

Care Coordination News



January 2023

Issues of **Care Coordination News** often refer to different UCare forms. Please note that all UCare Care Coordination forms are on the UCare website under the Care Managers tab.

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

MSHO/MS C+: MSC_MSHO_Clinicalliaison@ucare.org or by phone: 612-294-5045 or 1-866-613-1395 toll free.

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

Direct your **MSHO/MS C+ enrollment** questions to the enrollment intake line at 612-676-6622 or by email CMIntake@ucare.org.

Direct your **UCare Connect/Connect+ Medicare enrollment** questions to the UCare Connect enrollment email 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)
MSHO/MS C+ 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
MSHO/MS C+ and Connect/Connect + Medicare	CEU Event	February 28 th , 11:30-12:30 May 23 rd , Announced in April August 22 nd , Announced in July November 28 th , Announced in Oct

MSHO/MSC+	Office Hours	January 24 th , 10:00-11:00 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	January 24 th , 1:30-2:30 April 25 th , 1:30-2:30 July 25 th , 1:30-2:30 October 24 th , 1:30-2:30

All Care Coordination News

Register for the MSHO/MSC+ and SNBC Clinical Liaison January Office Hours

The MSHO/MSC+ and SNBC Clinical Liaison teams are excited to engage with UCare care coordinators during our office hours in January. During office hours the Clinical Liaisons are available to advise regarding care coordination questions. During each office hours event there will be a highlighted topic to review if there is additional time available. In January there will be a "tour" of the new UCare Care Management and Care Coordination page. Future office hours times will be shared the month prior to the meeting date.



Registration

[Click here](#) to register for the MSHO/MSC+ Clinical Liaison office hours January 24 10:00-11:00 am.

[Click here](#) to register for the SNBC Clinical Liaison office hours January 24 1:30-2:30 pm.

If you were unable to attend the 4th Quarterly Care Coordination meeting it is now posted on the Care Management and Care Coordination home page under the Meetings and Trainings "spark". Remember to submit an attendance confirmation once completed.

New on the Care Management and Care Coordination Website



- 2023 Connect/Connect + Comparison (Member Handout)
- 2023 Connect/Connect + Supplemental Benefits (Perks/Benefits)
- 2023 MSHO/MSC+ Comparison (Member Handout)
- 2023 MSHO/MSC+ Supplemental Benefits (Perks/Benefits)
- Connect/Connect + Delegate Assessment Checklists (Job Aid)
- Smart Carte – SMART Goal examples (Job Aid)

Coming Soon:

- Connect/Connect + Monthly Activity Log (Revised)
- Connect/Connect + Monthly Activity Log Instructions (Job Aid)
- MSHO/MSC+ Monthly Activity Log (Revised)
- MSHO/MSC+ Monthly Activity Log Instructions (Job Aid)

2023 Authorization & Notification Requirements

UCare Medical Services, Mental Health & SUD Authorization Information

The following provider bulletin outlines the 2023 authorization and notification requirements.

- [Provider Bulletin](#)
- <https://www.ucare.org/providers/authorization>

UCare Pharmacy 2023 Authorization and Benefit Information

The following provider bulletins outline 2023 Pharmacy drug authorizations, formularies, benefit changes and more. Click the links below for details:

- [Medical Drug Prior Authorization For 2023 and Preferred Product Step Therapy Information](#)
- [Pharmacy Formulary and Benefit Changes for 2023](#)

Disease Management

Asthma Education Program

UCare's Asthma Education Program is designed to help our [members ages 5 – 64, who are living with asthma](#). The program includes one-on-one phone calls with a UCare Registered Nurse or Respiratory Therapist to help members better understand and manage their symptoms.

The goal of this program is to promote healthy living with asthma. Members can learn how to manage their asthma triggers, symptoms, and medications. They will gain knowledge in the importance of developing an Asthma Action Plan with their Provider, and the vital role this plan plays in managing their asthma.

A UCare Asthma Education Program materials folder is sent to members enrolled in the program. The contents have valuable tips, tools and resources including an Asthma Trigger Checklist, Asthma Action Plan, Home Environment Checklist and an information book: Living Well with Asthma (adults), or Asthma and Your Child (children).

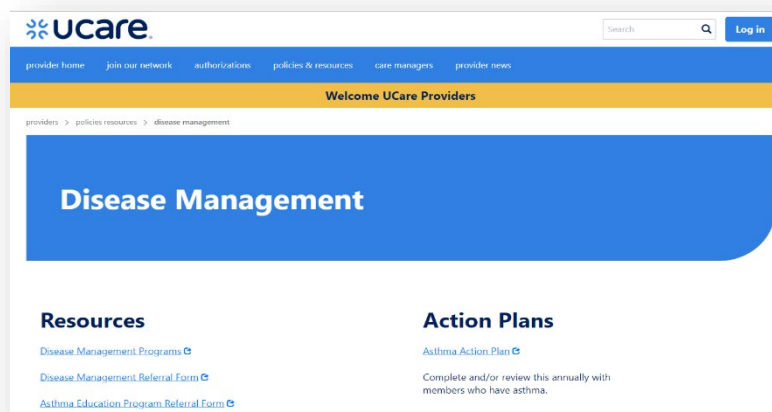
Health Coaching Programs

Diabetes Health Coaching ([All Plans](#))

Heart Failure Health Coaching ([All Plans](#))

Migraine Management Program ([PMAP](#), [MNCare](#), [MSC+](#), [Connect](#), [Connect + Medicare](#))

The goal of our health coaching programs is to promote healthy living for members living with diabetes, heart failure and migraines. Our health coaches partner with and meet the member where they are at in their health journey. Health coaches help guide members to define their vision for change and set SMART goals. They collaborate with members to explore barriers to making changes and empower them in taking small and manageable steps to improve their self-management. Members are given resources and will work with their coach to create the best path for change.



Medtronic Telemonitoring Program



Heart Failure
(All Plans)

Medtronic's heart failure program is a remote monitoring program designed to help manage congestive heart failure. The program includes daily health check monitoring via tablet technology; RN outreach to members to encourage engagement and care plan compliance; alert-based intervention; and outreach to health plan care team or physicians as necessary to assist members with their chronic condition.

Interactive Voice Recorded Education (Mary Beth)

Diabetes and Asthma Programs
(UCare identified members)

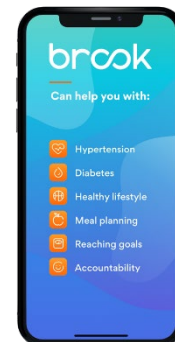
Members are identified to receive automated phone calls, with an option to opt-in to text messages, if they have a diagnosis of either diabetes or asthma. Phone calls occur either weekly or monthly. The outreach is from Mary Beth, who provides education and helpful tips for self-management of diabetes or asthma. Members are asked condition-related questions during each outreach and depending on the members' response may result in an alert to the disease management staff for follow-up. For members needing additional support, they are offered health coaching or asthma education. This program is available in both English and Spanish.

Brook Health Companion App

Diabetes, Hypertension and General Wellness
(All plans)

UCare has teamed up with Brook to bring our members their Health Companion program. Brook helps members manage their general wellness, diabetes, hypertension, and other chronic conditions from their smartphone. All members are eligible. The app lets members chat with dieticians and health coaches any day of the year to help members turn goals into sustainable habits. Members can schedule reminders to take medication and to check their blood sugar and blood pressure. Resources and tools within the app can assist members in reaching their health goals. Additional programs to assist in maintaining and improving health include:

- Boost for Better Health: Building healthy habits
- Brook Boost for Better Blood Sugar: Support with type 2 diabetes
- Brook Boost for Better Blood Pressure: Support with hypertension
- Stress Management: Improve stress management skills



Brook is available in the phone app store. More information can be found at ucare.org/brook

Contact Us

If you have a member that could benefit from any of the above program, or have further questions please reach out to our UCare Asthma Educators: Pam DeTienne, R.T. and Linda Bell R.N or UCare Health Coaches: Marie Sherwood, MSED, NBC-HWC, CTTS, Theresa Althaus, CTRS, NBC-HWC, or Krista Nygren, MA, RN, NBC-HWC.

Disease Management Voice Mail – 612-676-6539

Disease Management Email - disease_mgmt2@ucare.org

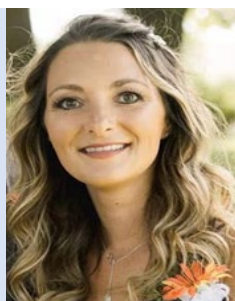
Disease Management Referral Forms - [UCare® - Disease Management](#)

Meet Our Quality Review Team

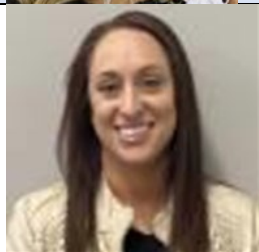
The Quality Review Team has added new members as we prepare to start oversight quality reviews in 2023. These roles were new in 2022 and are complimentary to the annual audits conducted by UCare's Compliance department. Our quality reviews are geared toward improving member experience and highlighting the strengths of the care coordination process. Our team will be reaching out to care coordination entities in the beginning of the year. We look forward to connecting and working with your teams!



Please join us in welcoming Amber, Aimee, Cindy, Mallory, Sue, and Tracy!



My name is Amber Zupan and I am incredibly excited to be joining the Mental Health Substance Use Disorder Oversight team. I am a Registered Nurse. My recent career experience is in Care Coordination, along with being an Internal Audit Specialist for both MSHO/MSC+ and SNBC. I enjoy spending time with my husband and three children. We enjoy traveling, hiking, lake life and creating memories together. I look forward to working with you all and being a part of the UCare family.



My name is Aimee Charbonneau. I'm a Licensed Social Worker and I have been an MSHO/MSC+ Care Coordinator with UCare since January 2022 and I've worked as a Care Coordinator for the last 6 years. For fun, I enjoy being outside, reading, watching true crime and reality TV, and doing fun things with my family. I am looking forward to expanding my knowledge in this new position and I continue to be so happy about working at UCare!



My name is Cindy Wille. I am a Registered Nurse and I have been with UCare for 8 years as a MSHO/MSC+ Care Coordinator. I have 3 children and one dog, one of our favorite things to do is cheer for the Minnesota Wild!



My name is Mallory Aldrich. I am a Licensed Graduate Social Worker with 10 years of experience in a variety of healthcare settings: care coordination, county social work, and supervisory experience. My professional interests include issues affecting older adults and advancing health equity. I enjoy spending time with my husband, one year old son, and our dogs. I love any time spent in nature and hosting big dinner parties for family and friends.



My name is Sue Herzog. I am an RN & PHN and have been with UCare for over 5 years as an MSC+/MSHO Care Coordinator. I have experience in home care, care center case management, and at a local shelter in the Medical Respite Program. I love spending time at my cabin with friends and family (5 children and 11 grandchildren!). I enjoy watching sporting events and being outside – hiking, fishing, swimming.



My name is Tracy Fodstad and I'm excited to join the new CLS Oversight team. I am a Registered Nurse and have worked at UCare for over 15 years: 12 years in Care Coordination of MSHO/MS+ and Medicare members and three years on the Disease Management/Health coaching Team. In my free time, I enjoy managing my husband's music gigs, volunteering, reading, spending time with our daughters, family/friends and planning that next vacation.

Connect and Connect + Medicare News

News U Can Use:

Connect Redesign Implementation Monthly Activity Log Reminder:

Per normal process, members that are due for an annual reassessment were returned two months in advance of their due date. For members that were returned in November and December where outreach results in UNABLE TO REACH or REFUSAL, remember to add this data to the January 15th Monthly Activity Log currently posted on the Care Management and Care Coordination home page. This log is able to receive 2022 activity dates.

A new/updated Monthly Activity Log will be communicated via an ALERT mid-January and posted to the home page. The new/updated log will be used beginning February 2023.

Beginning in January 2023, members that are unable to be reached or declining care coordination will no longer be returned to UCare. As care coordinators complete ongoing contact with these members, the intention is to continue to foster relationships, and provide ongoing education to support further engagement with members.

A January update will be sent via email to each County/Delegate's identified Leaders. If you do not receive the update, please inquire with your Leadership and/or check with your Liaisons. We want to be sure everyone gets the information they need. Thanks so much for your continued efforts and support as we embark on the final steps of the Connect Redesign.



Freeborn and Kanabec Counties!

UCare welcomes Freeborn and Kanabec Counties to the Connect and Connect + Medicare health plans on January 1, 2023. We are so excited to partner with you!

MSHO/MSC+ News

MSHO Supplemental Benefits Continuing in 2023

UCare is continuing all MSHO supplemental and additional benefits in 2023, including but not limited to the following:

Caregiver support	Community education discounts*	Healthy Savings grocery discount*	Healthy Savings food allowance
LSS Healthy Transitions	Mobile Dental Clinic*	One Pass fitness program	Rewards & Incentives*
Tobacco/Nicotine Cessation program*	WW Workshop vouchers	Adult Dental Kit	Strong and Stable kit*
Medication toolkit	Memory support kit	Stress & anxiety kit	Reemo Smartwatch

Benefits with an asterisk (*) are also available to members on MSC+. An updated MSHO and MSC+ Additional Benefit Summary will be added to the [Benefits, Perks & Resources page](#) in January 2023.

DHS News & Updates



Status of the MnCHOICES revision project

The MnCHOICES revision is on track to launch March 31, 2023. Lead agencies (counties, tribal nations and managed care organizations) will have access to the system on April 3, 2023.

Reminder: Revised MnCHOICES Application Launch meetings are the 2nd Wednesday of every month. Mentors should plan to attend these meetings. To register – go to TRAINLINK

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.