

Care Coordination News

December 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

2023/2024 UCare Care Coordination Meeting

UCare All Care Coordination Meetings are provided on a quarterly basis. These meetings are intended to provide ongoing education, benefit updates and topical information to support successful Care Coordination activities. UCare Care Coordinators are required to participate in the Quarterly All Care Coordination Meetings presented live or view the recorded WebEx. An electronic verification is needed when viewing the recorded Quarterly All Care Coordination Meeting. CEU events and Office Hours are optional to attend.

UCare Product	Meeting Type	Date & Time (Subject to change)
MSC+/and MSHO Connect/Connect + Medicare	UCare's Quarterly All Care Coordination Meeting	December 12th, 2023, 9 am-12 pm March 12 th , 2024, 9 am - 12 pm June 11 th , 2024, 9 am - 12 pm September 10 th , 2024, 9 am - 12 pm December 10 th , 2024, 9 am - 12 pm
MSC+/MSHO and Connect/Connect + Medicare	CEU Event (optional)	2024 dates coming soon!
MSC+/MSHO	Office Hours (optional)	January 23 rd , 2024, 10 am - 11 am April 23 rd , 2024, 10 am - 11 am July 23 rd , 2024, 10 am - 11 am Oct 22 nd , 2024, 10 am - 11 am
Connect/Connect + Medicare	Office Hours (optional)	January 23 rd , 2024, 11:30 am -12:30 pm April 23 rd , 2024, 11:30 am - 12:30 pm July 23 rd , 2024, 11:30 am - 12:30 pm Oct 22 nd , 2024, 11:30 am - 12:30 pm



[Click here](#) to register for the December **UCare's 4th Quarterly All Care Coordination Meeting!**

ALL CARE COORDINATION NEWS



New on the Care Management and Care Coordination Website

All products

- Refusal Support Plan – Word (Revised 11/9/2023)
- Intensive Community Based Services (ICBS) Referral Form (Revised 11/10/2023)
- Certified Languages International Interpreting Services Pre-Scheduling Instructions (Revised 11/1/2023)
- ICBS Job Aid (New 11/15/2023)
- MnCHOICES FAQ (New 11/16/2023)
- Reconciling Enrollment Roster Job Aid (Revised 11/15/2023)
- UCare SecFTP Access Request Form (Revised 11/16/2023)
- Dual Diagnosis and Successful Outcomes (Recorded WebEx)
- Medicare/Medicaid: Coordination of Benefits Visio (New 11/21/2023)
- DHS System Access Request (Revised 11/21/2023)
- Care Coordination Contact List (Revised 11/21/2023)

MSC+/MSHO

- Transfer Member Health Risk Assessment – PDF (Revised 10/31/2023)
- Transfer Member Health Risk Assessment – Word (Revised 10/31/2023)

Connect/Connect+ Medicare

- Transfer Member Health Risk Assessment – PDF (Revised 10/31/2023)
- Transfer Member Health Risk Assessment – Word (Revised 10/31/2023)
- Assessment Checklist (Revised 11/16/2023)
- Assessment Checklist MnCHOICES (New 11/16/2023)
- Letters Guide (Revised 11/15/2023)

Coming soon

- 2024 UCare Care Coordination Meeting Schedule
- How to Safely Dispose of Medication (Hmong, Somali, Spanish)
- All products: Unable to Reach Member Letters (Hmong, Somali, Spanish)
- Where to Go for Care (Hmong, Somali, Spanish)

UCare November CEU Event



Thank you to all who attended the CEU event on November 14th “Dual Diagnosis and Successful Outcomes”. The recorded Webex has been posted to the Meetings and Trainings spark under the Other Care Coordination Trainings section. CEUs have been provided to all who participated in the full live event. If you did not receive your certificate, please reach out to your Clinical Liaison.

Please note: UCare is unable to provide CEUs for the recorded viewing.

UCare to Implement Six Month Timely Filing of Claims for Minnesota Health Care Programs (MHCP) Products

The Minnesota Department of Human Services is requiring managed care organizations to immediately implement a new timely filing requirement, due to a statute change passed by the Minnesota Legislature earlier this year. As a result, UCare has updated its timely filing requirements from 12 months to six months, effective Aug. 1, 2023, for MHCP products.

[Read the Provider Bulletin](#)

UCare Soon to Retire Daily Admissions/Discharge Reports

What are UCare's next steps with this system?

To ensure delegates receive more accurate and timely information, UCare will be retiring the Daily Admissions/Discharge Report (DAR) and will be moving to DHS's MN Encounter Alert Service (EAS) vendor Point Click Care, previously Audacious Inquiry (AI) by 1/1/2024.



What does this mean for your agency:

- You will continue to receive notification of service authorizations and admissions to facilities not engaged with MN EAS.
- If your agency is not already enrolled, please reach out to Nick.Regier@pointclickcare.com as soon as possible to receive information and system access information.
- Once enrolled, log on to the EAS site daily for your member alerts instead of using the DAR and Sec FTP!
- Begin TOC activities upon notification.
 - Do not need to check for notifications on non-business days.
- Once a month – update EAS using your enrollment roster “All” tab to add/change assignment.

NEW: People Powered Moments



UCare believes care coordination makes a difference in the lives of the members we serve. We want to hear your success stories. These stories are celebrated and may be shared with DHS/CMS to demonstrate the kinds of intercessions being provided on a daily basis. **We know U make a difference.** What might seem like a small encouragement can make a significant impact on quality of life. Use this form to share a story where a member's life was positively impacted by the involvement of a care coordinator.

[Submit a People Powered Moments Story](#)

New for 2024: UCare Healthy Benefits+ Visa card

Good News! To make it easier, we have combined the allowance and reward programs onto one card.

Starting in 2024, the allowance and reward programs will be on the new UCare Healthy Benefits+ Visa Card.

The UCare Healthy Benefits+ Visa Card offers flexibility, choice, and ease of use. Depending on your plan type, you may be eligible to use your card to save in a number of ways.

- Prescription eyewear allowance
 - UCare Medicare (excluding UCare Your Choice Plans) and UCare Medicare M Health Fairview North Memorial
- Combined flexible benefit allowance
 - UCare Medicare Your Choice Plans
- Over-the-counter (OTC) allowance
 - UCare Medicare and UCare Medicare M Health Fairview North Memorial
- Transportation allowance



- UCare Medicare Advocate Plans
- Healthy food allowance
 - MSHO and CT+M members with a qualifying chronic condition
- Utilities
 - MSHO members with a qualifying chronic condition
- Grocery discounts
 - All plans (excluding Medicare Supplement)
- Rewards
 - All plans (excluding Medicare Supplement and UCare Advocate Plans)

Members who have a reward balance from 2023, will have it transferred to the new UCare Healthy Benefits+ Visa Card on January 1, 2024, for eligible members.

The UCare Healthy Benefits+ Visa card is reloadable each year and is valid until the expiration date or they are no longer a UCare member. Members won't be sent a new one each year. The card won't work if a member terms with UCare. Allowance amounts and expiration dates vary by plan and allowance or reward program.

For more information, members call or go online after January 1, 2024:

- Visit healthybenefitsplus.com/ucare
- Call 1-833-862-8276 (TTY 711)
- Log in or create an online member account. Go to *Health & Wellness*, then *Wellness, Rewards & Allowance*.

News U Can Use

2024 Leap Year

2024 is a leap year which means extra attention to reassessment timelines and service authorizations.

Reassessment Timelines: Members continue to be due for assessment within 365 days of their previous assessment activity date even though there are 366 days in the year.

Example: Previous assessment completed on 5/20/2023. Member is due by 5/18/2023 for reassessment.

Holiday Resources

As we approach the holiday season there are many resources out there to aid families in gaining access to toys/gifts and a hot meal. [MinnesotaHelp.info](https://minnesotahelp.info) is a great way to search for programs that offer holiday assistance. Search "Holiday Programs" in the search engine to find offerings across Minnesota.

UCare 2024 Pharmacy Benefit Information



The following provider bulletins include the 2024 pharmacy drug authorizations, formularies, and benefit changes, along with ePA links to submit coverage requests to Navitus. Click the links below for details:

- [UCare Selects Navitus Health Solutions as New Pharmacy Benefit Manager for 2024](#)
- [Pharmacy Formulary and Benefit Changes for 2024](#)

- [Medical Drug Prior Authorization for 2024 and Preferred Product Step Therapy Information](#)

In 2024, Costco will serve as UCare’s mail-order pharmacy, and providers may be asked to send member prescriptions to the Costco Mail Order Pharmacy. UCare members do not need to be Costco members to use this service.

All UCare members will be receiving a new Member ID card for 2024 with new pharmacy billing information. Members are advised to bring their new ID cards to the pharmacy to ensure proper billing of their prescription claims. For more 2024 pharmacy benefit information, visit the [UCare Pharmacy page](#).

DM 1:1 Telephonic Programs

UCare’s Disease Management (DM) education and coaching call programs were created for members who are living with 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 education and coaching call programs are available for the following conditions:



Programs offered to UCare members are listed below by condition:



Disease Management Eligible Products

Program	Description
Asthma IVR/Text Program	<ul style="list-style-type: none"> Scheduled Interactive Voice Response or text message education IVR/text schedule: 1 call/text a week or 1 call/text every 30 days
Asthma Education Program	<ul style="list-style-type: none"> Telephonic outreach and education with asthma educator or respiratory therapist Assessment of self-monitoring, self-management, and medication adherence. Encouragement of Asthma Action Plan. Average 1 call a month for 6 months Children and adults ages 5-64
Brook Health Companion App	<ul style="list-style-type: none"> Mobile app for health with managing general wellness, diabetes, hypertension, and other chronic conditions In app coaching, medication, blood pressure or blood sugar check reminders To learn more and to download the app, visit ucare.org/brook
CKD Support Program	<ul style="list-style-type: none"> Telephonic outreach and education with a registered dietitian Guidance, education, and support to help prevent or slow down the progression of CKD and make healthy food choices. Average 1 call a month for 6 months
COPD Management Program	<ul style="list-style-type: none"> Telephonic outreach and education with respiratory therapist Assessment of self-monitoring, self-management, and medication adherence. Encouragement of COPD management plan. Average 1 call a month for 6 months
Diabetes IVR/Text Program	<ul style="list-style-type: none"> Scheduled Interactive Voice Response or text message education IVR/text schedule: 1 call/text a week or 1 call/text every 30 days
Diabetes Health Coaching	<ul style="list-style-type: none"> Telephonic outreach with health coach Partner to discover barriers, vision for the future, establish behavior change goals, empower to achieve goals Average 1 call a month for 6 months FoodRx program eligibility (food box + health coaching for PMAP/MNCare members in Metro area)
Heart Failure Health Coaching	<ul style="list-style-type: none"> Telephonic outreach with health coach Partner to discover barriers, vision for the future, establish behavior change goals, empower to achieve goals Average 1 call a month for 6 months FoodRx program eligibility (food box + health coaching for PMAP/MNCare members in Metro area)
Migraine Management Program	<ul style="list-style-type: none"> Telephonic outreach with a health coach Partner to discover barriers, vision for the future, establish behavior change goals, empower to achieve goals Average 1 call a month for 6 months

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

List of eligible products for DM programs:



Disease Management Eligible Products

	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
Migraine Management	X	X			X	X		X		

Language Assistance Services: UCare provides translated documents and spoken language interpreting free of charge.

Disease Management Referrals

Do you have a member that could benefit from one-on-one telephone support for their chronic condition? Please send DM 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>

CONNECT AND CONNECT + MEDICARE NEWS

UCare Connect + Medicare 2024 Supplemental Benefit Changes

UCare will continue coverage on most existing supplemental benefits for Connect + Medicare. We are happy to announce the following expanded / new benefits for 2024:

- Healthy food allowance **increased** to \$50 per month for members with hypertension, diabetes, or lipid disorders.
- **New** 1 trip ride per week to participating Healthy Food Allowance grocery store sites for members with hypertension, diabetes, or lipid disorders.
- **New** \$60 / quarter for purchase of select catalog OTC items online or over the phone.

- **New** Therapeutic Massage – up to 6–60-minute therapeutic massage visits per year for members with back pain, neck and shoulder pain, headache, carpal tunnel syndrome, osteoarthritis, or fibromyalgia.
- **New** Acupuncture – up to 12 additional visits of acupuncture per year for members with acute low back pain.
- **New** Routine Chiropractic – up to 12 additional visits per year, includes exams and adjustment of extremities for members with musculoskeletal disorders.
- **New** Activity Tracker plus PERS – 1 smartwatch/activity tracker plus PERS per year available to all UCare Connect + Medicare members.
- **New** Blood pressure monitor – members with hypertension who use the Activity Tracker plus PERS device are eligible for 1 blood pressure monitor per year.
- **Removed** Weight Watchers (WW) vouchers for local and virtual WW weight management and wellness workshops and online apps.

No new benefits will be added in 2024 for UCare Connect plan.

UCare Product Management and Health Promotion will provide training on the supplemental benefit additions and changes at the December quarterly care coordination meeting.

Management of Maternity Services (MOMS) Program

UCare offers a variety of services to support Moms during and after pregnancy. UCare members who are pregnant get extra health benefits such as incentives for pre/post-natal care, childbirth and pregnancy education classes, breastfeeding resources, expert advice through the Pregnancy Advisor Nurse Program, car seat assistance, and much more! For additional information, visit the [MOMs page](#) on UCare.org.



Connect Redesign Update



As it approaches one year since the Connect redesign launch, we have seen a dramatic increase in engagement rates. UCare Connect/Connect + Medicare members across all delegates started at an average of 18% of members open to care coordination in January and are now up to 28%! Your hard work matters and makes a difference with each extra effort taken.

A special shout out to **Marshall County, Lac Qui Parle County, and Roseau County** for reaching over 70% engagement with their members! Great work!

MSC+ AND MSHO NEWS

UCare MSHO 2024 Supplemental Benefit Changes

UCare will continue coverage on most existing supplemental benefits for MSHO. We are happy to announce the following expanded / new benefits for 2024:

- **New** 1 ride per week to participating Healthy Food Allowance grocery store sites for members with diabetes, congestive heart failure, hypertension, or ischemic heart disease.
- **New** Utilities Allowance of \$50 / month to help pay for household utility bills for members with hypertension, diabetes, congestive heart failure or ischemic heart disease.
- Caregiver support through Caregiver Assurance **expands** in 2024 by removing qualifying conditions. The program is available to all MSHO members. UCare covers up to 12 visits / year.
- **New** \$60 / quarter for purchase of select catalog OTC items online or over the phone.
- **New** Therapeutic Massage – up to 6–60-minute therapeutic massage visits per year for members with back pain, neck and shoulder pain, headache, carpal tunnel syndrome, osteoarthritis, or fibromyalgia.
- **New** Acupuncture – up to 12 additional visits of acupuncture per year for members with acute low back pain.
- **New** Routine Chiropractic – up to 12 additional visits per year, includes exams and adjustment of extremities for members with musculoskeletal disorders.
- **Removed** Individualized Home Support with training (IHS)
- **Removed** Respite care for members with dementia who do not have access to coverage through Medical Assistance
- **Removed** Weight Watchers (WW) vouchers for local and virtual WW weight management and wellness workshops and online apps

No new benefits will be added in 2024 for UCare's Minnesota Senior Care Plus plan.

UCare Product Management and Health Promotions will provide training on the supplemental benefit additions and changes at the December quarterly care coordination meeting.

Reminder for Moving Home Minnesota

Moving Home Minnesota (MHM) is a federal demonstration project with the goal of creating opportunities for Minnesotans to move from institutions to their own home in the community. MHM promotes the development and implementation of transition plans that reflect the preferences of those receiving services and the opportunity to receive services in the most integrated setting.

To confirm eligibility for Moving Home Minnesota, the DHS Moving Home Minnesota team needs a copy of an LTCC completed within the past year that indicates Y in G.22. The care coordinator can update the most recent LTCC and share with the DHS MHM team. The LTCC does **not** need to be entered into MMIS.

Care coordinators may refer to the [UCare Moving Home Minnesota Job Aid](#) for more information.

Equipment Disposal Fees Coverage Under Elderly Waiver: Chore Daily S5121

If a member has an assessed need for and meets the eligibility criteria for Chore Services, the member could utilize Chore Daily: S5121 for moving or removing large household items to provide safe access to and exit from the home. Waiver funding is considered the payer of last resort. If there are other options for disposal such as the person's trash company or a donation service, those options should be utilized first.

Care coordinators may utilize a chore service provider located on [MNHelp.Info](#) that accepts EW as payment. Care coordinators should not authorize equipment disposal or removal under Specialized Equipment and Supplies: T2029. Care coordinators should complete the [UCare WSAF](#) and select Chore Services, Daily- S5121 from the drop down options and submit the form to CLSIntake@ucare.org to authorize this service.

Refer to the [CBSM: Chore Services](#) page for additional policy information.

LTSS Rate Changes 1/1/24, CDCS Requirements

The 2023 Minnesota Legislature authorized rate and budget increases for Elderly Waiver (EW) and home care services. The new service rates and EW budget caps can be found on the [Long-Term Services and Supports Service Rate Limits DHS-3945](#).

Care coordinators must account for the new monthly budget and service rate increases in the member's EW budget at their next assessment or when a member's service plan is updated, whichever comes first. If the member is now over budget due to the service rate increase, please complete a [Request to Exceed Case Mix Cap form](#) located in the Forms drawer on the UCare Care Managers page.

CDCS Rate Change Process

The care coordinator will need to identify members who are receiving CDCS services and take the following actions:

- Complete the [DHS-6633A](#) following all directions in the form – including signatures
- Update member record and attach DHS-6633A
- Review and update the Care Plan or Support Plan
- If the member will be utilizing the increased funds the care coordinator must complete a new [Waiver Service Approval form](#) and send to UCare at CLSIntake@ucare.org or by fax at 612-884-2185.

UCare has emailed out a list of members that currently have an active authorization for CDCS services to identified contacts at your agency.

QUALITY REVIEW CORNER



UCare's Quality Review Team would like to thank all the delegates that have participated in the Quality Reviews for 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+Medicare

- ★ [Marshall County](#): Care Coordinators did an excellent job engaging members and completing assessments. Most visits were completed in-person, including the 6-month updates.
- ★ [Norman County](#): The Refusal Support Plans and case notes included great documentation that Care Coordinators are reaching out to members quarterly for follow-up and to offer Health Risk Assessments.

MSC+/MSHO

- ★ [Marshall County](#): Care Coordinators supported members by identifying needs and coordinating resources available to the member. Some examples include utilizing UCare benefits and perks, coordinating with the Senior Linkage Line, Clinical Liaisons, pharmacies, clinics, DME providers, and financial workers.
- ★ [Norman County](#): The Care Coordinators did an excellent job at contacting members upon initial assignment, introducing self, and explaining the role and benefits of care coordination.
- ★ [Dodge County](#): Care Coordinators frequently check in with their members, often monthly. They have established relationships with their members and provide ongoing assistance with member needs such as claims, filling prescriptions, setting up medical appointments, transportation, Emergency Funds, and DME.

DHS NEWS AND UPDATES

Update on Launch of MnCHOICES Revision Project

DHS updated the partner-advised rolling launch schedule of the MnCHOICES revision after consulting with our lead agency partners and the MnCHOICES System Governance Group.

The new schedule extends Phase 2 until March 29, 2024. The extension allows DHS to further enhance the system and fix more issues before Phase 3 begins.

For more information, refer to the full announcement: [Update on launch of MnCHOICES revision project](#).

Medical Assistance Renewals



DHS is under a new mitigation plan with CMS to address the autorenewal process as it relates to mixed eligibility households. DHS must develop a new process to do autorenewals for each individual household member instead of at the household level, as is the current process.

EXTENDED COHORTS: Until DHS implements this process, all procedural terminations (closures due to a failure to go through the renewal process) must be paused. DHS anticipates implementing the updated process for the January and future cohorts. **The October, November and December cohort**

renewals dates have been extended by 3 months. The January cohort was already delayed until February. The following chart can be used to determine a member's new renewal date.

Original Renewal Date	New Renewal Date
October	January 1
November	February 1
December	March 1
January	February 1
February-June	No change

REINSTATED MEMBERS: DHS will be reinstating the impacted members from the July, August and September cohorts by the end of November and renewing their coverage at the same time. While we don't have exact numbers from DHS and will not know who falls in this category, our share of the reinstated population (a little over 12,000 members total) is roughly 5,000 members.

DHS will follow what is currently in our contracts:

- Seniors and SNBC already have contract requirements that if eligibility is restored within 90 days, they are placed back into the same plan retroactively.
- It is still unknown what DHS will do with those who were disenrolled from Medicaid and then took action to enroll into a QHP through MNsure.

REPORTS FOR JANUARY RENEWALS AND BEYOND:

Delegates were initially sent a master report in August with their members renewal dates. This master report is no longer available as well as many dates have now been updated. The new notification plan for care coordinators will move to a monthly notification process for any members coming due for renewal the following month and will continue until June of 2024 to get through complete renewal cycle.

Example: Members due for renewal 1/1/24 will be shared with delegates around 12/1/23.

Health Care Fraud, Waste & Abuse Prevention

The Mn Dept. of Aging/Senior Linkage Line offers a free 1.5-hour training presented by Lee Swenson. [Click here](#) to register. Several dates and times offered on an ongoing basis.

Attendees will learn how to detect and report potential errors, fraud, and abuse; review potential fraud and scams targeting older adults, learn how to read their Medicare paperwork, learn how to protect their Medicare beneficiary number, and how to protect/detect/report Medicare scams and fraud. This presentation includes information from the Senior Medicare Patrol, a federal education and prevention program.

This class is offered online using the Microsoft Teams meeting platform. You must pre-register for the class, the meeting link will be emailed to you soon after your registration.

We are committed to accessibility. If you have an accommodation request that will allow you to participate in the class more fully, please contact Lynelle at lhanson@ardc.org by December 8, 2023.

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 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](mailto:MSC_MSHO_Clinicalliaison@ucare.org) & SNBCClinicalLiaison@ucare.org.