

Care Coordination News



September 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	September 12 th , 9:00 am December 12 th , 9:00 am
MSC+/MSHO and Connect/Connect + Medicare	CEU Event (optional)	November 28 th , Announced in Oct
MSC+/MSHO	Office Hours (optional)	October 24 th , 10:00-11:00
Connect/Connect + Medicare	Office Hours (optional)	October 24 th , 1:30-2:30



[Click here to register for the UCare 3rd Quarterly Meeting 2023](#)

[Click here](#) to register for the Connect/Connect + Medicare **MnCHOICES Q & A** on Sept 14th at 1pm

[Click here](#) to register for the MSC+/MSHO **MnCHOICES Q & A** on Sept 14th at 10am

ALL CARE COORDINATION NEWS

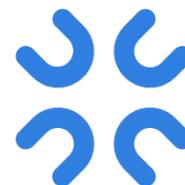
New on the Care Management and Care Coordination Website

All products

- UCare Clinical Phone List (Updated 8/11/23)
- Care Coordination Contact List (Updated 8/30/23)
- Updated Primary Care Clinic Change request form (updated 8/17/23)

Connect/Connect + Medicare

- 2023 Monthly Activity Log (Revised 8/23/23)
- Monthly Activity Log Job (Revised 8/23/23)
- Connect/Connect + Medicare Assessment Checklist (Revised 8/24/23)



Master Contact Info

Thank you all for your cooperation updating our master contact list. We have now completed our initial development!

What's next? Please continue to let us know as you have staffing changes throughout the year. This will ensure the right information gets to the right people. We will be reaching out twice a year to reconcile your contacts.



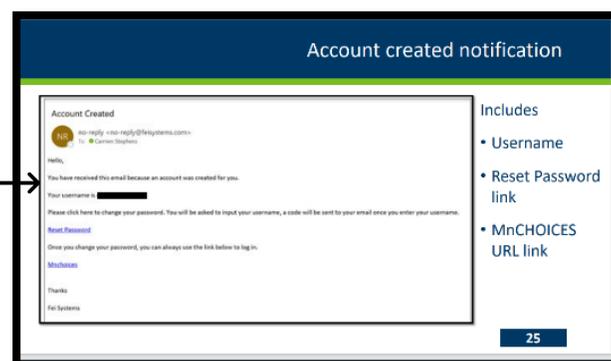
MMIS AND MNCHOICES ACCESS REQUESTS & PASSWORD RESETS

As a reminder the [DHS System Access Request Form](#) is to be used for MMIS, MnSP Access for RS tools, revised MnCHOICES access, to request a change to user information, and to terminate all access for staff. This form is located on the [Care Management and Care Coordination home page](#) under UCare System Access Request Forms.

All Access Request Forms and password resets should be sent to securityliaison@ucare.org.

User access Tips:

1. After you request initial access, wait for your activation email before submitting additional tickets/access requests. If you need a status update on your access, email securityliaison@ucare.org. Do not submit a help desk ticket for access issues.
2. When you receive your initial activation email, you must first click the "reset password" link, not the MnCHOICES link to successfully activate your user account.



When to complete a THRA

A Transfer Health Risk Assessment (THRA) can be completed to review and update a current HRA and support plan in lieu of completing an assessment in the situations listed below. Additionally, the new care coordinator must have received all required transfer documents (HRA/LTCC, Support Plan and Signature Page) to make the THRA valid.

THRA is Appropriate	THRA is Not Appropriate
Member transfer MCO to MCO	The last assessment was an unable-to-reach or refusal assessment
Product change	SNBC to MSC+ or MSHO
UCare delegate to UCare delegate	The only assessment completed within the past year was a disability waiver assessment and no HRA was completed
Transfer from FFS to MSC+ or MSHO with a valid assessment* in the last 365 days	Transfer from FFS without a valid assessment* in the last 365 days

*A valid assessment includes LTCC (DHS-3428), HRA (DHS-3428H), revised MnCHOICES Assessment or MnCHOICES HRA completed by another MCO care coordinator or MnCHOICES Assessment that resulted in Elderly Waiver prior to enrolling with UCare.

Gaps in Care

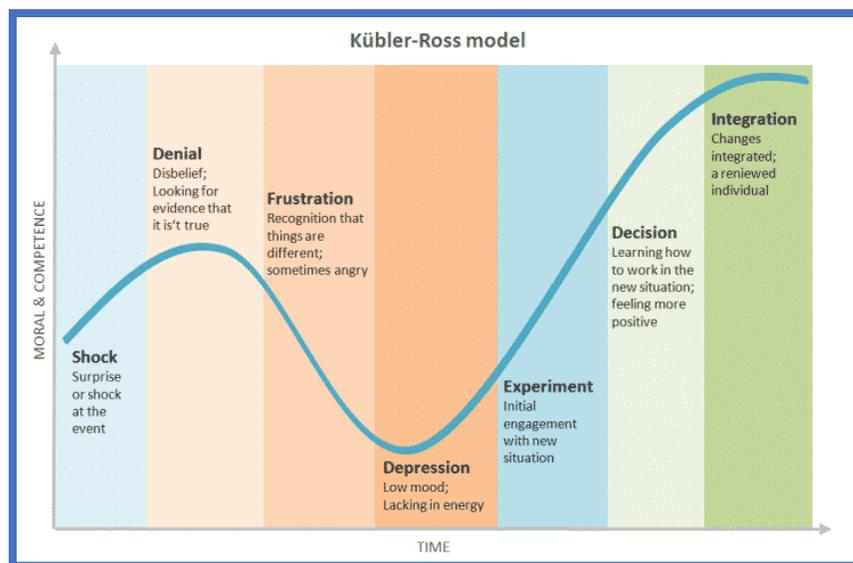
The next stage of the Gaps in Care data is coming up! This report will be coming to all delegates on a monthly basis as a tool for care coordinators to effectively meet their member's health and safety needs while supporting prevention and wellness. This report will give claims-based data and provide talking points for support planning conversations with members.

We are working with delegate leaders to ensure the appropriate staff have access to the reports via secFTP and can disseminate to care coordination teams.

Change Capabilities

Change is inevitable and can be hard, even when the change is welcomed. How people respond to change is much like the stages of grief. Knowing the stages of change help to understand why we feel the way we do, and we aren't alone. This change curve has been studied and researched at length to show the emotional responses we have with change.

Here is short, highly recommended [video](#) that offers a great crash course on change from the popular book, "Who Moved My Cheese" By Spencer Johnson.



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 in 2023. Outlined below are examples of best practices found during the Quality Reviews. Watch for these shout-outs in future newsletters as we continue to feature best practices!

Great Job!

MSC+/MSHO

- ★ **Ottertail County:** Case notes demonstrated that Care Coordinators regularly utilize MN-ITS to verify eligibility, particularly for new member enrollment or product changes.
- ★ **Mower County:** Care Coordinators did a great job following up with tasks outside of the annual activity including helping members with claims, coordinating transportation, switching from MSC+ to MSHO plans, and assisting member with issues filling prescriptions.
- ★ **Rice County:** Care Coordinators demonstrated thorough person-centered documentation on Care Plans. This was evidenced by detailed documentation of member's needs on the "What's Important to Me, My Strengths and My Services" portion of the Care Plan.

Transition of Care Audit

Thank you to all the delegates that recently participated in the Transition of Care Audit of 2022 transitions. Care Coordinators demonstrated excellent work in assisting members through transitions! Number of transitions audited for the year 2022: **132** MSC+; **814** MSHO; **372** Connect; **331** Connect+

TOC Reminders

- ★ Complete TOC Log for each MSHO, Connect, Connect+ transition as required.
- ★ Confirm transition occurred before completing TOC tasks.
- ★ Contact member/rep after every transition.
- ★ Notify PCP of transition within one business day of notification of transition.
- ★ Share Support Plan with receiving setting within one business day of notification of transition.
- ★ Complete 4 Pillars upon return to usual setting. When marking "No" to one of the 4 Pillars, provide explanation in the comments.
- ★ Update Support Plan with changes to member's services, goals, and/or needs.
- ★ Review Transition of Care recorded [webinar](#) on the CC website and see [TOC Log Instructions](#).

Primary Care Clinic (PCC) Request Form Update (effective 9/1/2023)

As noted last month, UCare is making a slight change to the PCC change process around how the forms are submitted. Effective 9/1, there will be an updated email address and fax number that PCC forms can be sent to for Connect, Connect + Medicare, MSHO, and MSC+. The updated forms should be emailed to pccformsmedicaid@ucare.org or faxed to 612-884-2228. The forms have also been updated on the CC website to reflect the new email and fax number.

Waiver Service Approval Form Reminders

The Waiver Service Approval Form (WSAF) is required to authorize all Elderly Waiver services. As a reminder, please allow the CLSIntake team 14 calendar days to process the WSAF from the date the form is submitted. To inquire about the status of a WSAF, please reach out to the CLSIntake team by phone at 612-676-6705, option 2, then option 5. Please allow 2 business days for the CLSIntake@ucare.org team to respond to voicemails. If there are additional questions or concerns after reaching out to the CLSIntake team by phone, the MSC+/MSHO Clinical Liaison team can assist or advise. The MSC+/MSHO Clinical Liaison team can be reached at MSC_MSHO_ClinicalLiaison@ucare.org.

T2029 Equipment and Supplies WSAF

In June, UCare created a new waiver service approval form specific to Elderly Waiver (EW) equipment and supplies. This form was created to assist care coordinators with the approval process while ensuring alignment and compliance with DHS guidelines on medical versus waiver benefits and criteria.

As a reminder, DHS criteria outlined in the [CBSM page for specialized equipment and supplies](#) includes the following eligibility criteria:

- A member is eligible to receive specialized equipment and supplies if the item allows the person to do one of the following:
 - Communicate with others.
 - Perceive, control or interact with their environment.
 - Perform activities of daily living (ADLs).

The [T2029 Specialized Equipment and Supplies form](#) is located on the UCare website under [Care Coordination Resources](#). Please provide an explanation and documentation to support the supply and equipment request, including qualifying diagnosis in the notes section of the new form prior to submission to CLSIntake. Use of the new form will help prevent delays in service delivery, reduce care coordinator outreach and improve member and provider experience with UCare.

September is Falls Prevention Awareness Month!

Falls are the leading cause of fatal and nonfatal injuries for older adults. Each year 1 in 3 adults, aged 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, which leads to reduced mobility, loss of physical fitness, and an increased risk of falling. Dangerous falls can happen to anyone, at any time. Make sure to assess every patient over 65 years for fall risk and talk to members about fall prevention measures.

For more information visit ucare.org/falls

UCare offers tools to help prevent falls:

Strong & Stable Kit:

UCare created the Strong & Stable Kit! UCare Medicare (excluding UCare Your Choice Plans and Medicare Supplement), UCare Medicare with M Health Fairview & North Memorial, UCare Advocate Choice, UCare Advocate Plus, MSHO, and MSC+ members are eligible for one kit per year. Members can contact their care coordinator or case manager who can order the kit.

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



Juniper®

Available to UCare's Minnesota Senior Health Options (MSHO) members.

The Juniper® program includes evidence-based health management and wellness classes, including resources and information to help members get fit, better manage their chronic conditions and the skills needed to learn how to prevent falls.

Encourage members to visit www.yourjuniper.org to register. Online and in-person classes are available.

DHS NEWS AND UPDATES



MnCHOICES Help Desk Tickets

As a reminder MnCHOICES Help Desk tickets must be submitted by the Managed Care Organization (MCO) mentor. DHS is reporting that they are receiving tickets from individuals who are non MnCHOICES mentors as well tickets submitted before first checking with the health plan for direction and troubleshooting. For **general application questions**, please reach out to the UCare clinical liaisons as a first step. If they are unable to answer your question, an MCO mentor will submit a ticket on your behalf. MnCHOICES **access issues** can go directly to securityliaison@ucare.org.

MnCHOICES Production and MTZ

MnCHOICES is live and moving forward. We are well into phase one and as we prepare for phase two with increased use of the revised application, it is critical everyone is practicing in MTZ. All delegates should have a list of usernames to use. If you do not believe you have received user IDs or are having trouble logging in, reach out to the clinical liaisons. The password for all user IDs is: Password123#

Thank you to everyone who has been working in the revised MnCHOICES application. For those that have been unable to complete 10% of their assessments in the revised application, there is still time! Getting comfortable in MnCHOICES, phasing up to exclusive use of the system not only provides necessary practice for each user, but also helps identify bugs, pain points and allows for additional fixes to be completed before legacy documents are retired. Additionally, lead agencies are able to test reporting capabilities. The more data in the system, the more effective report testing can be.

Register for personal care assistant (PCA) Steps for Success training

Registration is now open for PCA Steps for Success training scheduled for **September 6-8, 2023**. You can register for this training on the PCA Steps for Success workshop webpage. Click on the Registration and cost link to register online.

Contact the Minnesota Health Care Programs Provider Resource Center at 651-431-2700 or 800-366-5411 with any questions.

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.