Connect and Connect + Medicare
Transfer Member Process Flow

UCare

Delegate retrieves enrollment report (Sec FTP) and reconciles roster using MNITS.
Tip: Sort by care coordinator change/new member.

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Delegate completes CC staff assignment and location in MnCHOICES.

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Member is informed of CC name/phone within 10 business days of assignment by sending a "Welcome Letter" (new members) or "Change in CC Letter" (transferred in) or via phone call. Document.

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Key
Enrollment: 1st day of the month
Assignment: Date delegate receives enrollment roster
Days: Calendar days
*Refer to Connect Requirements Grid for additional information.

UCare delegate to delegate transfer? — No → Product change/MCO change? — Yes → Does member have a current HRA AND transfer docs received? — No → Follow new member process flow.

UCare delegate to delegate transfer? ↓ Yes

Document review of transfer documents.

Does member have a current HRA AND transfer docs received? ↓ Yes

4 actionable attempts to reach member.
Document outcomes.

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THRA completed w/in 60 days of enrollment?

— No → Complete UTR/Refusal THRA activity in MnCHOICES.
Document review of transfer documents.
Do not complete UCare THRA doc. Update MnCHOICES Support Plan as needed. Send appropriate letters.

— Yes → Attach UCare THRA in MnCHOICES. Complete Transitional HRA activity in MnCHOICES. Update support plan as needed.
Note: If no support plan and/or sig page is received CC can complete a new one and mail to member/ICT.

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Reassessment due within 365 of most recent HRA date.

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