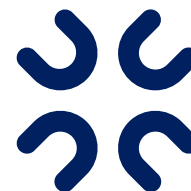


Care Coordination News

January 2025



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
- **Connect/Connect + Medicare:** 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
- **UCare Connect/Connect+ Medicare enrollment** by email at connectintake@ucare.org

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.

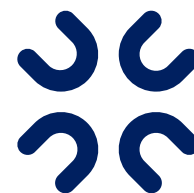
UCare Product	Meeting Type	Date & Time (Subject to change)
MSC+/MSHO and Connect/Connect + Medicare	Live Quarterly Meeting	March 13 th , 2025, 9 am-12 pm June 12 th , 2025, 9 am-12 pm September 11 th , 2025, 9 am-12 pm December 11 th , 2025, 9 am-12 pm
MSC+/MSHO and Connect/Connect + Medicare	CEU Event (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 23rd, 2025, 11 am-12 pm April 24 th , 2025, 11 am-12 pm July 24 th , 2025, 11 am-12 pm October 23 rd , 2025, 11 am-12 pm
Connect/Connect + Medicare	Clinical Liaison Office Hours (optional)	January 23rd, 2025, 12:30 pm-1:30 pm April 24 th , 2025, 12:30 pm-1:30 pm July 24 th , 2025, 12:30 pm-1:30 pm October 23 rd , 2025, 12:30 pm-1:30 pm
MSC+/MSHO and Connect/Connect + Medicare	Housing Office Hours (optional)	3 rd Wednesday of every month from 1 pm-1:30 pm



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

[Click here](#) to register for the January Clinical Liaison CT/CT+ Office Hours

[Click here](#) to register for the January Housing Office Hours



ALL CARE COORDINATION NEWS

New on the Care Coordination and Care Management Website

All products

- 4th Quarterly All Care Coordination Meeting Recording, PowerPoint Slides, and Attendance Log
- Refusal Support Plan (Revised 12/6/24)
- Unable to Reach Support Plan (Revised 12/6/24)
- Asthma Education Program Referral Form
- Health Coaching Disease Management Referral Form
- Benefits by Condition (Revised 1/1/25)

MSC+/MSHO

- Community Elderly Waiver Care Coordination Requirements Grid (Revised 1/1/25)
- Community Non-Elderly Waiver Care Coordination Requirements Grid (Revised 1/1/25)
- Institutionalized Care Coordination Requirements Grid (Revised 1/1/25)
- 2025 Monthly Activity Log
- Monthly Activity Log Job Aid (Revised 1/1/25)
- Transfer Member Health Risk Assessment Word | PDF (Revised 1/1/25)
- Transfer Member Job Aid (Revised 1/1/25)
- Nursing Facility Coverage Guide (Revised 1/1/25)
- EW Budget Tool (Revised 1/1/25)
- Additional & Supplemental Benefits: MSC+ and MSHO (Revised 1/1/25)
- 2025 Your Guide to MSC+ (New 1/1/25)
- 2025 Your Guide to MSHO (New 1/1/25)
- Assessment Checklist (Revised 1/1/25)
- New Hire Training Guide (Revised 1/1/25)
- Care Coordination Manual Part 2 MSC+ and MSHO (Revised 1/1/25)
- Institutional Health Risk Assessment Word (Revised 1/1/25)
- Institutional Support Plan Word (Revised 1/1/25)
- Institutional Support Plan Signature Page (New 1/1/25)
- CDCS Member Agreement and Checklist (Revised 12/17/24)
- CFSS Care Coordination Guidelines (Revised 12/19/24)
- CFSS FAQ (Revised 12/4/24)
- PCA/CFSS Communication Form and instructions (Revised 12/3/24)

Connect/Connect+ Medicare

- Connect/Connect + Medicare Care Coordination Requirements Grid (Revised 1/1/25)
- 2025 Monthly Activity Log
- Monthly Activity Log Job Aid (Revised 1/1/25)
- Transfer Member Health Risk Assessment Word | PDF (Revised 1/1/25)
- Transfer Member Job Aid (Revised 1/1/25)
- Additional & Supplemental Benefits: Connect and Connect + Medicare (Revised 1/1/25)
- 2025 Your Guide to UCare Connect (New 1/1/25)
- Assessment Checklist (Revised 1/1/25)
- New Hire Training Guide (Revised 1/1/25)
- Care Coordination Manual Part 3 Connect and Connect + Medicare (Revised 1/1/25)

Coming soon

- Numbers to Know: MSC+ and MSHO (Revised 2025)
- Numbers to Know: Connect and Connect + Medicare (Revised 2025)
- Institutional Support Plan MSC+ and MSHO PDF version

Fourth Quarterly All Care Coordination Meeting Update



The 4th Quarterly All Care Coordination meeting is now posted on the care coordination website. During this meeting, we covered several important topics for care coordinators. For those who were unable to attend the meeting live, please view the recording by January 31st, 2025, and complete the [electronic attendance log](#) to validate your completion of the required quarterly training.

1/1/25 Requirements Grid Updates

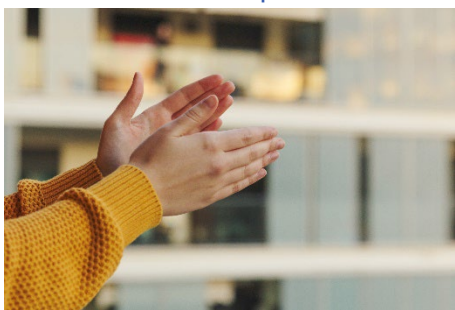
A few notable changes were made to the requirements grids for 2025 that care coordinators should be aware of:



- **MSHO and Connect + Medicare members:** care coordinators are required to educate members annually on Transitions of Care (TOC). This is done by documenting the discussion and that the member was provided the Transition of Care Handout on the Support Plan under “Materials shared: other information.”
- **MSC+ and MSHO CFSS members:** additional directions and clarifications provided for the CFSS process
- **MSC+ and MSHO institutional members** are now eligible for THRAs for product changes
- **MSC+ and MSHO Monthly Activity Log (MAL) Changes:** Only certain assessment activities are now required to be entered on the MAL (support plan updates have not changed):
 - FNU Attempted: Refusal
 - FNU Attempted: UTR
 - Institutional Assessment
 - THRA (Institutional only)
 - THRA Attempted: UTR
 - Unable to Reach
- **Connect and Connect + Medicare institutional members** are now eligible for THRAs for product changes and MCO-to-MCO transfers
- **Connect and Connect + Medicare Monthly Activity Log (MAL) Changes:** Due to the need for HS codes, assessment activity will continue to be entered on the MAL, except for THRAs. THRAs are no longer required to be added to the MAL unless included in the exception below:
 - Connect + Medicare only: If the member is unable to reach for the THRA, add the outcome to the MAL, including all contact attempts.

Final versions of the requirements grids are now posted on the UCare Care Coordination website. For additional information, please refer to the requirements grids, assessment checklists, and job aids.

HealthPartners Update



UCare is pleased to announce that an agreement has been reached with HealthPartners Medical Group (HPMG), **effective immediately**, to ensure that all HealthPartners clinics and hospitals are in-network options for our UCare members!

This agreement will improve the lives of our members and is proof that by living our mission, good things follow.

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 Melissa Erickson, care coordinator from Axis Healthcare, for sharing a story that truly demonstrates how care coordination interventions, education, and advocacy impact members' lives.

“When I was completing an in-home HRA, the member pointed this out. She has stage 4 Parkinson’s and was falling a lot; many were at home and minor, according to her. Three of the falls required ER evaluation in the past year. With further investigation, she stated that her walker was broken and the brakes were no longer working. She thought that she had to wait the full 5 years, which would have been in October, to be able to get a new one from UCARE. I called to look at wheelchair coverage. We were able to get the DME company to have it deemed unsafe that she was able to get a new one. Since then, she has received this in June; she has not had any falls or near falls.”

Good job, Melissa, getting to the root cause of this member's falls and accessing medical equipment to help keep her safe. If care coordinators want to share a story, click the [People Powered Moments Form](#) link on the Care Coordination homepage.

Synergy Self-Care

With the Holiday rush behind us, let's begin the New Year with renewed mental, physical, and emotional energy. Care Coordinators dedicate their days to assisting members in meeting their needs and providing selfless care, often forgetting to take care of themselves. It is important to practice self-care to reduce stress and avoid burnout and compassion fatigue. Self-care improves mental, emotional, and physical well-being.



Here are some suggested ways to participate in self-care while at the office and beyond.

- Practicing meditation - [Insight Timer Meditation App](#) is a free app that offers meditation, breath work, and yoga
- Going for a short walk to clear your mind
- Taking designated breaks
- Resonance Breathing
 - [The Breathing App - Apps on Google Play](#)
 - [The Breathing App on the App Store](#)
 - [Breathe Slowly](#)
- Aroma Therapy
- Drinking plenty of water each day

Taking care of yourself is a necessity. Doing so energizes well-being so that we can continue to provide outstanding work and care to members.

Caregiver Assurance Program

MSHO and starting January 1, 2025, Connect+ Medicare and UCare Advocate plan members



Eligible members and their designated caregivers get up to 12 visits with a caregiver advisor within the plan year at no extra cost. Caregiver advisors are licensed professionals who can make the caregiving journey a little easier. They help collaborate with care coordination, service advice and referrals, stress reduction tips and more. Support is just a phone call away.

To get help, call 612 672-7996 (TTY users call 711). Learn more about Caregiver Assurance at <https://wellbeingadvisor.org/ucare/caregiverassurance-cga/>.

Lutheran Social Services: Healthy Transitions Program

MSHO and starting January 1, 2025, Connect+ Medicare members

This program provides individualized support, education, and resources for eligible members during the critical first 30 days after a hospital or short-term rehabilitation center stay. When the member returns home from the hospital or rehabilitation center, the member is paired with a specially trained and certified community health worker. The community health worker provides two in-home and two phone visits during the 30 days.

These visits cover:

- Discharge documentation
- Home safety and fall risks
- Nutrition
- Medications
- Socialization
- Appointment setting and transportation
- Short-term goal setting
- Resources and referrals to other providers



The community health worker collaborates with the member and their care coordinator to ensure that all needs are being met.

One Pass Fitness Benefit Update

Starting 1/1/25, UCare Connect members will no longer be eligible for the One Pass fitness program. UCare Connect members who used the program in 2024 received a letter in December notifying them of this change. In 2025, UCare Connect members will have access to other great programs, including:

- **Community education class allowance**
- **Connect to Wellness Kit**
- **And more!** Members can learn more about the health and wellness programs online. Log in or create an online member account at member.ucare.org. Go to Health & Wellness, then Wellness, Rewards and Allowances.

2025 One Pass eligible plans include: UCare Medicare (excluding UCare Advocate Plans), UCare Your Choice Plans, UCare Medicare Supplement, EssentiaCare, UCare's MSHO and UCare Connect + Medicare. One Pass® is a complete fitness solution for your body and mind, available to you at no additional cost. You'll have access to more than 24,000 participating fitness locations nationwide, plus:



- Thousands of on-demand and live-streaming fitness classes
- Workout builders to create personalized workouts
- Home fitness kits for members who are physically unable to visit or reside at least 15 miles outside a participating fitness location
- Personalized, online brain training program to help improve memory, attention and focus
- Social activities, community classes, and events available for online or in-person participation

Members can go to ucare.org/onepass or call toll-free 1-877-504-6830 (TTY 711), 8 am – 9 pm, Monday – Friday to find participating fitness locations and learn more.

Rewards and Incentives Program Updates

Starting 1/1/25, there will be two changes taking effect to the Rewards and Incentive program:

- Members have 365 days from the date the reward was issued to spend it; any remaining funds from that reward after 365 days will expire. Example: A \$50 reward was loaded to the Healthy Benefits+ Visa on 3/1/25. The member will have until 3/1/26 to spend that reward.
 - The Healthy Benefits+ Visa will prioritize the dollars spent to spend the older rewards first
 - Any reward earned and issued prior to 2025 will be grandfathered in and will not expire
- Members will have 120 days from the date of service to redeem the reward. Example: Member completes a mammogram on 1/5/25; the member will have 120 days from 1/5/25 and must have the voucher in the mail by 5/5/25.
 - There will be a 7-day buffer on the 120 days to allow for mail transit time for vouchers mailed by the 120th day



These changes will be clearly stated on the vouchers sent to members, in the member online account, and at ucare.org.

A Healthy & Happy New Year!



For many, the New Year symbolizes a fresh start and provides an opportunity to reflect on the previous year. It's also a time when many people feel a renewed sense of hope and motivation and set intentions for positive change and self-improvement for the coming year.



Health coaching and education is a wonderful way to support members looking to achieve their New Year's resolutions and health goals. Disease Management (DM) has trained and certified health coaches, respiratory therapists, and nurses who offer support, guidance, and encouragement to members as they work to improve their health and their lives.

Through coaching and education, members can:

- Develop a positive vision for their health and lifestyle.
- Create achievable goals based on their motivation and readiness to change.
- Identify and break down barriers and patterns of behavior that prevent change.

- Be empowered to make lasting lifestyle changes and be held accountable for their goals.
- Receive condition-specific education and resources to support their self-management.

We accept referrals for all our programs and assist members in our program with referrals to other programs and resources. For more information, please visit [Managing Health Conditions | Programs and Support | UCare](#).

To send a referral, please reach out 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>

CONNECT AND CONNECT + MEDICARE NEWS

Connect to Wellness Kit

Connect and Connect+ Medicare members can order a Connect to Wellness Kit to help improve their health and wellness. Each kit includes engaging tools — at no additional cost. Members may choose one of the following kit options:

- Fitness Kit
- Sleep Aid Kit
- Stress Relief Kit
- Dental Kit
- ADHD and Autism Support Kit (New kit option in 2025)
- Amazon Echo Kit (available to Connect + Medicare members)
- 5-pound weighted blanket (available to Connect + Medicare members)



To order a kit*, members can log in or create an online member account at member.ucare.org. Then, they can go to Health & Wellness, then Wellness, Rewards & Allowance, to place an order. Members or care coordinators can also call UCare Customer Service at the number on the back of the member ID card to order by phone.

*Must be an eligible UCare member at the time of the order. Limit one kit per year per member. Kit contents may be subject to change. Please allow 4 – 6 weeks for delivery.

SEATS

PMap, MNCare, **Connect, Connect+ Medicare** and IFP members
After hearing feedback from partners and members about UCare's SEATS program, UCare has decided to re-innovate the car seat program for 2025 to better serve our partners and members. The new program will include infant car seat carriers, as well as the elimination of backless boosters being distributed by UCare's car seat partners.

Pregnant members and children up until the age of 1 are eligible for infant car seat carriers. Pregnant members will continue to be able to receive one seat per pregnancy, with exceptions made for members delivering multiple babies.



Child UCare members are eligible for two seats distributed with education provided by car seat partners, plus one backless booster seat that can be ordered through UCare's Online Member Account or by calling the UCare customer service number on the back of their ID card. Children ages 7-9 are eligible for this type of seat.

UCare will also continue to offer convertible car seats and combination car seats through our car seat partners.

Members can contact UCare customer service to get referred to car seat partners for car seat education and distribution.

MSC+ AND MSHO NEWS

Monthly MSHO Supplemental Benefit Highlight



Healthy Benefits+ Monthly Food Allowance

NEW in 2025 – **all** MSHO members receive a monthly food allowance of \$75 per month for purchasing healthy foods. Members can purchase approved items such as fruits, vegetables, healthy grains, dairy, beans and more at participating retailers by swiping their Healthy Benefits+ Visa card at checkout. The monthly allowance is loaded on the member's UCare Healthy Benefits+ Visa on the first day of each month. Unused account balances do not roll over each month and are forfeited. Participating store locations can be found at [Healthy Benefits Store Locator](#).

Locating an In-Network CFSS Provider Agency



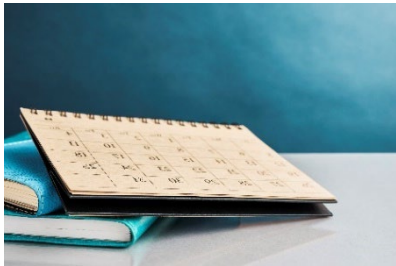
A member using the agency model must use a provider that is both enrolled with DHS for CFSS services and in-network with UCare. As CFSS provider agencies become enrolled with DHS, UCare is then able to update the [Provider Search Tool](#) to include CFSS for the in-network provider.

Utilizing the [Provider Search Tool](#), navigate to the *Places* tab and *Pick your plan* from the dropdown. *Search by name* using "Community First Services" (at a minimum). You will then *Choose a location* that includes the City, State and USA. The *Filter By* option on the left-hand side of the search tool does not currently allow you to filter by CFSS, and you must search by name for "Community First Services" to obtain an accurate listing of eligible providers. We are in the process of adding Community First Services & Supports to the *Filter the Results By: Specialty* option and hope to have this implemented as soon as possible.

TIP: If your search results are limited based on the location selected, you can increase your distance to *greater than 60 miles* in the filter to expand your search to include all CFSS provider options currently available in our network throughout the state.

Thank you for your patience during this transition. As CFSS continues to evolve, updates will be added to the CFSS Care Coordination Guidelines document and the UCare CFSS FAQ located in the PCA/CFSS Authorization Drawer on the [MSC+/MSHO Care Coordination Resources](#) page.

Six-Month PCA Transition



As outlined in the [November 26, 2024 DHS eList announcement](#), effective immediately, members who currently utilize PCA services will receive up to six months of PCA services while they transition to CFSS. The six months of PCA transition is for existing PCA-eligible members who have had an authorization within the previous 60 days. DHS changed the service extension from three to six months to avoid gaps in service for members transitioning to CFSS.

If the DHS-6893P Service Delivery Plan is completed and approved prior to the completion of the six-month PCA transition authorization, the member may elect to move to CFSS between months 4-6. A member cannot transition to CFSS during months 1-3 of the six-month transitional PCA.

A Thank You from GrandPad

GrandPad is excited to share the following information with care coordinators. For 2025, the GrandPad is now available to MSHO members with **depression or anxiety diagnoses** on file with UCare. To date, 894 UCare MSHO members currently have a GrandPad – thousands more are eligible!

Since it was enabled on October 3rd, 2024, 362 members have tried the newest app called Grandie Chat for a total of 16,368 minutes. Encourage your members to ask Grandie for a new recipe, a joke or who won the Vikings game on Sunday! UCare recently added Gaps in Care information regarding flu shots and Cologuard kits to the GrandPad as well. In the first week, 93 members clicked on these new links. Safe, secure video calls can be made to GrandPad users through the [Provider Console](#). Care coordinators can also send emails and create calendar events with Zoom or other resource links. To learn more, work through the prompts in the link above. If you don't know your password to log in, just click "Forgot my password."



In the new year, GrandPad wanted to thank care coordinators for helping them meet their vision of living in a world where no seniors are lonely or isolated and every senior has the opportunity to live grand! We think this UCare member sums it up best with her recent survey response:

"I've noticed since I've gotten my GrandPad, you know, I smile a lot more, especially when I get to video call, you know, somebody I know really well. I get to see their face, and it has been a while since I've seen him. So that makes me real, real happy. So yeah, my life since getting the GrandPad, I think, has improved quite a bit. I want to thank you again for the opportunity to have this. I think it's really cool."

QUALITY REVIEW CORNER



Thank you to all the delegates who participated 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

- ★ **Morrison County:** Care coordinators documented that they reviewed falls, ER visits, and hospitalizations with members at the time of the mid-year reviews.
- ★ **Kanabec County:** Care coordinators are consistently checking MN-ITS for all assessments to verify eligibility. Care coordinators consulted with Clinical Liaisons or Supervisors about gaps in coverage or other enrollment questions.
- ★ **Le Sueur County:** Care coordinators provided members with detailed information about specific UCare supplemental benefits that were relevant and beneficial to them, including UCare's Weight Management program, Reemo Smartwatch, and Strong & Stable Kit.
- ★ **DVHSS:** The assessments reviewed were completed thoroughly, with detailed notes that provided good person-centered context. Care coordinators had good case notes about assisting members with various issues, including MA eligibility and spenddowns.
- ★ **Lifespark:** Care coordinators request medical records from the primary care clinic office and document in case notes when the member was last seen by their provider and any upcoming appointments.
- ★ **Nicollet County:** Care coordinators coordinated care with all ICT members and reached out to Clinical Liaisons, Financial Workers, and Senior Linkage Line when needed to assist members in making informed decisions.

Transition of Care Annual Audit

The Quality Review Team would like to remind delegates of the required annual Transition of Care (TOC) audit. Based on delegate feedback, the audit will occur simultaneously with your Quality Review in 2025 to reduce the number of audit requests throughout the year. The audit will consist of randomly selected 2024 care transitions. Submissions will be via the SecFTP portal. If you have any questions, please reach out to the Quality Review Team at QualityReviewTeam@UCare.org.

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.

Using the Most Updated Forms

It is required to use the most recently updated version of all documents to ensure all audit elements are met. If a UCare document is needed, ensure it is downloaded directly from the CC website each time. If a DHS document is needed, ensure it is downloaded from DHS eDocs each time. If new questions are missing from a previously used document, the chart is at a compliance risk in an audit. For assessments and Support Plans completed in the MnCHOICES platform, ensure the MnCHOICES-MCO form (including the 'Staying Healthy' section)/Support Plan – MCO MnCHOICES Assessment and the Health Risk Assessment-MCO form/Support Plan – Health Risk Assessment are being used.

For a list of documents used and which to attach in MnCHOICES, refer to the [MnCHOICES Guidance](#) available on the Job Aids and Resources page on the Care Coordination and Care Management website.

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 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 located on the Care Coordination home page.

Newsletter Article Requests

Is there a topic that should be covered in this newsletter? Please send all suggestions to MSC_MSHO_Clinicliaison@ucare.org & SNBCClinicalLiaison@ucare.org.