

Care Coordination News

February 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	March 14 th , 9 am June 15 th , 9 am September 12 th , 9 am December 12 th , 9 am
MSC+/MSHO and Connect/Connect + Medicare	CEU Event (optional)	February 28th, 11:30-12:30 ♥ May 23 rd , Announced in April August 22 nd , Announced in July November 28 th , Announced in Oct
MSC+/MSHO	Office Hours (optional)	April 25 th , 10:00-11:00 July 25 th , 10:00-11:00 October 24 th , 10:00-11:00
Connect/Connect + Medicare	Office Hours (optional)	April 25 th , 1:30-2:30 July 25 th , 1:30-2:30 October 24 th , 1:30-2:30

♥ [Register](#) for the **MSHO/MS+/SNBC February CEU: Medicare & Medicaid 101: Who Pays?**

All Care Coordination News



New on the [Care Management and Care Coordination Website](#)

Connect/Connect + Medicare:

- 2023 Monthly Activity Log (Connect and Connect + Forms)
- Monthly Activity Log Job Aid (Job aid)
- 2023 Connect and Connect + Medicare Supplemental Benefits (Benefits and Perks)
- 2023 Comparison: Connect and Connect + Medicare (Member Handout)
- 2023 Comparison: Connect and Medicaid (Member Handout)
- 2023 Your Guide to Connect (Member Handout)
- 2023 Your Guide to Connect + Medicare (Member Handout)
- Connect + Medicare AA/NA Transportation and Request Form (Benefits and Perks, Con +)
- Example HRA (Job Aid)
- Example Support Plan (Job Aid)
- Support Plan Instructions (Job Aid)

MSC+/MSHO

- MSHO Supplemental Benefits (MSHO Supplemental Benefits):
 - Grand Pad
 - Stress & Anxiety order form
 - REEMO Blood Pressure Monitor
- MSHO/MSHC+ Updated Assessment log (Activity Log)

All Products:

- MSHO and Connect + Medicare Healthy Savings Pamphlet (member handouts)
- MOC Care Coordination Spark
- Care Coordination Appointment Reminder Form (member handouts)
- SMART Carte (Job Aid)

Quarterly Care Coordination Meeting Follow-up

Thank you for attending the 4th Quarterly Care Coordination Meeting on December 14th, 2022. We shared a lot of information and had many great questions! We put together a Q&A from the chat with questions that were unanswered and/or trending. Please review attached to this document for responses.

Health Care Directive Available

We are happy to share a new health care directive resource on the [Light the Legacy](#) website (formerly Honoring Choices). We hope that this will aid you when discussing this with your members. Even better is that the forms are in seven different languages:

- English, Arabic, Chinese, Hmong, Russian, Somali, Spanish & Vietnamese

Remember: To complete a MN Health Care Directive, a person must first be their own decision maker. If a member has a court appointed legal guardian, review the guardian's role in the members health care decision making. A provider orders for list sustaining treatment (POLST) may be an appropriate alternative for a member who has a legal guardian. For members who are their own decision maker and have a POLST, it would be important to consider designating an alternative decision maker and discuss completing a full Health Care Directive.

Once you have addressed the guardian's status, POLST and health care directive options, and conversations have been completed, the Support Plan can be marked "yes" in regard to a conversation related to Health Care Directives.

Introduction

I have completed this Health Care Directive with much thought. This document gives my treatment choices and preferences, and/or appoints a Health Care Agent to speak for me if I cannot communicate or make my own health care decisions. My Health Care Agent, if named, is able to make medical decisions for me, including the decision to refuse treatments that I do not want.

NOTE: This document does not apply to intrusive mental health treatments, defined as electroconvulsive therapy or neuroleptic medications.

Any advance directive document created before this is no longer legal or valid.

My name: _____

My date of birth: _____

My address: _____

My telephone numbers: (home) _____ (cell) _____

☐ My initials here indicate a professional medical interpreter helped me complete this document.

Part 1: My Health Care Agent



Quality Review Corner

UCare's Quality Review Team would like to recognize **Bluestone Physician Services** for completing a Quality Review in 2022. Highlighted below are just some of the areas that we found to be completed exceptionally well!

As we move into 2023, please keep an eye out for communication regarding Quality Reviews. If you're interested in learning more, please reach out to your Clinical Liaisons for information!



Bluestone Physician Services Connect/Connect+

- ★ **Case Notes:** The case notes accompanying tasks were thorough, including timeliness of tasks, rationale of activities/tasks, and detailed narratives. For example, there was clear documentation of internal transfers and communication with the Waiver Case Managers.
- ★ **Quarterly Outreach:** Documentation of quarterly outreach appeared to aid in building strong relationships with members, increasing completion of assessments, and decreasing UTR/Refusal rates.

Bluestone Physician Services MSC+ /MSHO

- ★ **Care Plan:** Care Coordinators were consistent in their documentation of discussion with members about the importance of annual preventive care in the Care Plan and helped members establish a primary care provider when necessary.
- ★ **Transfer of Care:** Care Coordinators did an excellent job of documenting the process of a change in Care Coordinator. This demonstrates thoroughness, attention to coordination of member care, and overall quality care coordination!

MN Encounter Alert Service (EAS)

Enhancing Care Coordination During Transition of Care

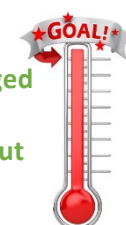
A Care Coordinator shared with us their experience working with MN EAS:



"While our agency was excited to begin using MN EAS and PROMPT, there's no doubt that learning a new system was a challenge! Murmurs of 'One more thing to have to check, review, document, etc.' was heard all about the offices. Changing processes can be difficult. Soon we came to see, the benefits of MN EAS far outweighed the difficulty of implementing a new system. MN EAS not only provided me with the daily notifications of my members admissions to ER and hospitals, but it also gave me insight into how members were utilizing health care. From assisting with DME, scheduling follow up medical visits and transportation, to providing education on when and where to get the best care, the timely and tangible assistance and interventions made a huge difference in the lives of members."

In the past, I often learned of members admissions and discharges too late to provide assistance and outreach sometimes felt meaningless. Being able to receive timely information of transitions of care aided me in supporting members discharge needs and helped ensure the return to home supports and services were implemented."

Thanks to an overwhelmingly positive response, over half of our care coordination agencies have engaged or are actively onboarding with MN EAS— if you haven't talked with AI about this amazing opportunity yet, it's not too late to join. To learn more about how your organization can participate, please reach out to your Clinical Liaisons or Nick Regier at nregier@ainq.com.

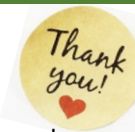


Connect and Connect + Medicare News

News U Can Use:

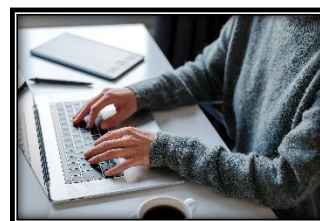
Connect Redesign Kudos

January enrollment for Connect and Connect + Medicare was a big step in the implementation of the Connect Redesign. Members will no longer be moved back and forth between counties/delegates and UCare. The benefits will be seen in the coming year as you have opportunities to work with members, develop relationships and engage them in care coordination! We thank you for all your time, energy, and efforts to make this happen. Undoubtedly January was a busy month. You are appreciated beyond measure!



Documentation

Documentation is an important component of care coordination requirements. As the saying goes, "if you didn't document it, it didn't happen". Sometimes we get into a habit of writing things in a notebook in hopes of documenting it later. From enrollment notes to member contacts, it's a good practice to document on the day the activity occurred. Quality care coordination will show good follow through with member requests. For example, if a member calls about needing assistance obtaining supplies or equipment, case notes would reflect the request, assistance provided, and evidence the member received the supplies or equipment requested.



Weighted Blanket Kit

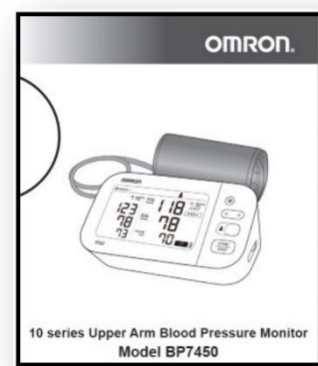
UCare offers the [Connect to Wellness kits](#) to help members improve their health and wellness at no cost! **Connect + Medicare** members have a new option: the Weighted Blanket. Members may contact customer services to order. There is a limit of one kit per year. Please remember to allow 4-6 weeks for delivery.

MSC+ and MSHO News

MSHO Blood Pressure Cuff

This year, UCare is partnering with our provider partner Stakker's to send blood pressure cuffs at no charge to our MSHO member population to improve member engagement with providers who manage their hypertension. Recipients of these cuffs are members who have been identified by UCare that had a telehealth appointment in the last two years, currently not eligible or enrolled in another UCare disease management program or have no additional UCare benefits to receive a cuff.

Please feel free to reach out to the UCare Quality inbox at ucarequality@ucare.org with questions or to request an Omron Series 10 user manual



Papa Pals – New for 2023

Get help delivered right to your front door. Whether it's a little company, a ride, technology assistance, meal prep, pet care, help with errands or light household tasks, you're covered with a Papa Pal.

- Eligible **MSHO members** with a qualifying chronic condition including diabetes, congestive heart failure, ischemic heart disease or hypertension receive access to 72 hours of help per year at no additional cost.
 - Members must have an eligible diagnosis on record with UCare in order to receive this benefit.

- Members who state they have one of these conditions but are told they are not eligible by Papa Pals may not have a diagnosis on file with UCare.
 - Care Coordinator may contact the member's provider to validate current diagnosis/active problem list. If the member does not have any of the qualifying conditions, the member is not eligible.
- **Medicare Value and Value Plus members** receive access to 60 hours of help per year at no additional cost.

Learn more or schedule an appointment by calling 1-855-489-7272. Visit ucare.org/papapals for more information.

Preventing Falls for UCare Members

Falls are the leading cause of fatal and nonfatal injuries for older adults. Each year 1 in 3 adults 65 or older experience falls. Since falls are all too common among older adults, many people develop a fear of falling. This fear may cause them to limit their activities and lead to reduced mobility, loss of physical fitness and an increased risk of falling. For more information on preventing falls visit ucare.org/falls. For more information on member

Strong & Stable Kit

UCare created the Strong & Stable Kit because falls are a major concern for older adults! This kit is available to *UCare's MSHO, UCare's MSC+ or UCare Advocate Choice/UCare Advocate Plus members*

Care Coordinators may order the kit for members using the order form found on the Care Management site. Members are eligible for one kit per year.

- Resistance band strength kit
- Tip sheets with helpful falls prevention advice
- Tub grips
- Nightlight
- Medication box



Juniper

UCare also offers MSHO members the opportunity to learn more about falls prevention through **free** falls prevention classes through the Juniper Network. The Juniper Network offers free classes to increase your activity, build strength and improve your balance to reduce your risk of falls, in addition to learning ways to modify your environment and more to prevent falling. Go to <https://yourjuniper.org> and look under "Falls prevention Classes" to find the different types of classes, and the dates and locations of where and when those classes are scheduled for.

Lutheran Social Service of Minnesota is happy to announce the new name of their post-hospital/rehabilitation support program — 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 four 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 must meet the following criteria to qualify for the Healthy Transitions service:

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

At the time of a transition, care coordinators should talk to their member to determine their interest in enrolling in the service. If the member is interested, Care Coordinators should complete the Healthy Transitions Post-Discharge CHW Authorization Request Form and **send to the form to BOTH** CLSintake@ucare.org **AND** HealthyTransitions@lssmn.org

DHS News & Updates



Hearing Loss Webinar

One out of five Minnesotans has a hearing loss. If you provide social services, health care or other direct services you are likely to work with someone who has a hearing loss at some point.

To better serve your clients and patients with hearing loss, join this webinar to learn:



- How hearing loss impacts people.
- How to communicate effectively.
- How differences among people with hearing loss impacts communication.
- How assistive technology can help.
- What services and resources are available for people who have hearing loss.

[Download a printable flyer.](#)

Over the counter (OTC) Hearing Aids

Until recently, only audiologists and licensed hearing aid dispensers could sell hearing aids. Now, because of a new federal law, retail stores can sell certain hearing aids. These hearing aids are called "over-the-counter" or "OTC" hearing aids.

Over-the-counter (OTC) hearing aids are for adults with mild-to-moderate hearing loss. You do not need a hearing test or a doctor's prescription to buy OTC hearing aids.

Even though it is not required, getting a hearing test and seeing a doctor can still be helpful.

- Getting a hearing test can help you pick the best hearing aids for your needs.
- Your doctor can check for and treat earwax build up (a common cause of hearing loss).

Prescription hearing aids will still be available from audiologists and hearing aid dispensers for all levels of hearing loss, from mild through profound. If you have moderate-to-severe, severe, or severe-to-profound hearing loss, you will need a prescription hearing aid.

To help consumers learn more about over-the-counter (OTC) hearing aids, we created a [new fact sheet](#) with helpful suggestions, questions to ask, and links to reviews. You can find this fact sheet and more resources on our [Hearing aids and cochlear implants webpage](#).



Reminders

Forms Change Frequently

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 a Member's 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.

Do You Have a Care Coordination Question?

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 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.

4th Quarterly UCare Care Coordination Meeting Q & A

December 14th, 2022

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Vision & Dental

- Providers are saying, we don't know who Eye-Kraft is or how to work with them.
 - [Contact Us | Eye-Kraft Optical Lab \(eyekraft.com\)](#)
 - Members get exams from UCare network vision providers. The vision provider submits eyewear order to Eye-Kraft.
- Providers have told members that the crown coverage is only for silver crowns. Any clarification regarding coverage material?
 - This is likely due to medical necessity; porcelain crown may be considered cosmetic. The supplemental benefit is to cover medical necessity.

Transportation

- Expanding transportation benefits to include transportation for basic needs, like grocery shopping.
 - UCare follows the DHS medical assistance defined parameters for transportation. It is based on the ADA requirement to provide access to medical care for recipients who lack their own access to transportation.
- For AA Rides, do CCs still have to authorize/request those rides or can the member just call Health Ride?
 - Authorization required – care coordinator must validate need, meeting location. Request rides for member by submitting form to CSTransportationDept@ucare.org – bus preferred (can provide greater flexibility for member).

Papa Pals

- How can we find out if Papa Pals are in our area?
 - It is best to call Papa Pals at 855-489-7272 or 855-490-7272.
- Can Papa Pals attend a member who needs an escort home after same day surgery?
 - They can do a variety of informal companion activities, a Papa Pal is best for general errands, companion time and light duties. If the member has covered transportation

services for medical – they should be using that benefit for transportation home from a surgery. Typically, if an escort or companion is noted at the time of scheduling the ride, they would be allowed to ride with them.

- How do potential workers apply to be a Papa Pal worker in southern MN? We struggle in our area within home supports.
 - Papa Pals does recruit in the areas our members are living. To clarify, this is not a home support service, this is a companion service.

Grand Pad

- Grand Pad: Do clients have to have a formal diagnosis of depression or can it be used as a preventative measure?
 - Yes, the criteria established includes diagnosis of depression. Diagnosis can be verified in the members medical records or by UCare in claims.
- Who has access to call, video, or email a member's Grand Pad? Can member/caregiver designate approved contacts to prevent spam calls?
 - There are no spam calls. This is a very closed type of tablet. It does not have a general “phone number”.
 - The Grand Pad is specifically configured to each member and members can ask to have only certain contacts on the Grand Pad.
- Grand Pad offers:
 - Call: keep in touch through voice or video calls without the need of WiFi.
 - Radio/Music: tune into your favorite AM/FM station or search for your favorite songs.
 - Email: type messages or send hassle-free voice recorded messages to loved ones.
 - Customer Service: connect with a Grand Pad specialist who’s happy to answer all your questions.
- If eligibility for these benefits is based off of UCare diagnoses, would it be possible for UCare to send a list of eligible members to Care Coordinators?
 - This would be ideal, but unfortunately, we are not able to provide such a report at this time.

REEMO & Respite

- How do members and CCs access the REEMO BP cuff?
 - Referral form is posted on the Care Manager and Care Coordination website in the Benefits, Perks & Resources spark under the Referral Forms drawer.
 - [msho_reemosmartwatchauthorizationrequest_ccorderform.pdf \(ucare.org\)](https://ucare.org/msho_reemosmartwatchauthorizationrequest_ccorderform.pdf)

- Is it usual for a long lag in response from Reemo as far as Customer Service? Is there a better/quicker way to respond such as email vs. phone call?
 - There should not be – please escalate to your Clinical Liaisons if a member is not hearing from Reemo.
- For respite, are there specific providers that do this, or are approved for this?
 - The Respite Provider would be in the UCare network – Search for providers using the Places Search feature using the Home Care as search criteria. You will need to verify with the Home Care Agency if they can provide Respite.
 - Authorization required – request through [MSHO Supplemental Benefit form](#) (ucare.org>provider information>care managers>MSHO>forms).

Healthy Savings (Food Discounts)

- Did all UCare members receive a Healthy Saving card, or do we have to request that?
 - Yes, the Healthy Savings card is sent out to all members automatically. If they don't have one, customer service can be contacted to request a replacement.
 - Customer Service Numbers:
 - MSHO 612-676-6868 1-866-280-7202
 - MSC+ 612-676-3200 1-800-203-7225
 - UCare Connect 612-676-3395 1-877-903-0061
 - UCare Connect + Medicare 612-676-3310 1-855-260-9707
- I have a member who said he was not able to use the Healthy Savings Card online as that is his only source of getting his groceries.
 - The member can use the food allowance in store – by calling and ordering and online. Instructions are in the member booklet mailed to the member.
- Do they/will they offer step by step instructions on how to use at point-of -sale? Often store employees don't know anything about the program or how it works.
 - It would be the responsibility of the Grocery Store to train their employees.
 - There are steps in the booklet found on in the Member Handouts drawer of the Job Aids & Member Handouts spark. The card should be scanned prior to any payment from the member.
- Is there a delivery charge for call in orders?
 - No.
- Is there an allotment for the catalog ordering for OTC products per quarter still available?
 - No. OTC is for MEDICARE only, not MSHO or CT+.

Community Education

- How do you get Community Ed discount if you are registering online or by phone?

- Contact the Community Ed district to determine. Districts may have different online options. In person, present the card. Districts may require in person to verify the registrant and their insurance information.

Rewards & Incentives

- What is the intent of the rewards if members can't use them at the 3 most common places to shop? Is there an option to withdraw the reward as cash at an ATM?
 - UCare does not determine the vendors that are allowed for the rewards, this is determined by CMS.
 - Rewards may not be redeemed for cash at an ATM.

There are hundreds of options for the members to use rewards. We do not provide a list for the rewards to be spent – they can use it where Mastercard is accepted except not Walmart/Target or Amazon. We have always restricted liquor store, tobacco, casinos, and firearms.

Think daily living – transportation, clothing, food (stores and restaurants), etc.

- Some examples include:
 - Transportation: Metro Transit cards, gas stations, Uber, and Lyft
 - Grocery stores such as Aldi and Cub
 - Clothing stores such as Marshalls and Kohls
 - Any Restaurant's and Drugstores
- How long does the process of receiving voucher, processing, and uploading the reward?
 - Allow 4-6 weeks for delivery.
 - If member already has a card the card will be reloaded within 2-4 weeks of UCare receiving the request.
- Can the card be used for gas?
 - Yes – works best to pay in store.
- What about local Asian food stores?
 - The Visa reward: yes.
 - The Healthy Saving Discount: depends on if store works with the program – you can. check the [store finder](#).
- Is UCare still determining who's eligible for the vouchers and sending info to those members directly?
 - Yes, UCare uses a Gap in Care Report to determine members who have not completed preventative care and will send the reward information directly to members at risk.
- What is the best way to request that an incentive form be sent to members? Is there a way to be notified that one has been mailed out?
 - CC's may contact wellness@ucare.org to inquire if a member is eligible for a reward and to request one be sent. CC's can also confirm if one has been sent at this same email.

- The Health Promotions staff do not inform care coordinators when their members have been sent reward information.
- For benefits that require a specific diagnosis, is that determined based on claims related to that diagnosis and what would the timeframe be? Do they have to have a related claim within the last year?
 - Yes – generally diagnoses stay in the member record for a year or longer.

Miscellaneous Supplemental Benefits

- One of my members showed me a 2022 Calendar Folder from UCare that she uses to write appointments and keep important medical documents. Can CCs get those calendar folders for 2023 to offer to members when meeting them?
 - Members who are on specific disease management programs may receive these folders from time to time. Not all members are eligible.
 - They are also automatically sent out to eligible members by end of the year.
- Are the supplemental benefits available to members in the nursing home?
 - It depends upon the specific criteria for the supplemental benefit. See the [MSHO Supplemental Benefits Guide](#) or the [Connect/Connect + Med Supplemental Benefits Guide](#) for details/criteria.
- Is there a phone number that care coordinators can call to ask specific questions about supplemental benefits?
 - Yes – contact your Liaisons about supplemental benefit questions first. If they are not able to answer, they will guide you to the right department. You can also contact UCare Customer Service with benefit questions.
 - MSHO: 612-294-5045
 - SNBC: 612-676-6625
- I think it would be extremely helpful if you could provide us with a document explaining the benefits, which programs they are for and how to access them.
 - The Care Management and Care Coordination website houses the supplemental benefit information and how to access each of the benefits. Links below.
 - [MSHO Supplemental Benefits](#)
 - [Connect and Connect + Supplemental Benefits](#)