

Care Coordination News

January 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 Liaisons at:

- **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

2024 UCare Care Coordination Meetings

UCare All Care Coordination Meetings are provided on a quarterly basis. These meetings are intended to provide ongoing education, benefit updates and topical information to support successful Care Coordination activities. UCare Care Coordinators are required to participate in the Quarterly All Care Coordination Meetings presented live or view the recorded WebEx. An electronic verification is needed when viewing the recorded Quarterly All Care Coordination Meeting. CEU events and Office Hours are optional to attend.

| UCare Product | Meeting Type | Date & Time (Subject to change) |
|--|-------------------------|--|
| MSC+/MSHO and Connect/Connect + Medicare | Live Quarterly Meeting | March 12 th , 2024, 9 am - 12 pm June 11 th , 2024, 9 am - 12 pm September 10 th , 2024, 9 am - 12 pm December 10 th , 2024, 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 | Office Hours (optional) | January 23 rd , 2024, 12:30 pm- 1:30 pm April 23 rd , 2024, 10 am - 11 am July 23 rd , 2024, 10 am - 11 am Oct 22 nd , 2024, 10 am - 11 am |
| Connect/Connect + Medicare | Office Hours (optional) | January 23 rd , 2024, 11:30 am -12:30 pm April 23 rd , 2024, 11:30 am - 12:30 pm July 23 rd , 2024, 11:30 am - 12:30 pm Oct 22 nd , 2024, 11:30 am - 12:30 pm |



[Click here](#) to register for the January Connect/Connect + Medicare Office Hours

[Click here](#) to register for the January MSC+/MSHO Office Hours

ALL CARE COORDINATION NEWS

New on the Care Coordination and Care Management Website



All products

- People Powered Moments - Submit a People Powered Moments Story
- Unable to Reach Member Letter – Hmong, Somali, Spanish (New 1/1/24)
- How to Safely Dispose of Medication - Hmong, Somali, Spanish (New 1/1/2024)
- Where to Go For Care - Hmong, Somali, Spanish (New 1/1/2024)
- 2024 Model of Care - Care Coordination Attestation
- 4th Quarterly All Care Coordination Meeting (New 1/1/24)
 - Recorded WebEx
 - PowerPoint Slides
 - Attendance Log
- 2024 UCare Care Coordination Meeting Schedule
- Reemo Smartwatch and/or Blood Pressure Monitor Order Form (Revised 12/14/23)
- Behavioral Health Home (BHH) Job Aid (New 12/18/2023)

MSC+/MSHO

- Community Care Coordination Requirements Grid (Revised 1/1/2024)
- Institutionalized Care Coordination Requirements Grid (Revised 1/1/2024)
- MnCHOICES Community Care Coordination Requirements Grid (New 1/1/2024)
- Monthly Activity Log (Revised 1/1/24)
- Institutional Health Risk Assessment – PDF (New 1/1/24)
- Institutional Health Risk Assessment – Word (New 1/1/24)
- Example Institutional Health Risk Assessment - PDF (New 1/1/24)
- Institutional Support Plan – PDF (New 1/1/24)
- Institutional Support Plan – Word (New 1/1/24)
- Nursing Facility Coverage Guide (Revised 1/1/24)
- DTR EW Situations: Reasons Codes Decision Tool (Revised 1/1/24)
- Coverage Overview: MSC+
- Coverage Overview: MSHO
- Additional & Supplemental Benefits: MSC+ and MSHO (New 1/1/24)
- Letters Guide (Revised 1/1/24)
- Monthly Activity Log Job Aid (New 1/1/24)
- 2024 Comparison: MSHO and MSC+
- 2024 Your Guide to MSC+
- 2024 Your Guide to MSHO

Connect/Connect+ Medicare

- 2024 Monthly Activity Log (New 1/1/24)
- Monthly Activity Log Job Aid (Revised 1/1/24)
- Connect Requirements Grid (Revised 1/1/24)
- MnCHOICES Connect Requirements Grid (Revised 1/1/24)
- Coverage Overview: Connect
- Coverage Overview: Connect + Medicare
- Additional & Supplemental Benefits: Connect and Connect + Medicare (New 1/1/24)
- Assessment Checklist (Revised 1/1/24)
- Assessment Checklist MnCHOICES (Revised 1/1/24)
- New and Transfer Member MnCHOICES Process Flow (Revised 1/1/24)
- 2024 Comparison: Connect and Connect + Medicare

- 2024 Comparison: Connect and Medicaid
- 2024 Your Guide to UCare Connect
- 2024 Your Guide to UCare Connect + Medicare

Coming soon

- 2024 Benefits by Condition Job Aid (New)
- EW Budget Cap Tool (New)
- Assessment Checklist – MnCHOICES – MSC+/MSHO (New)
- MSC+/MSHO Care Coordination 101 Training Series (New)

Transition of Care Annual Audit



The Quality Review Team would like to remind and notify delegates of the required annual Transition of Care (TOC) audit, planned for January 2024. We will randomly select care transitions that occurred in 2023 and will reach out to all delegates soon. Please look for log requests in January 2024. Thank you in advance for your prompt response when submitting logs and documentation. If you have any questions, please reach out to the Quality Review Team at QualityReviewTeam@UCare.org.

MnCHOICES Calls

| Meeting Title | Who Attends | Host | Purpose of the Meeting |
|---|--|------|--|
| MCO Revised MnCHOICES Call-in Sessions | MCO agency and delegate mentors | DHS | To support the launch for Managed Care Organizations (MCO) and their delegate agency mentors. Call-in sessions provide an opportunity to ask questions as mentors provide support to staff using MnCHOICES. |
| MnCHOICES Call-in Sessions | All MnCHOICES mentors including MCO mentors and delegates. | DHS | MnCHOICES mentors as part of this office hours will receive brief updates on the revised MnCHOICES application, MnCHOICES Assessment and MnCHOICES Support Plan applications. Most of the time will be available for application technical and training questions. |

Support Plan Update Reminder

Care Plans/Support Plans should be updated when there are changes or updates to a member’s services, goals, and/or needs including at the time of the Mid-Year Review and because of a

What’s Important to Me? *(e.g. living close to my family, visiting friends)*

Initial/Annual: Fred is a 56 year old former quarry rock digger who lives in his own home with his wife, Wilma, their daughter, Pebbles and their pet dinosaur, Dino. Fred is close with his neighbor friends, Barney and Betty Rubble. It’s especially important to Fred that he is able to return to work, at least part time as this activity gave him great satisfaction and allowed him to socialize more with his cronys.

Update: 9/28/22 SH Fred recently began a new friendship with the Great Gazo. He continues to attend weekly Water Buffalo Lodge meetings with his friend Barney. He’s been in contact with his former boss to discuss returning to work options.

Transition of Care. When updating the Care Plan, this includes sections “Monitoring Progress/Goal Revision” and any sections titled “Update”.

Changes coming in 2024

UTR and Refusal Support Plans will be optional for Connect and MSC+ members.

- Tools remain available for use as a resource.
 - Continue to document your efforts to reach members for assessment in member record. All other UTR/Refusal tasks remain in place.



TOC Logs will be optional for Connect members mirroring MSC+ current practice.

- TOC Log remains available for use as a resource.
- Continue to reach out to Connect members post-discharge and document in member record.
- December was EAS transition month.
 - DAR will not be retiring for TOC notifications at the end of 2023 to allow for additional transition time over to MN EAS.
 - The DAR will continue be used for service authorization as well as out of network/out of state admissions/discharges even after DAR is retired.

Mid-Year Review

- Connect/Connect + Medicare will align with MSC+/MSHO on “mid-year reviews” being completed in a 5–7-month timeframe to increase flexibility for our care coordinators.

UCare 2024 Pharmacy Benefit Information



Beginning Jan. 1, 2024, UCare will transition to a new Pharmacy Benefit Manager (PBM), Navitus Health Solutions. Important information to know:

- Navitus will perform first-level prior authorization reviews. ePA is the preferred method to submit Prior Authorization requests to Navitus for pharmacy benefit drugs. Providers may use ePA through [Surescripts](#), [CoverMyMeds](#) or the Electronic Health Record.
- All UCare members will receive a new member ID card with the updated pharmacy billing information.
- Costco will serve as UCare’s mail-order pharmacy, and providers may be asked to send member prescriptions to the Costco Mail Order Pharmacy. UCare members do not need to be Costco members to use this service.

For more 2024 pharmacy benefit information, visit the [UCare Pharmacy page](#).

Additional information for care coordinators: Before Costco Mail Order Pharmacy can begin filling the member’s prescriptions, the member will need to have or create a Costco account and create a Costco Mail Order Pharmacy patient profile. They can go to the [Costco Mail Order Pharmacy website](#) and click “Get Started” or call 1-800-607-6861 (TTY users call 711). They will need their pharmacy billing information — RxBIN, RxPCN and Rx Group — found on their 2024 member identification (ID) card to complete the patient profile.

Over the counter (OTC) benefit through CVS

Available to MSHO and CT+M members

The over-the-counter (OTC) benefit can be used to purchase eligible health items directly through CVS online or over the phone. Members will receive an allowance four times per year. Eligible items include surgical masks, vitamins, allergy medications, first aid supplies, toothpaste and more.

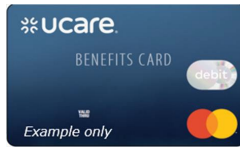
To learn more and start shopping with CVS OTC Health Solutions, call 1-888-628-2770 or visit cvs.com/benefits.

Healthy Benefits+ Visa Card

We have good news to share with you. To make it easier, we combined your UCare allowance and reward programs onto one card. Starting in 2024, the allowance and reward programs will be on the new Healthy Benefits+ Visa Card.



Please throw away 2023 cards at the end of the year. These cards won't work after December 31st, 2023:



| | Prescription eyewear | Combined flexible | Over the counter | Transportation | Healthy food* | Utilities* | Grocery discounts | Rewards |
|---|----------------------|-------------------|------------------|----------------|---------------|------------|-------------------|---------|
| UCare Medicare Plans (excluding UCare Advocate, UCare Your Choice or Medicare Supplement plan members) | X | | X | | | | X | X |
| UCare Medicare with M Health Fairview & North Memorial Health | X | | X | | | | X | X |
| UCare Your Choice | | X | X | | | | X | X |
| UCare Your Choice Plus | | | | | | | | |
| UCare Advocate Choice | X | | X | X | | | X | |
| UCare Advocate Plus | | | | | | | | |
| EssentiaCare Grand | X | | X | | | | X | X |
| EssentiaCare Access | | X | X | | | | X | X |
| Aspirus Health Plan | X | | X | | | | X | X |
| UCare's Minnesota Senior Health Options | | | | | X* | X* | X | X |

| | | | | | | | | | |
|---------------------------------------|--|--|--|--|--|-----------|--|----------|----------|
| UCare Connect + Medicare | | | | | | X* | | X | X |
| Individual Family Plan | | | | | | | | X | X |
| PMAP, MNCare, Connect and MSC+ | | | | | | | | X | X |

Members will receive their new Healthy Benefits+ Visa card and information about their allowance, discounts, and rewards by January 1, 2024. Allowance, discounts, and rewards vary by plan type:

*Members with a qualifying chronic condition.

New for Connect + Medicare Members in 2024: Activity Tracker Plus Personal Emergency Response System (PERS) Device

Available to MSHO and CT+M members

Eligible members can get an easy-to-use activity tracker plus Personal Emergency Response System (PERS) device. This device features:

- 24/7 emergency call-for-help to a support agent directly through the watch.
- Step and heart rate tracking to help you reach your health goals.
- Built-in GPS to support you both inside and outside your home.

It is ready-to-use right out of the box, so you do not need to set it up or pair it to a cell phone or Wi-Fi. Members with a hypertension diagnosis who use the device are eligible for a blood pressure monitor.

For more information and to see if you are eligible, contact your care coordinator. If you do not know who your care coordinator is, contact UCare Customer Service at the number on the back of your member ID card.

Migraine Management Health Coaching Program

The Migraine Management Health Coaching Program is designed for members diagnosed with a migraine condition and is available at *no cost to our members*.

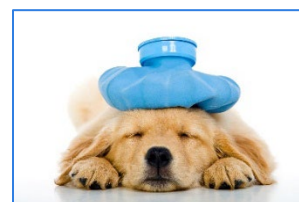
Coaches provide support, discover strengths, and focus conversations on areas that commonly contribute to migraine symptoms, including diet, sleep, stress, movement, and self-care.

Members enrolled in the Migraine Management program are provided resources including a migraine tracker, migraine action plan and headache education to help uncover or understand common triggers that may be contributing to migraines. These may include environmental, physical, nutritional, emotional, or social.

The coach meets with the member to set goals in the lifestyle area(s) that most impact their migraines.

The member meets telephonically with their coach monthly to discuss how they are progressing towards their goal. The health coach assists the member in reaching their goals using behavior change and motivational interviewing techniques.

Members utilizing our coaching program experience significant improvements in their migraine management by simply discovering their triggers or stressors and becoming aware of the signals their body is sending. Many of our members report that in their chronic care journey, they feel fully understood and cared for by their coach, have improved their quality of life with the changes they made and have reduced their migraine intensity, frequency, or duration.



To make a referral, reach out to UCare's DM Team:

- Phone: 612-676-6539 or 866-863-8303
- Email: Disease_mgmt2@ucare.org
- Online under referral forms at: [Benefits Perks Resources \(ucare.org\)](https://ucare.org)UCare® - Disease Management

Migraine Management Eligible Products

| | Connect | Connect + Medicare | Medicare – Fairview North Memorial | Medicare | MNCare | MSC+ | MSHO | PMAP | UCare Fairview IFP | UCare IFP |
|---------------------|---------|--------------------|------------------------------------|----------|--------|------|------|------|--------------------|-----------|
| Migraine Management | X | X | | | X | X | | X | | |

News U Can Use

Managed Care and Spenddowns

As Medical Assistance renewals begin to ramp back up, there will likely be an increase of spenddowns accrued by members. Members are not eligible for managed care if they have a spenddown **UNLESS** the spenddown is accrued while they're already enrolled in MSHO **AND** are paying the spenddown fee. Connect, Connect + Medicare, and MSC+ will be disenrolled if a spenddown is accrued while enrolled in their plan. New members may not enroll in managed care with a spenddown (including MSHO).

As you know, DHS has not been disenrolling MSHO members due to unpaid medical spenddowns during the PHE. DHS will be resuming sending out disenrollment notices for members who have three months of unpaid spenddowns this month.

Members must pay the entire outstanding spenddown bill in full to remain enrolled. If they chose to not pay the spenddown, they have 90 days to choose a new Part D plan and will be disenrolled from MSHO.



Second Harvest Heartland (SHH) Care Center

Starting 1/1/24 members can be directed to call the Second Harvest Heartland (SHH) Care Center directly. Members can get help applying for SNAP benefits, finding food in their community and more. Members should be directed to reach out to SHH via:

- Calling SHH at 1-866-844-FOOD (toll free)
- Emailing shhcarecenter@2harvest.org

CONNECT AND CONNECT + MEDICARE NEWS

RSV Vaccine Approved for Pregnant People

Minnesota Health Care Programs (MHCP) will cover the administration of the RSV vaccine named ABRYSV0 (CPT code 90678) for pregnant people effective Aug. 21, 2023. The U.S. Food and Drug Administration approved ABRYSV0 (CPT code 90678) for pregnant people to protect babies from RSV through their first six months. It's a single dose vaccine from Pfizer and one of same vaccines approved for adults 60 and older.

MHCP will post a Provider News message with billing information on this webpage when providers can submit claims for ABRYSV0 (CPT code 90678). Call the MHCP Provider Resource Center at 651-431-2700 or 800-366-5411 with questions about this message.

Supplemental Benefits Removed in 2024

| Connect + Medicare Benefit |
|---|
| Dental - Root planning and scaling, tissue conditioning for dentures, others continue |
| WW (aka Weight Watchers) vouchers - 13 weeks access to vouchers for local (and virtual) WW weight management and wellness workshops and online apps |
| Personal Protective Equipment kit: Reusable mask, N95 mask, hand sanitizer, sanitizing wipes (1 kit / year) |

Supplemental Benefits Added in 2024

| Connect + Medicare Benefit |
|---|
| Nutritional Food Allowance rides - 1 ride / week to Healthy Savings locations for members w/ nutritional food allowance (same conditions as food allowance (different by product) |
| OTC allowance - \$60/quarterly, SNP relevant items in <u>addition to rich formulary OTC</u> (CVS) |
| Pain Mgt - Acupuncture: Up to 12 additional visits /year for acute low back pain |
| Pain Mgt - Routine chiropractic - Up to 12 additional visits / year for musculoskeletal conditions (includes exams, extremity adjustments) |
| Pain Mgt - Therapeutic massage therapy - Up to 6 (60-minutes each) visits/year (lower back pain, fibromyalgia, joint pain, arthritis, headaches, tendinitis) |
| Reemo activity tracker |
| Reemo Blood Pressure monitor - members with hypertension only |

MSC+ AND MSHO NEWS

MSHO Supplemental Benefits Removed in 2024

| 2023 MSHO Supplemental Benefit |
|---|
| Dental - Root planning and scaling, tissue conditioning for dentures, others continue |
| WW (fka Weight Watchers) vouchers - 13 weeks access to vouchers for local (and virtual) WW weight management and wellness workshops and online apps |
| Personal Protective Equipment (PPE) kit: Reusable mask, N95 mask, hand sanitizer, sanitizing wipes (1 ki /year) |
| Respite - Up to 8 hours/month additional respite for members with dementia living in community |
| Individualized Home Supports with training (IHS) - - 4 hours / month up to 6 months of Individualized Home Supports with training (IHS), for members enrolled in Elderly Waiver with Instrumental Activities of Daily Living (IADL) dependencies indicated in care plan. |
| 72 hours / year companion services |

MSHO Supplemental Benefits Added in 2024

| 2024 MSHO Supplemental Benefit |
|---|
| Nutritional Food Allowance rides - 1 ride / week to Healthy Savings locations for members w/ nutritional food allowance (same conditions as food allowance (different by product)) |
| OTC allowance - \$60/quarter, SNP relevant items in <u>addition to rich formulary OTC</u> -- (CVS) |
| Utilities Allowances - \$50 / month (hypertension, diabetes, CHF, IHD) |
| Pain Mgt - Acupuncture: Up to 12 additional visits /year for acute low back pain |
| Pain Mgt - Routine chiropractic - Up to 12 additional visits / year for musculoskeletal conditions (includes exams, extremity adjustments) |
| Pain Mgt - Therapeutic massage therapy - Up to 6 (60-minutes each) visits/year (lower back pain, fibromyalgia, joint pain, arthritis, headaches, tendinitis) |

Monthly MSHO Supplemental Benefit Highlight

Utilities Allowance



MSHO members with a diagnosis of hypertension, diabetes, congestive heart failure or ischemic heart disease documented in UCare claims qualify for a \$50 monthly utility allowance to pay for household utility bills. Utility bills may include the following:

- Gas/electric/fuel oil
- Water/sanitary/sewer
- Internet & telecommunications
- Government services/municipalities

Members with a qualifying condition will automatically be sent a welcome letter, including the card used to access the benefit. The \$50 will be loaded onto the member's Healthy Benefits+ Visa

each month. Funds expire at the end of each month and do not carry over. The member can pay their bills the following ways:

- Online at healthybenefitsplus.com/ucare through bill payer tool
- Over the phone by calling Healthy Benefits+
- Over the phone or online directly through their utility provider

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

- ★ **Red Lake County:** Care Coordinators had good documentation that Advance Directives were discussed with members, and consistently offered information and copies of Advance Directives to members when needed.

MSC + /MSHO

- ★ **Red Lake County:** Case notes were detailed, easy to read, and provided a clear picture of the members' needs. Care Coordinators followed up with members as needed and provided resources, including information on MSHO supplemental benefits.
- ★ **Kittson County:** Case notes showed engaged members. Care Coordinators assisted with setting up PCP appointments and arranging transportation. Care Coordinators also followed up with members on a quarterly basis.
- ★ **Carlton County:** Care Coordinators documented detailed interventions and supports needed for each listed goal, including specific tasks that the member, Assisted Living staff, PCP, caregivers, and Care Coordinator will do to assist the member with achieving their goals.
- ★ **Crow Wing County:** Reviewed and assisted members to utilize their available benefits. Some examples include mailing out provider lists, ordering a GrandPad for isolated members, reviewing Healthy Savings Card, and options for living in the community.

DHS NEWS AND UPDATES

Update on CFSS Implementation Timeline

On Nov. 30, 2023, DHS submitted revised state plan amendments on CFSS to the Centers for Medicare & Medicaid Services (CMS). CMS must approve DHS' plan before we can implement CFSS, a flexible health care program that will replace PCA and CSG in Minnesota. For more information, refer to Update on CFSS implementation timeline.

EVV no longer required for hospice providers enrolled in Minnesota Health Care Programs (MHCP)

Minnesota Department of Human Services no longer requires electronic visit verification (EVV) for MHCP-enrolled hospice providers effective immediately. Review the DHS no longer requires hospice to use EVV in Minnesota AASD and DSD eList announcement for more information about these updates.

Housing Stabilization Services Moving Expenses Benefit Postponed to April 1, 2024

Minnesota Health Care Programs has postponed the start date of the moving expenses benefit under Housing Stabilization Services - Housing Transition originally scheduled for Jan. 1, 2024, to April 1, 2024. The Housing Stabilization Services team is finalizing the moving expenses policy, developing trainings, and preparing resources to ensure a smooth launch.

We will share more information in the coming months, including scheduled trainings in February and March 2024. Email dhshousingstabilization@state.mn.us if you have questions about this message

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.

Care Coordination Questions?

Your Clinical Liaisons are a great resource when you have care coordination questions! For us to help you best, 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.