

Care Coordination News

June 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 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 every quarter. 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 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	June 11th, 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)	August (Dates to come) November (Dates to come)
MSC+/MSHO	Clinical Liaison Office Hours (optional)	July 23 rd , 2024, 12:30 pm-1:30 pm Oct 22 nd , 2024, 12:30 pm-1:30 pm
Connect/Connect + Medicare	Clinical Liaison Office Hours (optional)	July 23 rd , 2024, 11:30 am – 12:30 pm Oct 22 nd , 2024, 11:30 am – 12:30 pm
MSC+/MSHO	Housing Office Hours (optional)	3 rd Wednesday of every month from 1 pm-2 pm
Connect/Connect + Medicare	Housing Office Hours (optional)	1 st Wednesday of every month from 1 pm-2 pm



[Click here](#) to register for the June Quarterly All Care Coordination Meeting

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

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

ALL CARE COORDINATION NEWS



New on the Care Coordination and Care Management Website

All products

- Appointment Reminder Letter (NEW 5/20/24)
- Release of Information Form (Revised 5/23/24)
- 2024 Benefits by Condition (Revised 5/2/24)
- Care Coordination Contact List (Revised 5/6/24)

MSC+/MSHO

- EW DTR Notification Form (Revised 5/13/24)
- EW DTR Instructions (Revised 5/13/24)
- Assessment Checklist MnCHOICES (Revised 5/8/24)
- Institutional Support Plan- PDF & Word
 - Added language blocks and non-discrimination notice

Connect/Connect+ Medicare

- Appointment Reminder Letter (Revised 5/20/2024)

Coming soon

- 2024 Supplemental Benefit Training
- Medicare/Medicaid 101 Video Training
- Alternative Decision Makers and Health Care Directives Training
- Elderly Waiver T2029 Equipment and Supplies Guide and Job Aid
- PCP/ICT Support Plan Fax Cover Sheet (Revised)
- Transition of Care (TOC) Notification to PCP (Revised)

Upcoming Care Coordination and Care Management Website Changes

In July 2024, care coordinators will notice changes to the Care Coordination and Care Management website.



Notably, the Connect/Connect + Medicare and MSC+/MSHO drop-down pages will be merged. This will reduce duplication of information, allow for reorganization, and enhance navigation! On the MSC+ and MSHO pages, an EW-specific drawer to house all related elderly waiver documents will also be added.

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 Kristi Kosfeld, UCare Care Coordinator, for your work with members. This story truly demonstrates how care coordination helps members access services and improve quality of life! Kristi recently shared:



"In July 2023, I was assigned a member who had been homeless for 30 years. He had no identification, social security card, phone, or birth certificate. Over the course of the last year, I was able to connect him with housing stabilization services and work with them and the member to obtain a state ID, social security card, additional income, and a birth certificate. This often meant at least weekly trips to find him under a bridge to pass on needed messages and obtain paperwork/information. With these things in place, we could obtain an apartment for him, and he moved in 05/01/2024. For the first time in over 30 years, he finally has his own place and no longer has to fight to survive next to the river outdoors. His last statement was, "This has changed my life for the better."

If care coordinators want to share a story, click the [People Powered Moments Form](#) link on the Care Coordination homepage.

Care Coordination Annual Satisfaction Survey Inquiring with U!

It's that time again! At the beginning of 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!

MnCHOICES Reminder

DHS Rolling Launch: **July 1** – All care coordinators will complete **100% of assessments and support plans** within the MnCHOICES Revision application.

- Legacy tools will be sunsetting on 7/1
- Exceptions:
 - Mid-year contacts and other support plan updates continue to be completed on legacy tools before completing the reassessment within MnCHOICES. Thereafter, revisions to MnCHOICES Support plans are completed within the MnCHOICES application.
 - MnSP will be available until 9/30 to complete RS tools for assessments conducted before 7/1/24.



News U Can Use

MnCHOICES Support Plan Revision

As a result of the May Office Hours, Fred Flintstone (person ID: 100345) has had a support plan revision example completed in the MnCHOICES Training Zone (MTZ). DHS has resolved the support plan revision functionality, and users have reported that it works smoothly. It is important to practice this process, as the progress note workaround for support plan updates is temporary. Fred may be used as an example of how a revision is completed. Steps to complete the process can be found in the MnCHOICES Guidance document in the [Job Aids section](#) of the Care Coordination Website.

Upcoming CEU:

Case Reviews for Supporting People with Co-Occurring Diabetes and Depression

Presented by a collaboration of Minnesota Health Plans

Thursday, June 20th, 2024, Noon – 1:00 p.m. CST

Objectives:

- Identify two medical consequences of diabetes and their linkages to depression
- Articulate three strategies care coordinators can utilize to support and care for people with both diabetes and depression
- Describe how addressing depression is essential in supporting members with diabetes

CEU - Participants should contact their relevant licensing board to determine if this program will meet continuing education requirements and CEU values.

For more information, click [here](#). This webinar is free, but space is limited. Click here to [Register](#).

Virta Health- Virtual Clinic for Type 2 Diabetes Reversal

Personalized nutrition planning for better health

UCare is teaming up with Virta Health to offer eligible members a type 2 diabetes reversal program at no additional cost. Virta is a virtual nutrition therapy clinic that helps members lower blood sugar, lose weight,

and rely less on prescription drugs. Virta's care plan is tailored to each member and offers support from medical providers, coaches, and digital health tools.

Program benefits

Eligible members who participate in the program receive:

- Nutrition education, including meal plans, shopping tips and recipe guides
- Medical supervision from a Virta physician, nurse, or physician's assistant
- Unlimited 1:1 health coaching
- Daily support with Virta's mobile app and health tools
- Access to a private online patient community
- Diabetes testing materials such as meters, strips and more

Eligibility

UCare and EssentiaCare members are identified via claims, pharmacy, or other records, and communications are sent on how they may benefit from Virta Health's program. UCare or EssentiaCare members between 18 and 79 currently diagnosed with type 2 diabetes are eligible for this program. Some medical conditions would exclude patients from the Virta program. Members can learn more and register at ucare.org/virta.

Dental Access for Members

Dental Care on the Move



The UCare Mobile Dental Clinic (MDC) provides dental check-ups, cleanings, and simple restorative care to UCare members with limited access to quality dental care. All care is provided by faculty-supervised dental, dental hygiene, and dental therapy students from the University of Minnesota School of Dentistry, UCare's MDC partner.

The clinic is a specially designed, wheelchair-accessible, 43-foot dental office on wheels. The MDC has three dental chairs, state-of-the-art instruments, chairside digital radiography, and an electronic health record system. This clinic on wheels visits several sites in the metro and greater Minnesota annually.

Any member with a UCare dental benefit may schedule an MDC visit. To make an appointment, members can call 1-866-451-1555 Monday through Friday, 8 a.m. to 4:30 p.m.

Visit ucare.org/mdc for the MDC schedule.

Connecting Members to Dental Care

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

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

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

Dental Kits

Available to UCare's MSHO, Connect + Medicare, or UCare Advocate Choice/UCare Advocate Plus members.

Members of these plans can receive the Adult Dental Kit once every three years. On the years the member does not receive the adult dental kit, an Adult Dental Refill Kit may be requested. Members are not eligible to receive the Adult Dental Refill Kit in the same year they receive the complete adult dental kit. To order the kit, eligible members may call UCare Customer Service. Care coordinators may order on behalf of members using the [Adult Dental Kit Order form](#) located on the Care Coordination and Care Management Benefits, Perks and Member Handouts spark.

Adult Dental Kit:

- Rechargeable toothbrush with charger
- Two extra brush heads
- Toothpaste
- Dental Floss



Adult Dental Refill Kit:

- Two toothbrush heads
- Toothpaste
- Dental floss



Clarifying Weight Loss Drug Coverage

UCare has received numerous questions about weight loss coverage from providers and members. Coverage varies by insurance type. Generally, weight loss products are only covered by Medicaid. Drugs explicitly used for weight loss are excluded by Centers for Medicare and Medicaid Services (CMS) rules and for UCare's Medicare products.

Wegovy recently received a new non-weight loss indication, allowing Medicare coverage to proceed. Major adverse cardiovascular events (MACE) risk reduction refers to a decrease in cardiovascular risk for members who have previously had a heart attack, stroke, or symptomatic peripheral artery disease.

Below is a summary of UCare's current coverage of Wegovy:

Medicare Advantage: Not Covered. An exception to coverage can be completed for the new MACE indication. Weight loss is still excluded. Non-FDA-approved indications are also excluded as per CMS guidance.

Medicare/Medicaid Duals (MSHO and Connect + Medicare): Tier 1 with a Prior Authorization (PA). MACE is covered under the member's Medicare coverage. Weight Loss and some off-label indications are covered under the Medicaid benefit.

Medicaid: Tier 2 with a PA. All indications noted above are covered. Wegovy is preferred on the state's Preferred Drug List.

CONNECT AND CONNECT + MEDICARE NEWS

SEATS

[UCare's Seats, Education, and Travel Program \(SEATS\)](#) is available to Connect and Connect + Medicare members. SEATS provides car seats to members who are pregnant or have children under eight years old. In 2023, UCare distributed **6,119** car seats through the SEATS program. Members needing a car seat can be connected to a partnering agency in their county by calling [UCare Customer Service](#).



Connect Redesign



January 2023 marked the start of the Connect Redesign project. All members transitioned to the assigned delegate agency, and increased efforts were made to engage each member in care coordination. The efforts have paid off, and a new goal was reached this month. Congratulations to **Pennington County** for achieving 80% engagement of your members. The hard work and effort put forth to reach this goal is commendable!

Health Coaching: Asthma Action Plans

An Asthma Action Plan is one of the most essential elements of asthma control. It is a written, individualized tool for daily and emergency guidance.

An Asthma Action Plan includes:

- Green, yellow, and red zone asthma symptoms and action steps
- Inhaler/medicine instructions
- Important phone numbers such as the health care provider and school nurse
- Emergency plan that may include when to take medicine, contact clinic, go to ER or call 911

UCare Asthma Educators reinforce the importance of members developing an asthma action plan with their healthcare provider through the Asthma Education program. Each member enrolled in our program is provided an asthma education workbook that includes information about an asthma action plan and an asthma action plan form to bring to their medical provider visits, as needed. The Asthma Educators encourage members to visit their healthcare provider annually to update their asthma action plan.

While UCare recognizes there is no way to prevent asthma, having a specific plan designed with a healthcare provider can lead to a better quality of life and improved asthma control. If members want to learn more about UCare Asthma Education Programs, please get in touch with UCare's Disease Management (DM) Team. Referrals can be sent to:

- **DM Email:** Disease_mgmt2@ucare.org
- **DM Voicemail:** 612.294.6539 or 866.863.8303
- **DM Referral Forms:** <https://www.ucare.org/providers/policies-resources/disease-management>

When a referral is received, the DM Team identifies the appropriate program for the condition, reviews member eligibility, facilitates program enrollment, and follows up regarding the referral outcome.

MSC+ AND MSHO NEWS

Monthly MSHO Supplemental Benefit Highlight



Home and Bath Safety Devices

MSHO members not eligible for Elderly Waiver (EW) or at EW budget max with a risk or history of falls may receive up to \$750 per year with home and bath safety devices.

Members may receive any combination of the following approved items within the \$750 budget: commode, commode chair with integrated seat lift mechanism/toilet seat lift mechanism, bath/shower chairs or mechanism/toilet seat lift mechanism, bath/shower chairs or tub stools/benches, raised toilet seats, toilet seat safety frames, transfer benches, shower commode chairs, bath lift equipment, handheld shower, grab bars, bathtub wall rails, long-handled scrub brush, non-slip bathmat, toilet safety rails, reacher, sock lifter/dresser, long-handled shoehorn, bedrails for non-hospital bed, bedrail transfer handle, stander bed cane, bed risers, hallway rails, indoor attached stair rails, wall bars, non-slip rug pads, and/or floor cord covers.

Care coordinators order approved items through a UCare in-network DME provider and authorize the item(s) using the [MSHO Supplemental Benefit Authorization Request form](#), which is found in the MSHO Supplemental Benefit Forms drawer on the [Benefits, Perks & Member Handouts](#) spark. Care coordinators indicate in the comments box on the form if the member is not eligible for EW or at their EW budget max.

QUALITY REVIEW CORNER



Thank you to all the delegates who have participated in the Quality Reviews so far in 2024. Below are 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!

Notable Highlights

- ★ **UCare:** During the assessment, care coordinators wrote detailed notes, providing relevant and descriptive information that clearly showed the member's situation, needs and supports.
- ★ **Clay County:** Care coordinators did an excellent job keeping members engaged by completing same-day assessments when requested by members.
- ★ **Southwest Health & Human Services:** Care coordinators documented discussions on product-specific supplemental benefits, including the grocery ride benefit, Stress and Anxiety Kit, Healthy Benefit+ Visa, and the Utility Allowance.
- ★ **University of Minnesota Physicians:** Care coordinators documented the review of members' medication lists, determined that some needed refills, and assisted with contacting pharmacies to request refills.
- ★ **Mower County:** Care coordinators documented assisting members with billing questions, educating members on how to set up transportation, assisting with PERS issues, collaborating with members' fiscal planners and hospice, advocating for a member in ALF, and assisting with changing service providers.
- ★ **Polk County:** Care coordinators built rapport with members by meeting with them face-to-face outside of assessments to explain benefits, CDCS, and POA/guardianship/conservatorship and assist with paperwork, MSHO enrollment, and filling out Health Care Directives.

DHS NEWS AND UPDATES

Community First Services and Supports (CFSS) implementation date is October 1, 2024

The Minnesota Department of Human Services (DHS) plans to implement CFSS on October 1, 2024. For more information, refer to the Aging and Adult Services and Disability Services Division eList announcement: [DHS announces CFSS implementation timeline.](#)

DHS requests public comments on the CFSS Policy Manual



Purpose: To announce a public comment period for the Community First Services and Supports (CFSS) Policy Manual

Comment period begins: 8 a.m. on Thursday, May 16, 2024

Comment period ends: 4 p.m. on Friday, June 14, 2024

Submit comments to: DSD.PublicComments@state.mn.us

DHS requests public comments on the new CFSS Policy Manual, which will be a resource for lead agencies and providers who support people receiving CFSS.

To review the manual and submit comments, refer to the full announcement: [DHS requests public comments on CFSS Policy Manual.](#)

Electronic Visit Verification (EVV) Contact Information Update

Effective immediately, the Minnesota Department of Human Services (DHS) electronic visit verification (EVV) team will no longer monitor the DHS.128@state.mn.us email inbox for EVV inquiries. DHS will continue to monitor this email inbox for non-EVV questions.

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.

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 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 via [UCare's Secure email Message Center](#). UCare is not able to open secure third-party emails. Care Coordinators can create a secure email account using this [link](#).

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 & SNBCClinicalLiaison@ucare.org.