectiveness of the additional outreach, and given some of the expanded efforts just began, we are working with CMS to extend the deadline to Aug. 31 for the second renewal cohort of people who would have lost coverage Aug. 1.

Please note, coverage will still end Aug. 1 for the July renewal cohort who had their renewal deadline extended from June 30 to July 31 but have not responded to their renewal.

2023 Odyssey webinar series –Major Change Initiates

DHS is excited to announce that registration for the **Major Change Initiatives** webinar is open. During this session, DHS staff will describe four major initiatives that will better serve and support older adults and people with disabilities: Community First Supports and Services, electronic visit verification, the MnCHOICES revision and Waiver Reimagine. These changes will give a person more choice and control over the services and supports in their life.

Date: Tuesday, Aug. 22, 2023

Time: 9 to 11 a.m.

Registration: Go to the [registration page for Major Change Initiatives](#) to sign up before 7 p.m. Tuesday, Aug. 15, 2023.

REMINDERS

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.

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 Coordination 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.