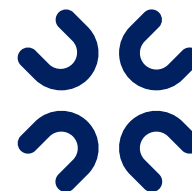


# Care Coordination News

## December 2024



Issues of **Care Coordination News** often refer to different UCare forms. All UCare Care Coordination forms are on the UCare website under the [Care Coordination and Care Management](#) page. Care Coordination-related questions can be directed to the Clinical Liaison at:

- **MSC+/MSHO** [MSC\\_MSHO\\_Clinicalliaison@ucare.org](mailto:MSC_MSHO_Clinicalliaison@ucare.org) or by phone: 612-294-5045
- **Connect/Connect + Medicare**: [SNBCClinicalliaison@ucare.org](mailto:SNBCClinicalliaison@ucare.org) or by phone: 612-676-6625

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)

## 2024/2025 UCare Care Coordination Meetings

UCare All Care Coordination Meetings are provided every quarter. These meetings are intended to provide ongoing education, benefit updates and topical information to support successful care coordination activities. UCare care coordinators must participate in the Quarterly All Care Coordination Meetings presented live or by viewing the recorded WebEx. When viewing the recorded Quarterly All Care Coordination Meeting, an electronic verification is needed. CEU events and office hours are optional.

UCare Product	Meeting Type	Date & Time (Subject to change)
MSC+/MSHO and Connect/Connect + Medicare	Live Quarterly Meeting	<b>December 12th, 2024, 9-11:30 am</b> March 11 <sup>th</sup> , 2025, 9 am-12 pm June 10 <sup>th</sup> , 2025, 9 am-12 pm September 9 <sup>th</sup> , 2025, 9 am-12 pm December 9 <sup>th</sup> , 2025, 9 am-12 pm
MSC+/MSHO and Connect/Connect + Medicare	CEU Event (optional)	February (Dates to come) May (Dates to come) August (Dates to come) November (Dates to come)
MSC+/MSHO	Clinical Liaison Office Hours (optional)	January 23 <sup>rd</sup> , 2025, 11 am-12 pm April 24 <sup>th</sup> , 2025, 11 am-12 pm July 24 <sup>th</sup> , 2025, 11 am-12 pm October 23 <sup>rd</sup> , 2025, 11 am-12 pm
Connect/Connect + Medicare	Clinical Liaison Office Hours (optional)	January 23 <sup>rd</sup> , 2025, 12:30 pm-1:30 pm April 24 <sup>th</sup> , 2025, 12:30 pm-1:30 pm July 24 <sup>th</sup> , 2025, 12:30 pm-1:30 pm October 23 <sup>rd</sup> , 2025, 12:30 pm-1:30 pm
MSC+/MSHO	Housing Office Hours (optional)	3 <sup>rd</sup> Wednesday of every month from 1 pm-1:30 pm
Connect/Connect + Medicare	Housing Office Hours (optional)	1 <sup>st</sup> Wednesday of every month from 1 pm-1:30 pm



[Click here](#) to register for the **4th Quarterly All Care Coordination Meeting**  
[Click here](#) to register for the December Housing Office Hours CT/CT+  
[Click here](#) to register for the December Housing Office Hours MSC+/MSHO



## ALL CARE COORDINATION NEWS

New on the Care Coordination and Care Management Website

### All products

- Transition of Care Scenarios (Revised 11/4/2024)
- SMART Goals Job Aid (Revised 10/29/24)
- MnCHOICES guidance (Revised 10/30/24)
- Reconciling Enrollment Roster Job Aid (Revised 11/26/24)

### MSC+/MSHO

- 2025 Comparison: MSHO and MSC+ (New 11/1/2024)
- Care Coordination Manual Part 2: MSC+ and MSHO Care Coordination (Revised 11/14/2024)
- CFSS Care Coordination Guidelines (Revised 11/27/2024)
- Homemaker Service Job Aid (Revised 10/31/2024)
- Letters Guide Job Aid (Revised 11/13/2024)
- PCP/ICT/Support Plan Cover Letter (Revised 11/15/2024)
- Unable to Reach member Letter (Revised 11/6/2024)
- MSHO Monthly Activity Log (Revised 11/20/24)

### Connect/Connect+ Medicare

- 2025 Comparison: Connect and Connect + Medicare (New 11/1/2024)
- Letters Guide (Revised 11/13/2024)
- Health Resource Letter (Revised 11/4/2024)
- PCP/ICT/Support Plan Cover Letter (Revised 11/15/2024)
- Unable to Reach member Letter (Revised 11/6/2024)
- Connect/Connect + Medicare Monthly Activity Log (Revised 11/20/24)

### Coming soon

- Nursing Facility Coverage Guide (Revised 1/1/25)
- PCA/CFSS Communication Form (Revised)
- PCA/CFSS Communication Form Instructions (Revised)
- All necessary 2025 document updates
- EW Budget Worksheet (Revised 11/25/24)

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### Model of Care (MOC) End-of-the-Year Reminder



All care coordinators are required to view the MOC within 90 days of hire and annually thereafter. Nothing further is needed if the 3rd Quarterly All Care Coordination Meeting was attended live! If the recorded version of the Quarterly Meeting is viewed, the [attendance log](#) must be completed to receive credit for the MOC completion. Additional Model of Care information, including the recorded training and attestation, can be found on our [website](#). Contact the Clinical Liaisons with any questions.

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## People-Powered Moments!

UCare believes care coordination makes a difference in the lives of the members we serve. We want to celebrate the stories you share! Thank you to April Terry, SNBC Care Coordinator with Lutheran Social Services, for sharing a story that truly demonstrates how collaboration and care coordination positively impact members' lives.

April shared, "A (UCare Connect) member had significant health problems and agreed to a face-to-face assessment at the beginning of October 2024. The member's sister had quit her job to help care for her sister full-time, making it difficult to continue making ends meet. A MnCHOICES referral was made to Pine County. MNChoices CFSS assessment was completed in November. Her sister is now providing paid CFSS services for the member. Despite continued health concerns, this member is able to stay at home throughout her current treatment due to the success of advocacy from her care coordinator and CFSS funding. The member's life has been impacted by improving her quality of life, and the ability to access the right care at the right time, and utilizing the right resources."



Good job, April and all care coordinators, for supporting the member's access to care. If care coordinators want to share a story, click the [People Powered Moments Form](#) link on the Care Coordination homepage.

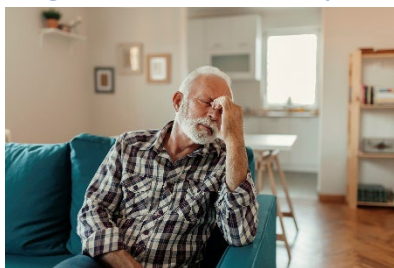
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## Upcoming Housing Lunch and Learn

Please join the UCare Housing Specialists on Tuesday, December 17th, from 12-1 pm for a virtual *Lunch and Learn: Housing Stabilization Services and Statewide Resources*. This event is dedicated to navigating Housing Stabilization Services, understanding the Moving Expense, and exploring a range of statewide programs designed to support individuals and families experiencing housing instability. This event provides essential background knowledge, strategies, and key resources to effectively assist individuals seeking support with housing instability. This event is open to anyone interested in learning more about housing options and resources in our state, and we encourage attendees to bring questions or scenarios to discuss during the Q&A. [Click here](#) to register.



## Migraines and the Importance of Water



Hydration plays a crucial role in managing migraines. Dehydration is a well-known trigger for these debilitating headaches. When the body lacks sufficient fluids, it can lead to a reduction in blood volume, causing the brain to receive less oxygen and nutrients, which may trigger a migraine. UCare health coaches can help guide members in realizing how dehydration may be impacting their migraines.

As part of the migraine management program, health coaches will:

1. Discuss lifestyle factors that might contribute to dehydration, such as high caffeine or alcohol consumption, excessive sweating, or not drinking enough water during physical activity.

2. Encourage the member to note any symptoms that occur when they are dehydrated, such as dry mouth, dark urine, or dizziness and see if these coincide with migraine attacks.
3. Discuss the importance of maintaining adequate hydration
4. Suggest keeping a hydration journal to track water intake and correlate it with migraine occurrences.

Do you have a member that has difficulty with migraine management? Offer the migraine management program where members will participate in telephonic health coaching and get a migraine self-management packet, which includes a Headaches: Preventing and Managing Pain book, migraine diary, migraine action plan and other resources.

The UCare Migraine program is designed for members with a migraine diagnosis from claims and pharmacy data. Members enrolled in PMAP, MnCare, **MSC+**, **Connect**, and **Connect + Medicare** are eligible for the migraine program.

Program referrals can be sent to UCare's Disease Management team:

- Phone: 612-676-6539 or 866-863-8303
- Email: Disease\_mgmt2@ucare.org
- Online: [UCare's Disease Management page](#), under the Resources section

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## Cecelia Health COPD virtual support program



UCare is partnering with Cecelia Health to help members better manage their health through their chronic obstructive pulmonary disease (COPD) support program. Available to eligible members at no additional cost, the program provides members virtual support from a Cecelia Health registered respiratory therapist (RRT). Together, they'll develop a plan to help members better understand their health needs and help manage their COPD.

### What to expect

The COPD support program offers guidance, education, support, and resources to help members:

- Understand their COPD-related medications and how they work
- Understand triggers and allergens to watch out for
- Learn how to use a COPD management plan
- Improve the critical COPD health measurements
- Recognize the importance of regular doctor visits
- Achieve healthy eating and exercise goals
- Understand how sleep, stress and emotional barriers can impact their breathing

### Eligibility

UCare and EssentiaCare members are identified via claims, pharmacy, or other records, and communications are sent on how they may benefit from a Cecelia Health virtual support program. UCare or EssentiaCare members 18 years of age or older with a diagnosis of COPD are eligible for the Cecelia Health COPD virtual support program. Members can learn more and register at [ucare.org/copdprogram](https://ucare.org/copdprogram).

## Pharmacy Formulary and Benefit Changes for 2025

UCare Medicare Plans (including MSHO and Connect + Medicare)

Higher impact formulary changes (not an all-inclusive list):

Drug	Change for 2025	Alternatives to consider
Albuterol Sulfate HFA (Prasco authorized generic)	Removal of a single NDC	Ventolin and other non-Prasco Albuterol HFA NDCs (can be substituted at the pharmacy)
Ondansetron ODT	Going from Tier 1 to Tier 2	Ondansetron tablet
Restasis	Formulary removal (UCare Medicare, EssentiaCare, Group, MSHO and Connect + Medicare only)	Cyclosporine Emulsion (generic for Restasis) and Xiidra
Invokana	Formulary removal	Jardiance, Farxiga
Humira	Formulary removal	Hadlima, Simlandi

### Reminders:

- Members are encouraged to get their Part D vaccines at an in-network pharmacy. Part D vaccines administered in the clinic and submitted on a medical claim will be denied, and members will need to submit a [Direct Member Reimbursement \(DMR\)](#) request to Navitus.
- Drugs used for weight loss are excluded from coverage under Medicare Part D per section 1927(d)(2) of the Social Security Act. This includes weight loss drugs used for a non-cosmetic purpose (i.e., morbid obesity).

### UCare Medicaid Plans (including MSC+ and Connect)

UCare follows the Minnesota Department of Human Services (DHS) Preferred Drug List (PDL). The DHS Drug Formulary Committee determines the coverage of PDL drugs for 2025.

### Member and Provider Formulary Change Communications

UCare mailed postcards or letters to members affected by changes to the 2025 formularies. The postcards or letters list the drug impacted, the type of change and any formulary alternative(s). Letters with the same information were also sent to the member's provider.

### Authorization requests

- Formulary exception, prior authorization, and tier exception requests for 2025 can be submitted on or after January 1.
- Prior authorizations that have an expiration date past Dec. 31, 2024, will continue to be valid into 2025 if the member stays in a plan with the same formulary, except for Humira. Current prior authorizations for Humira will be termed for Medicare Plan members and will transfer to Hadlima and Simlandi.

## UCare: HealthPartners Change Effective 1/1/2025

### CT/CT+ Medicare and MSC+/MSHO



Health Partners and UCare have been community partners for many years with similar missions. Both parties decided that the HealthPartners Clinics, AKA HealthPartners Medical Group (HPMG), would not be in the UCare network for any UCare products. Some UCare members continued to seek care at HPMG clinics, and for some time, UCare allowed payment for HPMG clinic services at the members' in-network benefit rates. Moving forward, UCare and Health Partners have decided to follow both parties' intent and benefit rules.

#### Effective 1/1/25:

UCare will begin processing claims at HPMG clinics as out-of-network. Members impacted will receive a letter explaining this information. This change will have the following impacts on members who continue using an HPMG provider in 2025:

- **MSHO and Connect + Medicare:** UCare claims will be denied for HPMG providers, including specialty providers. This may result in an HPMG clinic not allowing a member to schedule an appointment.
- **Connect and MSC+ with no Medicare:** UCare claims will be denied for HPMG providers, including specialty providers. This may result in an HPMG clinic not allowing a member to schedule an appointment.
- **Connect and MSC+ with non-integrated Medicare:** Medicare insurance is primary. Members can see HPMG providers who are Medicare enrolled for Medicare-covered services. UCare will then coordinate benefits as secondary insurance for services covered by Medicare.

#### MSC+/MSHO/CT/ CTM members will need to take one of the following actions prior to 1/1/2025:

1. Transition care to an in-network provider.
  - a. Refer to [UCare Customer Service](#) or [UCare.org Search tool](#) to identify a new provider
2. If a member wants to continue seeing an HPMG provider, the member will need to select another health plan that includes HPMG, if an option is available in their county.
  - a. Members may discuss the change during their annual enrollment period. Those calling prior to December 19th can call the Minnesota Department of Human Services Health Care Consumer Support at 651-431-3722 or toll-free at 833-970-0047.
  - b. Members can also discuss options with their county financial worker, the Disability HUB or the Senior Linkage Line.

## News U Can Use

UCare is transitioning to DentaQuest for our dental administrator on January 1, 2025, replacing the functions currently provided by Delta Dental. UCare is working closely with both DentaQuest and Delta Dental to make this transition as smooth as possible for members. Members will be receiving one combined ID card for medical AND dental. A separate dental insurance card will not be issued.

We anticipate a comparable network for 2025; however, if a member's current dental clinic is not contracted with DentaQuest by December 1, 2024, the member will receive a letter informing them.

Bryan Strotbeck, the UCare contracting staff, will present more information on this transition at the 4<sup>th</sup> Quarterly All Care Coordination Meeting on December 12<sup>th</sup>. DentaQuest is actively recruiting dental providers. If a dental clinic is looking for more information, clinic staff can review the information [here](#) and contact DentaQuest Network via email at [networkdevelopment@dentaquest.com](mailto:networkdevelopment@dentaquest.com) or call 1-855-873-1283.



## UCare's Mobile Dental Clinic is on the Road!

Check our [MDC schedule](#) and note these upcoming dates and locations below:



- December 2 – 6 Minneapolis (south): Diamond Lake Church 5760 Portland Ave. South
- December 9 – 13 North Mankato: Nicollet County Social Services 2070 Howard Drive W
- December 16 – 20 Forest Lake: Faith Lutheran Church 2070 Howard Drive W
- January 7 – 10 Eden Prairie: Immanuel Lutheran Church 16515 Luther Way
- January 13 – 17 Blaine: Christ Lutheran Church 641 89th Ave. NE
- January 21 – 24 Roseville: Anpétu Téča Education Center 1910 County Road B
- January 27 – 31 Rochester: Olmsted County Public Health 2100 Campus Drive SE

## CONNECT AND CONNECT + MEDICARE NEWS

### New Connect to Wellness Kit Offered in 2025



Connect and Connect + Medicare members will have a new ADHD and Autism Support Kit available in 2025 under the Connect to Wellness kit options. The kit includes a metal roller, acrobatic fidget, teething tube, phone cord bracelet and an ADHD planner. Photos of the kit will be posted to the [UCare Connect to Wellness Kit](#) website soon. Members can order Connect to Wellness kits by calling Customer Service or online by logging in or creating an account on [member.ucare.org](http://member.ucare.org). Click on Health & Wellness and go to Wellness, Rewards & Allowance to place the order. Care coordinators can order the kits on behalf of a member by sending an email to [wellness@ucare.org](mailto:wellness@ucare.org).

## MSC+ AND MSHO NEWS

### Juniper

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

Juniper is an independent company that provides classes that promote health and prevent disease among adults. It is led by certified instructors and coaches. These classes help:

- Foster wellbeing
- Prevent falls
- Promote self-management of chronic conditions, including diabetes and chronic pain



The classes are held at participating facilities statewide, including customized living facilities, community centers, senior centers, churches, and fitness centers.

To learn more or register a member for one of their many classes, visit [www.yourjuniper.org](http://www.yourjuniper.org) to register.

## QUALITY REVIEW CORNER



Thank you to all the delegates participating in the 2024 Quality Reviews. Below are 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!

### All Products

- ★ **Cook County:** Care coordinators (CCs) provided newly enrolled members with many resources, including UCare's Connect overview handbook, the When to Contact Your CC member handout and UCare's contact numbers. CCs also educated new members on care coordination services and supplemental benefits.
- ★ **Crow Wing:** For members that refused an assessment, the CCs explained their role, provided the When to Contact Your CC member handout, reviewed the MSC+/MSHO comparison sheet, supplemental benefits, preventative care needs and rewards, and discussed the safe disposal of medications.
- ★ **Norman County:** For members who were unable to be reached or refused, CCs documented efforts to engage members who then agreed to complete an HRA at the mid-year review. When members refuse the HRA, CCs have good notes about providing resources to members and explaining the benefits of care coordination.
- ★ **Red Lake County:** CCs ensured thorough assessments and accurate information by contacting clinics and providers for medication lists, diagnoses, and dates of visits. CCs also had clear, concise, and professionally written case notes.
- ★ **Mental Health Resources:** CCs checked MN-ITs to determine if a member's MA was active. They also called members to remind them before the assessment.
- ★ **Genevive:** CCs advocate for their members by attending care conferences and assisting with referrals for HSS, GrandPad, and Disease Management.



- ★ **Faribault/Martin Counties:** CCs mitigated health and safety risks by ordering Strong and Stable Kits for members, ensuring home accessibility, and reviewing the Gaps in Care Report with their members.
- ★ **Kittson County:** CCs followed up with additional in-person visits to assist members with MA renewal and review of supplemental benefits.

## Care Coordination Trends & Tips

The Quality Review Team analyzes the overall trends found in the 2024 Quality Reviews. Monthly, an opportunity for improvement trend will be presented to provide care coordinators with guidance on improving care coordination compliance.

### Collaborating with the Waiver Case Manager

Upon initial/annual assessments, including Unable to Reach (UTR) and Refusals, the CC is required to reach out to the waiver case manager to provide the CC's contact information. Care coordinators must document a review of the waiver support plan. If the waiver support plan is not available in MnCHOICES, the CC must also request it from the waiver case manager. Reviewing the Waiver Support Plan helps to better understand the member's needs, supports, and services and avoid duplication. An example of how to document these tasks may be "CC called the waiver case manager and left a voicemail with CC's contact information. CC reviewed the Waiver Support Plan in MnCHOICES."

CC's may collaborate with the waiver case manager by completing and sharing the DHS-5851. This form ensures members receive a coordinated plan of care and appropriate services, county or Tribal Nation waiver allocations are not over-authorized, MCO authorizations for home care services are completed in a timely manner, home care providers are paid in a timely matter, and duplication of services does not occur.

To locate the waiver case manager's name and contact information, consider using sources such as MnCHOICES and MMIS, contacting the county, or asking the member/representative or member's service provider (e.g., PCA, ADC).

Refer to the Care Coordination Manuals: [MSC+/MSHO Part 2](#) and [CT/CT+ Part 3](#) to better understand the difference in the roles of a care coordinator and a waiver case manager.

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## DHS NEWS AND UPDATES

### Extension of three-month transition PCA effective immediately

As outlined in the [November 26, 2024 DHS eList announcement](#), effective immediately, people who currently use PCA services will receive up to six months of PCA services while they transition to CFSS. DHS changed the service extension from three to six months to avoid gaps in service for people as they transition to CFSS.

A person with a six-month PCA service authorization can choose to begin CFSS services before the end of the six months if they have an approved CFSS service delivery plan. DHS will issue instructions for this situation when they are available.



UCare will automatically extend any current PCA 3-month transition service authorizations for an additional 3 months. All new PCA 3-month transition authorizations should be for 6-months, effective immediately. UCare will provide additional updates at the upcoming Dec 12, 2024 All Care Coordination Quarterly Meeting.

### Service Rate and Budget Changes Effective January 1, 2025

As outlined in the [November 12, 2024, DHS eList announcement](#), DHS has increased the following monthly budget caps and monthly service rate limits effective January 1, 2025:

- 4.53% increase to EW monthly case mix budget caps
- 4.53% increase to consumer-directed community supports (CDCS) budgets under EW
- 4.53% increase to EW 24-hour customized living daily and monthly limits. This change will happen on a rolling basis as lead agencies renew service plans throughout the year.
- 6.195% increase to home-delivered meals
- 3.14% increase to home health aide, skilled nursing, occupational therapy, physical therapy, respiratory therapy and speech therapy (market basket adjustment)
- 4.37% increase to 1:1 PCA/CFSS
- 4.37% increase to PCA supervision and CFSS worker training and development

Care coordinators should be aware of the new monthly budget and service rate increases in the member's EW budget at the member's next reassessment, which will be accounted for in MnCHOICES. If the member is now over budget due to the rate increase, please complete a [Request to Exceed Case Mix Cap form](#) located in the Forms drawer on the [UCare Care Coordination page](#).

### Action Required: CDCS Rate Change Process

UCare will be uploading a list of members that have an active authorization for CDCS into the One Time Mailings folder in the SecFTP portal. The care coordinator will need to identify all members who are receiving CDCS services and take the following actions:

- Complete the [DHS-6633A](#) following all directions under the EW Legislative Rate Changes section on page 8 of the [UCare Care Coordinator CDCS Guidelines](#)
- If the member will be utilizing the increased funds the care coordinator must revise the Support Plan and complete a new [Waiver Service Approval form](#) and send to UCare at [CLSIntake@ucare.org](mailto:CLSIntake@ucare.org) or by fax at 612-884-2185.

For more information, refer to the [Long-term Services and Support Rate Changes webpage](#).

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## REMINDERS

### Keep Your Coverage Team

Keep Your Coverage (KYC) specialists are dedicated to helping members maintain Medical Assistance (MA) eligibility and health plan enrollment. KYC specialists work with members on UCare Connect, Connect + Medicare, MSC+, and MSHO plans. Additional details are located in the [Keep Your Coverage Program Referral Guide](#). Refer a member to the KYC team by calling 612-676-3438 or emailing [KeepYourCoverage@ucare.org](mailto:KeepYourCoverage@ucare.org).

## Forms 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 confirm members' primary care clinics and complete 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 in the program and when they age in. Although SNBC does not make delegate assignments based on PCC, it is equally important to ensure accuracy for continuity of care and initial assignment if/when they transition to MSC+/MSHO.

## Care Coordination Questions?

The Clinical Liaisons are a great resource when care coordinators have questions. For us to help you best, please include as much detail as possible when submitting a question(s): e.g., member name and ID number, date of birth, product, details about the situation and care coordinator name, phone number and email address.

All emails sent to UCare that include private member information **must** be sent using secure messaging. **There may be times when UCare is unable** to open secure third-party emails. If your agency does not have a secure messaging system or UCare is unable to open the third-party secure message, care coordinators can create a secure email account using [UCare's Secure email Message Center](#).

## UCare Care Coordination Contact Numbers

Please refer to the [Care Coordination Contact List](#) for 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).