



## UCare Connect and Connect + Medicare Letters Guide

Letter Name	Optional/Required	Purpose
Appointment Reminder	Optional	Sent to members as a reminder of their upcoming appointment with the assigned Care Coordinator
Change in Care Coordinator Letter*	Required	Sent to the member whose enrollment status indicates a change in care coordinator within 10 days of the assignment or to notify member of internal agency change in Care Coordinator within 10 days of the change. <b>Note:</b> <i>Connect/Connect + Med has specific letters for each product.</i>
Health Resource Letter	Optional	Cover letter mailed to member/representative with miscellaneous resources/information attached to or included within the letter.
PCP/ICT Support Plan Cover Letter	Optional	Cover letter to accompany mailed Support Plan to PCP and ICT members.
PCP/ICT Support Plan Fax Cover Sheet	Optional	Fax cover sheet to accompany faxed Support Plan to PCP and ICT members.
Provider Engagement Letter	Required	Mailed to PCP (if known) when a member is UTR/Refusal.
Refusal Letter	Required	Mailed to the member when verbally declining assessment.
Support Plan Letter*	Required:	Cover letter to accompany mailed Support Plan to member/representative when a signature has already been obtained.
Support Plan Signature Letter*	Required	Cover letter to accompany mailed Support Plan to member/representative when a signature is needed.
Unable to Reach Member Letter*	Required	Mailed to members who have not responded to phone calls or have no known or working phone number.
Unable to Reach Member Letter - Support Staff*	Optional	Alternative letter mailed to members who have not responded to phone calls or have no known or working phone number when Support Staff have made contact attempts on behalf of the assigned CC.
Welcome Letter	Required	Mailed to newly enrolled members within 10 days of assignment to share CC contact information. <b>Note:</b> <i>Connect/Connect + Med has specific letters for each product.</i>
Welcome Letter (Waiver)	Optional	Alternative Welcome Letter for members known to be on a Waiver. Sent to newly enrolled members within 10 days of assignment to share CC contact information. <b>Note:</b> <i>Connect/Connect + Med has specific letters for each product.</i>