

Care Coordination News

July 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

In this issue:
[All Care Coordination News](#)
[MSC+ and MSHO News](#)
[Connect/Connect + Medicare News](#)
[Quality Review Corner](#)
[DHS News](#)
[Reminders](#)

2023 UCare Care Coordination Meeting Schedule

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

UCare Product	Meeting Type	Date & Time (Subject to change)
MSC+/MSHO and Connect/Connect + Medicare	Live Quarterly Meeting	September 12 th , 9:00 am December 12 th , 9:00 am
MSC+/MSHO and Connect/Connect + Medicare	CEU Event (optional)	August 22 nd , Announced in July November 28 th , Announced in Oct
MSC+/MSHO	Office Hours (optional)	July 25th, 10:00-11:00 October 24 th , 10:00-11:00
Connect/Connect + Medicare	Office Hours (optional)	July 25th, 2:30 – 3:30 October 24 th , 1:30-2:30

The 2nd All Care Coordination Quarterly Meeting is posted to the website. If you were unable to attend in person, please view by July 31, 2023, and complete the "new" electronic attendance acknowledgement.

Click below to join the July 25th Office Hours:
[Connect/Connect + Medicare Office Hours 2:30 – 3:30](#)
[MSC+/MSHO Office Hours 10:00 – 11:00](#)

ALL CARE COORDINATION NEWS

New on the Care Management and Care Coordination Website

All

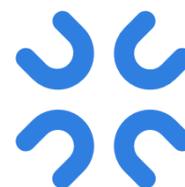
- 2nd All Care Coordination Quarterly Meeting and Attendance Acknowledgement
- Refusal Support Plan (Revised 6.15.23)
 - *Simple corrections to formatting, no new cells*

Connect/Connect+ Medicare

- Connect/Connect + Medicare Assessment checklist (Revised 7.1.23)
- Connect/Connect + Medicare Training Guide (NEW 6.1.23)
- Connect/Connect + Medicare Requirements Grid (7.1.23)
- Monthly Activity Log (Revised 7.1.23)
- Monthly Activity Log Job Aid (Revised 7.1.23)

MSC+/MSHO

- MSC+/MSHO Requirement Grid (7.1.23)
- GrandPad Order Form (Revised 7.1.23)



UCare Agency Master Contact List

We know from time-to-time staff change at each of your agencies. Keeping an updated contact list ensures the right information gets to the right people! To accomplish this, UCare will streamline our contact lists into one master contact list that will contain all staff members information, email addresses and affiliated products (MSHO/MSC+/SNBC) as well as agency designees to receive reports, data, newsletters, and alerts. Your Clinical Liaison's will reach out bi-annually to receive updates on your staffing changes and your specified contacts and communication preferences. Instructions will be included with the agency specific spreadsheets with pre-populated info based on what UCare currently has on record. Ample turnaround time will be provided for your designated reviewer to update and send back to the Liaisons.

MA Renewals and Keep Your Coverage Team!

UCare's Keep Your Coverage (KYC) team actively outreaches to members by way of live calls, interactive voice messages or mailings to inform members of upcoming medical assistance renewal. The team is available to receive referrals from care coordinators to assist members with their MA renewal questions and paperwork. Referrals can be sent to:



At this important transition time for our members, we are asking Care Coordinators to keep MA renewal at the forefront of your mind. In effort to support you and our members, UCare will begin sending a new Quarterly MA Future Renewal Date report. The report will contain month of renewal due and **MAXIS CASE NUMBER!**

New: [Renewal Lookup \(mnrenewallookup.com\)](http://mnrenewallookup.com) – using info from report, CC can confirm renewal information.

Care Coordination Role:

1. Review the list to be informed of members renewal. Use best judgment for additional outreach needed: Reach out to members the CC believes would be at risk of not completing MA paperwork or would benefit from support.
2. Ensure member's address is accurate and updated. **NEW:** Easy address update: [DHS-8354-ENG \(MCO Member Address Change Report Form\) \(mn.gov\)](#) – can help with expediting address updates for MA renewal.
3. Ensure they have received MA renewal paperwork. If a member reports they have not received their MA renewal packet and renewal date is less than 60 days out, provide the [DHS-3418-ENG, PDF](#) via mail/email.

4. Refer to KYC if needing assistance. KeepYourCoverage@ucare.org
5. Consistently address MA renewals at 6 mo/mid-year updates and Annuals. Provide education about the importance of MA renewals at assessments and supports available.

DHS Vulnerable Adult Mandated Reporting Training

Care Coordinators are mandated reporters and should keep informed of the DHS requirements as it relates to your role and responsibilities with members. DHS offers an in depth look at the "who, what and where" of mandated reporting in their interactive presentation titled [Vulnerable Adults Mandated Reporting Training](#). Take time to review if you are seeking more information on VA mandated reporting.



Save the Date!

Upcoming Care Coordination CEU: Advance Care Planning and Alternative Decision Makers

Dawn Sulland and Jenn Redman are excited to present an updated CEU on Advance Care Planning and Alternative Decision Makers on August 22, 2023. Look for a link to register in the August Care Coordination Newsletter.

Gaps in Care Report: SecFTP User Access Request

Thank you to everyone who responded to the email regarding the Gaps in Care Report that was sent out on 6/23/23 from MSC_MSHO_ClinicalLiaison@ucare.org with a request to complete the Gaps in Care: SecFTP User Access request form. This is needed to identify the staff that will have access to the upcoming GAPS in care reports. If you have not already completed the form, please do so ASAP. Please reach out to the Clinical Liaisons if you have any questions about this form or the Gaps in Care Report.

MN Encounter Alert System (MN EAS)

Thank you to all who have already enrolled with MN EAS! We are excited to be moving to a more accurate and real time notification system for transitions of care with each of you!

What are people saying about the program?

- The application is user friendly.
- Information is more accurate, and notifications are "real time".
- MN EAS is a great way to find contact information for unable to reach members.
- A huge time saver! There are no surprises calling facilities to learn a member is not there. The system updates in "real time" as the member transitions.
- Real time notifications provide care coordinators the information needed to improve timely transition of care assistance.

It is not too late to reach out and ask questions, hear testimonials, or enroll in the program. Please reach out to your Liaisons if you would like to get connected to Nick Regier from [MN EAS](#) to discuss the platform or watch this short video to learn more: [How to Reduce Hospital Readmissions \(EAS\)](#).

We Want to
Hear From U!

Inquiring with U! Care Coordination Annual Satisfaction Survey

Thank you to all who have already provided feedback for the Inquiring with U Care Coordination Satisfaction survey. If you have not had a chance to complete the Annual Inquiring with U, Care Coordination satisfaction survey, please take a few minutes to share your thoughts, ideas and feedback. Your feedback from last year has led to several improvements that directly affect U! Examples include adding more CEU events, modifications to our All Care Coordination Quarterly meetings, job aids and resources and an improved/streamlined Care Coordination web site.

Dental Access for Members

Dental Care on the Move

The UCare Mobile Dental Clinic (MDC) provides dental check-ups, cleanings and simple restorative care to UCare members who have limited access to quality dental care. All care is provided by faculty-supervised dental, dental hygiene and dental therapy students from the University of Minnesota School of Dentistry, UCare's MDC partner. The clinic is a specially designed, wheelchair-accessible, 43-foot dental office on wheels. The MDC has three dental chairs, state-of-the-art instruments, chairside digital radiography and an electronic health record system. This clinic on wheels visits several sites in the metro and greater Minnesota each year. Any member with a UCare dental benefit may schedule a MDC visit. Members can call 1-866-451-1555 Monday through Friday, 8 am to 4:30 pm to schedule an appointment. Visit ucare.org/mdc for the MDC schedule.

Connecting Members to Dental Care



UCare's Dental Connection helps members manage their dental care in one phone call. Representatives help members:

- Find a dental provider or dental home.
- Schedule dental appointments, including appointments for follow up and specialty care.
- Coordinate transportation to dental appointments.
- Coordinate interpreter services for dental appointments.
- Answer dental benefit and claims questions.

Members can contact UCare's Dental Connection at 651-768-1415, 1-855-648-1415 toll free, or TTY: 711. Representatives are available Monday through Friday, 7 am – 7 pm.

Adult Dental Kits

Only available for **UCare's MSHO, UCare Connect + Medicare**, or UCare Advocate Choice/UCare Advocate Plus members

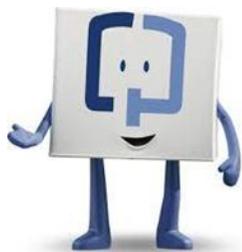
Members are eligible to receive the Adult Dental Kit once every three years. On the years the member does not receive the adult dental kit, they can request the Adult Dental Refill Kit. Members are not eligible to receive the Adult Dental Refill Kit in the same year they receive the complete adult dental kit. To order the kit, eligible members may call UCare customer service.

Adult Dental Kit:	Adult Dental Refill Kit:
Rechargeable toothbrush with charger	Two toothbrush heads
Two extra brush heads	Toothpaste
Toothpaste	Dental Floss
Dental Floss	



To order adult dental kits: Either contact customer service or complete the [Adult Dental Kit order form](#) and mail to:
 Attn: Health Promotion
 UCare
 PO Box 52
 Minneapolis, MN 55440-0052

NOTE: UCare also offers a Dental kit through [Connect to Wellness Kits](#) that is slightly different than the adult dental kit and is available to both **UCare Connect and Connect + Medicare** members.



UCare has launched a new initiative in partnership with vendor, Exact Sciences, to provide in home Cologuard kits for colorectal cancer screening. Cologuard Kits will be shipped directly to a member's home, with no out of pocket cost. All UCare plans, including Aspirus, will be included in the offering.

Outreach to eligible members will begin mid-summer.

Once a Cologuard Kit has been requested, it will ship to the member's home within 2-3 weeks. Exact Sciences will outreach to our members with prompts to complete and return the kit, as well as status updates once a kit has been returned. After kits have been processed, the member will receive a result letter from Exact Sciences. If the result is *positive* (or abnormal), member will receive a phone call from Exact Sciences who will educate on the test results and recommend sharing results with their doctor to see if a follow up colonoscopy is needed. Exact Sciences will ship a new kit to members that receive *not successful* results on their first kit.

Cologuard results are considered valid for 3 years. With less frequent testing, the convenience of an in-home screen, and no out of pocket cost, UCare is removing barriers for our members in completing this preventative health screening.

If you have questions, please contact the Health Improvement Team at Outreach@ucare.org.

UCare members receiving Cologuard Kits, and needing assistance, can call the Exact Sciences Laboratories Customer Care team at 1-844-870-8870. Team members are available 24 hours a day, 7 days a week. Or chat with a member of the Exact Sciences Laboratories customer care team at www.Cologuard.com.



Quality Review Corner

UCare's Quality Review Team would like to thank all the delegates that have participated in the first round of 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

- ★ **Morrison County:** Care Coordinators demonstrated congruent and consistent documentation of information throughout the HRA's.
- ★ **Clay County:** Care Coordinators reviewed care coordination benefits with members as evidenced by thorough documentation in case notes.
- ★ **Pennington County:** Comments were congruent with selected answer and consistent throughout Support Plan.

MSC+/MSHO

- ★ **Morrison County:** Care Coordinators mailed the How to Safely Dispose of Medications handout to members who were refusals or unable to be reached.
- ★ **Clay County:** Care Coordinators took the time to discuss every area of the My Health section in the Care Plan. Notes contained dates, frequency, who monitors, and if member declined or section was N/A.
- ★ **Pennington County:** Care Coordinators offered 3428H and discussed the benefits of care coordination to increase member engagement.

CONNECT AND CONNECT + MEDICARE NEWS

Connect/Connect + Medicare Monthly Activity Log Update:

Please begin using the updated MAL for your July 15th submission. What's new? Improved organization, one tab for both Connect and Connect + Medicare, updated drop downs to include the type of activity, removal of 2022 information and updated examples for better learning.

2023 Connect/Connect + Med Monthly Activity Log							Options			HS Code Key			Support Plan Updates		
Month:	(Select from the dropdown menu)						Living Status	HS Code	HS Code Definition	Support Plan Update Type	Update Definition				
Delegate	(Select from the dropdown menu)						Institutional	HP	Member assessed	6 month	Support Plan updated on 6 months assessment				
							Community	NR	Unable to reach	TOC Support Plan Update	Support plan updated on a transition of care				
								NI	Declined/refused assessment	Other	Support Plan update for significant changes				
								GH	Group Home - Bluestone only						

mail to: connectintake@ucare.org by the 15th of each month.
 Example Activities: data on rows 12, 13, 14

Member Demographics						Annual Assessment Activity			Connect + Medicare Only			Support Plan Updates		Care Coordinator/Scheduler					
Assigned Assessor Entity	Product	Last Name	First Name	UCare Member ID#(9 digits)	DOB	Living Status	2023 Activity Completion Date	HS Code (Select from the dropdown menu)	WHP Type of Activity	Unable To Reach Attempt 1	Unable To Reach Attempt 2	Unable To Reach Attempt 3	2023 Support Plan Update: 6 Mo/TOC	2023 Date of Support Plan Update	Type of Activity	Last Name of Assessor (or Reflector or UTR (or name of Scheduler))	First Name of Assessor (or Reflector or UTR (or name of Scheduler))	Title of Assessor	Comments
Care	Connect+Med	Doe	Jane	423456789	1/1/1958	Institutional	7/5/2023	HP	In Person							Stallone	Sylvester	RN	
Care	Connect	Doe	John	487654321	10/6/1964	Community	8/5/2023	NR		7/29/2023	8/2/2023	8/4/2023				Letterman	David	Case Aide	

Connect and Connect + Medicare: Preparing Members Turning Age 65

There are many factors a member needs to consider when turning 65. Because the member will age out of the SNBC (Connect/Connect+ Medicare) health plan, the member must choose a new health plan. It is important to find the best fit for each member. Members are typically contacted by several sales reps from different agencies, which can be very overwhelming and confusing. What's your role as the care coordinator?



EDUCATION!

It is important to make sure members know what to expect and are aware of their options. As you are meeting with your members that will soon turn 65, here are some things to consider:

Is the member on a disability waiver?

- If so, is it appropriate for them to switch to Elderly Waiver?
 - Budget amount and services offered should be considered with this decision.
 - Consider reaching out to the members' current waiver case manager to ensure the waiver options are discussed.
 - Members on a CADI waiver may continue with the CADI waiver if the services and supports meet the member's needs.

Is the member eligible for Medicare?

- If so, they may be eligible for MSHO where their MA and Medicare are integrated under one plan.
 - If the member does not actively select MSHO, they will default to MSC+ and will need to enroll in Medicare and a Part D plan. Medicare becomes the primary insurance, and all their providers must be able to bill Medicare.
 - UCare sales will mail information to Medicare eligible members at least a month before age 65 to provide MSHO enrollment information. If Medicare eligible at age 65, information will be mailed as they become eligible.

Speaking to a UCare sales representative: The UCare Sales Team can review medications and current providers to ensure the member has all the information to make an informed decision.

Provide education on what would happen if the member does nothing.

- In this case, the member will remain with UCare and on MSC+. Remember, members must actively choose their preferred health plan if changes wanted.

Being prepared and educated avoids unnecessary delays, additional paperwork/transfers, and billing issues. There are some resources available to assist in gathering the necessary information to make an informed choice.

- Senior Linkage Line-800-333-2433
- UCare SNP Sales-MSHO 612-676-6868
- [MSHO/MS+ Comparison Grid](#)
- [Your Guide to UCare MS+](#)
- [Your Guide to UCare MSHO](#)

MS+ AND MSHO NEWS

Introducing a New Processes When Ordering Devices for UCare Members

Health Promotion is happy to announce new and more efficient processes when devices for MSHO UCare members beginning July 1, 2023!



Activity tracker plus Personal Emergency Response System (PERS) device and Blood Pressure Monitor

Effective July 1, 2023

- Care Coordinators no longer need to submit an authorization along with the device order form when ordering an Activity Tracker/Personal Emergency Response System (PERS) and/or the Blood Pressure monitor.
- Care Coordinators should **only** complete the revised order form and submit it **electronically** to Reemo Health—the e-mail address can be found on the revised order form. You can find the revised order form in the MSHO Supplemental Benefit Forms drawer on the [Benefits, Perks & Resources page](#).
- **Please note: Authorizations will still be required when ordering devices through Elderly Wavier benefits.**

GrandPad Devices

Effective July 1, 2023



- Care Coordinators must first check to see if their UCare member's name is found on the GrandPad Eligibility File **before** completing a GrandPad Referral Form and submitting to GrandPad for processing.
- Care Coordinators will receive the GrandPad Eligibility File from the UCare Clinical Liaison Team.
- Email address of where to send the referral can be found on the GrandPad referral form. You can find the revised GrandPad Referral Form in the MSHO Supplemental Benefit Forms drawer on the [Benefits, Perks & Resources page](#).

As a reminder, **all MSHO members who have a confirmed depression diagnosis (names can be found on a monthly eligibility file), and who remain on the UCare MSHO product line, can qualify to receive a GrandPad tablet.**

New UCare Companion Service Starting July 1st

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

Eligible members received a letter from UCare letting them know they are eligible for the companion service program. **[MSHO members with congestive heart failure, ischemic heart disease, diabetes, and hypertension are eligible for 72 hours of companion service per year.](#)** Medicare Value and Medicare Value Plus members are eligible for 60 hours of companion service per year.

How do members sign up?

Scheduling for these services begins 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.

Juniper

UCare's MSHO members have access to Juniper® evidence-based health management and wellness classes that help members get fit, better manage their chronic conditions and prevent falls. To register, visit yourjuniper.org and select the class you would like and enter your zip code. There is also a checkbox you can click if you would prefer to take classes online. From there, you can register for the class that works best for you.

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. Qualifying members must be those living **with a diagnosis of cognitive impairment, dementia, Parkinson's, primary organ/blood cancer, stroke, chronic kidney disease or renal failure.**

M Health Fairview's Caregiver Assurance™ Program provides added support and expert guidance to the person helping members with day-to-day living tasks including transportation & errands, meals, house cleaning, and more. They are dedicated to making the caregiving journey less stressful for both the member and the caregiver helping them.

When accessing the Caregiver Assurance™ Program, the caregiver who helps the member (this could be a family member or the person who helps most) will be paired with one of M Health Fairview Caregiver Assurance Program's advisors — a professional trained in aging and caregiving.

Member's dedicated caregiver will have 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



UCare Care Coordinator can help member determine whether they are eligible for this program and provide them with a referral to the Caregiver Assurance™ Program. 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. The Caregiver Advisors will help to coordinate an interpreter to join all conversations if necessary. Interpreter services will be provided by UCare.

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

*Before sending a referral to Caregiver Assurance, the designated caregiver must confirm for the care coordinator that they have authority (authorized representative or Power of Attorney status) of the care recipient to discuss the member's protected health information. When calling, the designated caregiver will need to have the member's UCare member information available.

DHS NEWS AND UPDATES



MnCHOICES Update

Users should be using the new MnCHOICES Training Zone (MTZ) platform.

FEI Systems loaded data from the old MTZ to the new MTZ on Nov. 30, 2022. This Includes:

- MTZ usernames and any assigned people and forms associated with them
- Duplicate assessments we provided to your agency for case manager to use to create and work on support plans.

Any work your agency completed in the old MTZ after Nov 30 is not included in the new MTZ. This includes:

- Person, forms, etc.
- New usernames
- Changes to old MTZ user roles

We encourage mentors to:

- Review and share the revised MnCHOICES user instructions listed below
- Move your staff to train in the new MTZ platform as soon as feasible

Additional Information:

- FEI Systems will not deploy any further changes to the old MTZ environment and at a future date it will be retired.
- Micro-learnings will not be available in the Help Center but they are available in the TrainLink course MNCH901. MP4 files do not currently load from the Help Center. This is a known issue in FEI's Carity system (the system MnCHOICES is built on). The vendor is working to resolve it.

What is improved in the new MTZ?

- Updates to roles and permissions including fixing permissions for offline mode
- Additional services and updates to services
- Providers: Current provider list updates
- The following configurable forms are available
 - CFSS-to-PCA conversion worksheet
 - OBRA Level I
 - EW Customized Living and Foster Care Worksheet

Mentors: provide these instructions to your revised MnCHOICES users

Actions for all staff using the new MnCHOICES Training Zone platform:

- New MTZ URL: <https://mnchoices-trn-carity.feisystemsh2env.com/>
- Users should bookmark the new URL
- **User names:** Continue to use your MTZ user name
- **Password:** Password123#
- **There are two methods to know you are in the correct MTZ URL**
 1. MTZ log in page
 2. The URL for MTZ in its new platform includes the "2" in the URL: <https://mnchoices-trn-carity.feisystemsh2env.com/>

Your next steps:

Log in and practice your workflow in the system. This includes, but is not limited to:

- **Intake workers:** You may practice using the Navigation Header's Queries: Choose MnCHOICES Assessment. Select your "Location" and the assessor from the "Routed to" review assessor caseload.

- **Assessors:** Do not use duplicate assessments or older assessments to copy over data to a new assessment or take forms offline. Due to several updates, the data will not copy over and/or you will receive an error message when taking forms offline.
- **Case managers:** The duplicate assessment provided you in MTZ is also available in the new MTZ. Do not copy duplicate assessments to a new assessment. You can copy the support plan created from a duplicate assessment to the next support plan.

MCO staff working with MCO All Data reports:

- MCO staff may pull All Data reports in the new MTZ platform
 - **New MTZ platform: Will not include data entered after Nov. 30, 2022**
- All Data Reports in MTZ will pull data from forms created with the following status:
 - Health Risk Assessment, all statuses
 - MCO MnCHOICES Assessment status "Approved in MMIS"
 - SP- HRA or SP-MCO MnCHOICES Assessment status "Plan approved"
- The data will increase as users continue to practice and complete forms in MTZ
- If you have questions after you run your reports email Tashi.Sherpa@state.mn.us.

Questions

If you have questions or concerns, contact the SSIS/MnCHOICES help desk: Use the updated [MnCHOICES Help Desk Contact Form DHS-6979](#)

Built into MnCHOICES	Attach in MnCHOICES	Delegate Preference
HRA - MCO	Signature Page	Letters
MCO MnCHOICES Assessment	Medication List (if not included in HRA–MCO or MnCHOICES Assessment)	TOC Logs
Support Plan	DHS-6914 Caregiver Questionnaire (MSC+/MSHO)	Case Notes
UTR/Refusal	DHS-3428M Mini Cog (MSC+/MSHO)	UCare UTR/Refusal Support Plans
THRA	DHS-3936 My Move Plan Summary (MSC+/MSHO)	UCare THRA Form
OBRA 1 (MSC+/MSHO)		Misc. Documents – including but not limited to: ROI, HCD/POLST, DHS-5181, 5841, 6037, 4690, 3543.

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.