

# Care Coordination News



June 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](mailto:MSC_MSHO_Clinicalliaison@ucare.org) or by phone: 612-294-5045 or 1-866-613-1395
- **Connect/Connect + Medicare:** [SNBCClinicalliaison@ucare.org](mailto: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](mailto:CMIntake@ucare.org)
- **UCare Connect/Connect+ Medicare enrollment by** email at [connectintake@ucare.org](mailto: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	<b>June 15<sup>th</sup>, 9:00 am</b> September 12 <sup>th</sup> , 9:00 am December 12 <sup>th</sup> , 9:00 am
MSC+/MSHO and Connect/Connect + Medicare	CEU Event (optional)	August 22 <sup>nd</sup> , Announced in July November 28 <sup>th</sup> , Announced in Oct
MSC+/MSHO	Office Hours (optional)	July 25 <sup>th</sup> , 10:00-11:00 October 24 <sup>th</sup> , 10:00-11:00
Connect/Connect + Medicare	Office Hours (optional)	July 25 <sup>th</sup> , 1:30-2:30 October 24 <sup>th</sup> , 1:30-2:30

[Click here to register for the June 15th Quarterly.](#)

## ALL CARE COORDINATION NEWS

### What's New on the Care Management and Care Coordination Website?



#### All

- Cecelia Health Virtual Support Program Referral Form (NEW)
  - Located in Benefits and Perks > Referral Forms
  - See Disease Management News below for more information on Cecelia collaboration

#### Connect/Connect+ Medicare

- Support Plan Member Signature Page (New 5/15/23)
- Connect/Connect + Medicare Letters Guide (New 5/15/23)
- Care Coordination Appointment Letter (NEW 5/31/23)
- Numbers to Know (NEW 6/1/23)

#### Coming Soon!

- Connect and Connect + Medicare Requirements Grid (MnCHOICES TBD)
- MSC+/MSHO Requirements Grid (MnCHOICES TBD)
- Connect/Connect + Medicare New Hire Onboarding/Training Guide (NEW)

#### MSC+/MSHO

- Waiver Service Approval Form (Updated)
- T2029 Specialized Equipment and Supplies Authorization Form (NEW)

### Annual Care Coordination Roadshows

We are excited to have kicked off our Spring/Summer Annual Care Coordination Roadshow! The Clinical Liaisons will be meeting with all of you throughout the summer to share a lot of great information and reconnect. We will be scheduling a virtual presentation at a later date for care coordination teams that were unable to attend in-person. **Reminder:** Please submit your RSVP and any questions/topics you would like addressed in advance of your meeting. We look forward to meeting with you all face to face and virtually!



### Reassessment Timelines

Calculating reassessment outreach is a critical piece to meeting regulatory requirements and can be challenging due to the variables of each situation.

#### Reminder of Scenarios:

- All completed HRAs must have the following HRA completed prior to 365 days from the previous HRA date.
- When a new member is an unable to reach (UTR) or refusal (R), the following assessment needs to be completed prior to 365 days of the enrollment date.
  - After the first reassessment is completed, if the member remains unable to reach or refusal, the following reassessments must be completed prior to 365 days of the last activity (UTR/R).



Review the [Reassessment Timelines Job Aid](#) and reach out to the Clinical Liaisons if you are unable to determine when the next reassessment is due.

**IMPORTANT:** A completed assessment is always the best outcome. When members are resistant, the [Member Engagement Strategies Job Aid](#) offers talking points and tips engaging members.

### Gaps in Care

UCare has an exciting pilot coming up to test the gaps in care reporting! Closing gaps in care is essential to the overall health and wellbeing of members as well as reducing costs of care. The plan is to provide regular gaps in care reporting to the SecFTP for all delegates after the pilot is complete. We will share more information about the gaps and how to access the data once the pilot wraps up.

## Thrifty White Pharmacy

UCare is continuing partnership with Thrifty White Pharmacy to deliver preventative and pharmaceutical services to close gaps in care for UCare members that use their pharmacies. Thrifty staff helps address gaps in care for medication adherence, statin use and kidney health evaluation for diabetic members, breast cancer screening, child and adolescent well care visits, and annual wellness visits. Thrifty staff work with UCare members on addressing any barriers to care and scheduling appointments with their primary care. UCare products included in this initiative are: UCare Medicare, UCare Medicare with MHF and North Memorial, Individual and Family Plans, Individual and Family Plans with Fairview, Prepaid Medical Assistance, MinnesotaCare Program, Special Needs BasicCare (Connect), Special Needs BasicCare + Medicare (Connect + Medicare), Minnesota Senior Care Plus, and Minnesota Senior Health Options.

This initiative began at the end of September 2022 and will continue through the end of 2023. Please reach out to the UCare Quality Inbox [ucarequality@ucare.org](mailto:ucarequality@ucare.org) with any questions.

## MN Encounter Alert System (MN EAS)

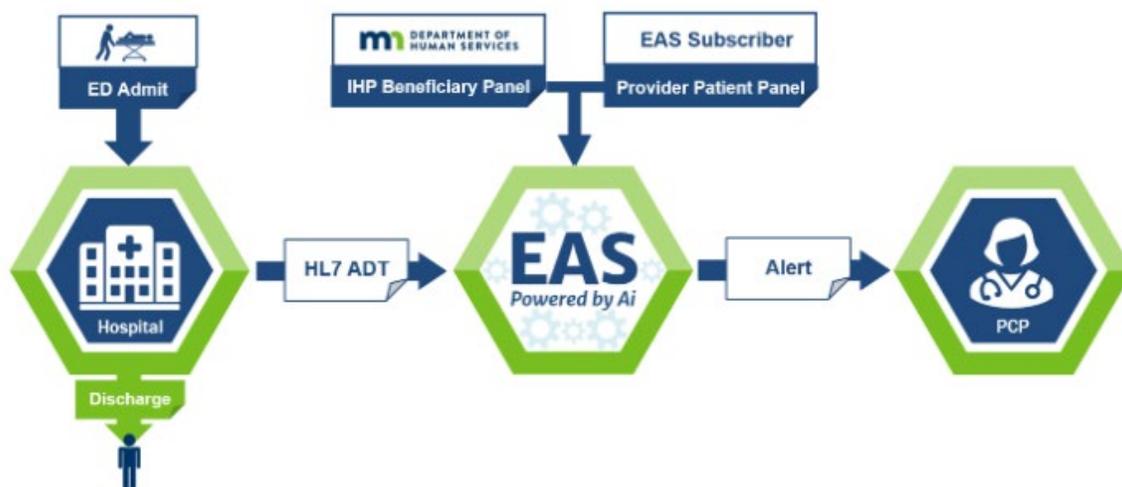
### It's not too late!

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!

## Care Coordination Annual Satisfaction Survey Inquiring with U!

It's that time again! In mid- June you will receive an email from Survey Monkey inviting you to share feedback regarding UCare processes, customer service and more. This is an annual opportunity to let UCare know how they are doing and offer opportunities for improvement. This survey is thoroughly reviewed and presented to contributors with trends and follow up measures. Thank you for your participation! We appreciate you and all you do for our members!

### Disease Management New Programs

#### Asthma, Chronic Obstructive Pulmonary Disease (COPD) & Chronic Kidney Disease (CKD)

Our partnership with **Cecelia Health** has expanded to include asthma programs, COPD and CKD programs. Member program engagement began in April and May 2023.

#### Asthma Program

Members will receive telephonic support from a Cecelia Health Registered Respiratory Therapist (RRT). The Asthma support program offers guidance, education, support, and resources to help members:

- Understand Asthma related medications and how they work
- Understand triggers and allergens to watch out for
- Learn the importance of an Asthma Action Plan
- Recognize the importance of regular doctor visits

Cecelia will outreach to eligible members for program enrollment and continued program engagement. Members can learn more about the Cecelia asthma program at [ucare.org/asthma](http://ucare.org/asthma) program

#### **Member Eligibility:**

- Members 5-64
- Diagnosis of asthma with data segmentation high risk
- **Eligible Products:** **Connect, Connect + Medicare**, PMAP, MNCare, IFP

Cecelia's Asthma support program will be offered in addition to our Asthma Education Program offered through our DM team with UCare's Asthma Educators. Partnering with Cecelia will allow us to utilize both teams to assist our members with asthma support.

#### COPD Program

Members will receive telephonic support from a Cecelia Health Registered Respiratory Therapist (RRT). The COPD support program offers guidance, education, support, and resources to help members:

- Understand COPD related medications and how they work
- Understand triggers and allergens to watch out for
- Learn how to use a COPD management plan
- Recognize the importance of regular doctor visits

Cecelia will outreach to eligible members for program enrollment and continued program engagement. Members can learn more about the Cecelia COPD program at [ucare.org/copdprogram](http://ucare.org/copdprogram)

#### **Member Eligibility:**

- Members 18+
- Diagnosis of COPD with data segmentation high risk
- **Eligible Products:** **Connect, Connect + Medicare**, PMAP, MNCare, Medicare, **MSHO, MSC+**, IFP

#### CKD Program

Members will receive telephonic support from a **Cecelia Health** registered dietician (RD). The CKD support program offers guidance, education, support, and resources to help members:

- Make healthy food choices to help prevent the progression of kidney disease
- Understand a kidney-friendly diet and how it fits into daily life
- Understand labs related to CKD
- Prevent or slow down the progression of CKD
- Recognize the importance of regular doctor visits

Cecelia will outreach to eligible members for program enrollment and continued program engagement. Members can learn more about the Cecelia asthma program at [ucare.org/CKDprogram](http://ucare.org/CKDprogram)

**Member Eligibility:**

- Members 18-74
- CKD diagnosis
- **Eligible Products:** [Connect](#), [Connect + Medicare](#), PMAP, MNCare, Medicare, [MSHO](#), [MSC+](#), IFP

**Member Cecelia Program Questions and Registration:**

Member questions for all DM programs can be directed to the DM team at 612-676-6539 or 1-866-863-8303. Members can learn more about and register for Cecelia's programs by visiting program web pages at:

- Asthma: [ucare.org/asthmaprogram](http://ucare.org/asthmaprogram)
- COPD: [ucare.org/copdprogram](http://ucare.org/copdprogram)
- CKD: [ucare.org/ckdprogram](http://ucare.org/ckdprogram)

UCare staff can refer members to Cecelia by filling out the referral form at [Cecelia Health Enrollment](#).

**Disease Management Referrals**

UCare's Disease Management team partners with members to self-manage their chronic condition. Our referral guide highlights programs we offer and how to send a member referral to our team.

**News U Can Use**

Did You Know?

**Connect + Medicare & MSHO are "Part C" Medicare Advantage programs**

The Clinical Liaisons have had many questions regarding Medicare Advantage Plans. Here are some facts about Medicare advantage plans.

1. Connect & MSC+ members can also be on a non-dual/non-integrated Medicare Advantage Plan (non-dual).
2. Connect + Medicare & MSHO ARE dual Medicare Advantage Plans.
3. Medicare Advantage plan are also known as Medicare Part C Plans.
4. There are four types of Medicare Advantage Plans.
  - a. HMO
  - b. PPO
  - c. PFFS
  - d. SNP (Connect + Medicare, MSHO, ISNP)
5. Part D (medication coverage) is included in the UCare's Medicare Advantage Plans.
6. Medical Assistance will coordinate benefits with non-dual Medicare Advantage Plans and pick up remaining 20% of Medicare covered services if the provider is in the Medicare network with the ability to bill UCare. Medical Assistance does not cover Medicare plan premiums.
7. At times, eligible members are solicited by Medicare plans and if they enroll in another Advantage plan while on Connect + Medicare or MSHO, they will be defaulted back to Fee for Service, Connect or MSC+ and lose their supplemental benefits.

**CONNECT AND CONNECT + MEDICARE NEWS****Connect and Connect + Medicare Member Engagement**

Time is flying as we're already wrapping up our second quarter following the Connect Redesign! UCare is proud to share that our vision of increased member engagement is becoming a reality because of the hard work and



dedication of our care coordinators. When we started this project in January, we were at an overall engagement rate of **19%** across all delegates. We have made improvements month after month and are now at an overall engagement rate of **24%**, with some delegates over **50%**! We have reached **1,336** members that were not previously receiving care coordination. The impact you make on your members overall health and wellbeing is remarkable. We appreciate all you do! **THANK YOU! THANK YOU! THANK YOU!**

## Connect and Connect + Medicare Support Plans

All Support Plans are required to be closed out by the end of the target date and/or at the time of annual reassessment. This includes completed HRA Support Plans as well as Unable to Reach and Refusal Support Plans. For continuity of care, when completing a new Support Plan, be sure to go back to the previous plan to close the loop on existing goals. Goals can be noted as met, declined, modified and/or continued to the new Support Plan. A brief note in the "Date Goal Achieved/Not Achieved (Month/Year) column is needed to confirm goals have been addressed. The resources below can assist in support planning and goal writing.



### Resources:

- [Example Support Plan](#)
- [SMART Goals Job Aid](#)

## MSC+ AND MSHO NEWS

### T2029 Equipment and Supplies Waiver Service Approval Form (WSAF)

UCare has created a new authorization form specific to Elderly Waiver (EW) equipment and supplies that will assist care coordinators with the approval process while ensuring alignment and compliance with DHS guidelines on medical versus waiver benefits and criteria.

The new form may be used beginning 06/01/2023 and is available on the UCare website under [Care Coordination Resources](#). The current Waiver Service Approval Form has also been modified to indicate use of the new T2029 Equipment and Supplies Form. Use of the new form will help prevent delays in service delivery, reduce care coordinator outreach and improve member and provider experience with UCare.

### 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 U 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 & needs

UCare Care Coordinators can help members 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](mailto: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](https://www.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.

### GrandPad Monthly Reports

UCare is developing a monthly report to be sent out to all MSHO care coordination delegates that includes a list of members that are eligible to receive a [GrandPad](#). The list will reflect the MSHO members that have a depression diagnosis on file, which UCare received via a medical claim or pharmacy claim. We anticipate the report will begin being sent out this summer. Please review the spreadsheet ahead of submitting the Grandpad referral form to confirm the member is eligible.

### MSC+ /MSHO Members Skilled Nurse Visits and Home Health Aide Visits

UCare does not require a prior authorization for home health care services such as skilled nursing and home health aide for members on MSC+ or MSHO. This is outlined for the provider on the [UCare Authorizations grid](#), which is housed on the [UCare Authorizations page](#). If the provider has additional questions they can reach out to the Provider Assistance Center at 612-676-3300. The DHS 5841 is required and submitted by the member's waiver case manager for those members on a disability waiver, such as CADI, DD or BI.

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## DHS NEWS AND UPDATES

### Minnesota Health Care Programs (MHCP)

#### Home Care and PCA Providers

DHS updated the MHCP Provider Manual – COVID-19 – **Coronavirus (COVID-19)** – In the **Home Care and PCA Services** section, under **Family Member Providing PCA Services for MHCP-Enrolled Members**, DHS extended the deadline for this waiver to November 11, 2023.

#### Timing of annual reassessments and waiver eligibility

As outlined in the [April 11, 2023 eList announcement](#), for any annual reassessment completed beginning in May 2023 that has an effective date of July 1, 2023, or later, the person must meet all waiver/AC eligibility criteria in order to continue on the program. If the person no longer meets all waiver/AC eligibility criteria at reassessment, the lead agency must close the waiver/AC program no earlier than the first day after the end of their current waiver/AC span. For additional information, refer to [CBSM – Temporary waiver exits and restarts: MMIS actions](#).



### MnCHOICES Update

Users may begin 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:** Pasword123#
- **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](mailto: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](#)

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## 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](mailto:MSC_MSHO_ClinicalLiaison@ucare.org) & [SNBCClinicalLiaison@ucare.org](mailto:SNBCClinicalLiaison@ucare.org).