June 2018

Issues of Clinical Services Program Update often refer to several different UCare forms. Please note that all UCare care coordination forms are on the UCare website under the Care Managers tab.

Direct your UCare questions to your Clinical Care Coordination Liaisons. You can send your care coordination-related questions to our Clinical Liaison mailbox: clinicalliaison@ucare.org or by phone: 612-294-5045 or 1-866-613-1395 toll free.

Direct your MSHO/MSC+ enrollment questions to the enrollment intake line at 612-676-6622 or by email CMIntake@ucare.org.

Direct your UCare Connect enrollment questions to the UCare Connect enrollment email connectintake@ucare.org.

Care coordination news

2018 UCare Care Coordination training schedule

**UCare Connect & UCare Connect + Medicare Bi-Annual Care Coordinator Meetings: Twin Cities Metro Delegates**

November 14; 9 a.m.-12 p.m.

**UCare Connect & UCare Connect + Medicare Bi-Annual Care Coordinator Meetings: WebEx Training; the recorded WebEx will be posted on the UCare website by:**

Nov. 21

**UCare’s MSHO/ MSC+ Quarterly Meetings: Metro Delegates**

June 13; 9 a.m.-12 p.m.
Sept.12; 9 a.m.-12 p.m.
Dec.12; 9 a.m.-12 p.m.

**UCare’s MSHO/MSC+ Quarterly Meetings: Greater Minnesota WebEx Training. The recorded WebEx will be posted on the UCare website by quarter:**

June 21, Sept. 20, Dec. 20
2018 Care Coordination Satisfaction Survey

All UCare care coordinators will receive the 2018 Care Coordination Satisfaction Survey in July 2018 through Survey Monkey. Every response is confidential and helps us identify areas in which we can potentially improve our current processes. We always value your feedback!

Screening Members at Adult Day Center for Tuberculosis.

The Minnesota Department of Health (MDH) is asking health plans for help in disseminating information about a recent outbreak of Multidrug-resistant (MDR) Tuberculosis (TB) that involved a high number of adults attending a specific adult day care.

The last confirmed outbreak-related MDR TB case occurred in August 2017 with 10 MDR TB cases, 80% of whom attended the same adult day center. This outbreak resulted in the following:

- October 2017. MDH requested licensed adult day center directors help in decreasing the spread of TB and other communicable diseases, to:
  - Document that adult day center participants are free of communicable disease prior to enrollment at a center.
  - Provide monthly health checks for participants.
- May 2018. LeadingAge Minnesota held a webinar with MDH to discuss the outbreak and recommended screening for adult day center participants.

MDH would like to make sure all healthcare providers are aware of the new recommendations for performing TB risk assessments as part of a health assessment prior to enrollment at an adult day center. MDH has developed a risk assessment and an FAQ page that goes along with the risk assessment.

- Adult Day Center Participant Tuberculosis (TB) Risk Assessment (PDF)
- Adult Day Center Participant Tuberculosis (TB) Risk Assessment FAQs

UCare asks care providers to be aware of the efforts by the MDH to encourage adult day care providers to screen members. Please disseminate this information within your organizations as appropriate.

Medicare Changes Coming in 2019

A type of Medicare plan known as Medicare Cost Plans will be closing in much of the state in 2019. This change has NO impact on UCare Medicare Advantage members. It will, however, impact about 315,000 of the total 370,000 Cost Plan members. As a Medicare Advantage plan with more than 20 years serving Minnesotans, UCare is here to help affected individuals and their caregivers work through this transition.

Starting in June, UCare will be holding meetings in the community to help people prepare, understand their options, and know what to look for when shopping for a new plan in the fall. They will likely have many plans to choose from.

Again, this change does not impact UCare members or members of Medicare Advantage plans. If you receive questions from our members, please assure them that we will continue to provide them with great coverage and service in 2019. For those who are losing their coverage, UCare staff are available to answer any and all of their Medicare questions, at 1-877-523-1518.
UCare to host regional county visit meetings this summer
UCare Care Coordination Liaisons will be inviting county care coordination staff to regional meetings this summer, where care coordinators from groups of neighboring counties will be invited to meet at specified sites. The meetings will cover UCare product information, care coordination updates, and information about care plan audits. We would also like to hear from you prior to the meetings about care coordination topics you would like us to address.

We hope these meetings will provide an opportunity for care coordinators to network with other care coordinators and interact with UCare staff. Invites will be sent to groups of counties by region. UCare will be meeting individually with Care Systems.

Reminder - UCare.org website update – enhancing your experience
UCare recently introduced some changes to the provider web pages. With these enhancements, the Care Manager site has been redesigned with a more intuitive look and feel.

Here are some things to keep in mind when visiting the website:
- Check and update your bookmarks to the new URLs showing in the address line.
- Everything on the current website will be on the new site, but it may be in a new location.
- Look for information “drawers” that open when clicked to expose additional information on a particular subject.
- We value your input. If you have any comments about the site, or any ideas for website improvement please reach out to us at clinicalliaison@ucare.org.

This is the first of several improvements we will be introducing to support your online experience. We will keep you informed along the way. UCare is committed to enhancing your provider experience to help support you in serving our members.

New Process for Notifying Care Coordinators of PCA appeals outcomes
Care Coordinators have asked us to notify them when a member appeal is overturned for PCA services, so they can account for additional hours in the member’s waiver budget. When a decision is made to overturn a Denial, Termination, or Reduction (DTR) of PCA services, UCare will issue the care coordinator a copy of the adjusted authorization letter via fax. Please note that the member and provider will receive a mailed copy of the adjusted authorization based on the appeal determination.

MSHO and MSC+ News

Updates to Transition of Care Log and Instructions
UCare and other Minnesota health plans have worked together to modify the Transition of Care Log and Instructions. The changes mostly are related to clarifications of minimum requirements for care coordinator follow up when the member is discharged back to their usual care setting. Updated versions of both documents are posted on UCare’s website.

Provider Signature Requirements - Frequently Asked Questions
UCare and other Minnesota health plans have also developed Frequently Asked Questions (FAQ) to help clarify signature requirements for EW providers. The FAQ is posted on UCare’s website under Guidelines and Information Sources.
New! – UCare has added an Annual Wellness Visit incentive for our UCare Connect + Medicare and MSHO programs.

UCare Connect + Medicare and MSHO members who complete an Annual Wellness Visit and have the doctor/provider complete the voucher will receive a $25 gift card. UCare mails out the voucher to all members who have not had an Annual Wellness Visit in the last 12 months. An online version is available along with all incentive vouchers at www.ucare.org/rewards.

UCare Connect News

New email address for the SNBC Keep Your Coverage Program

You now can reach our Keep Your Coverage program staff via a new dedicated email address: SNBCkeepcoverage@ucare.org. Keep Your Coverage staff check the mailbox frequently and quickly respond to questions and needs.

UCare’s Keep Your Coverage program helps UCare Connect and UCare Connect + Medicare members maintain eligibility for SNBC membership and avoid disruptive lapses in health care and services. We contact eligible plan members to determine their coverage renewal needs, including Medical Assistance paperwork. We often collaborate with county financial workers and case managers, and direct members to resources needed to maintain continuous coverage.

Looking to help a UCare member needing this type of assistance? Call our Keep Your Coverage team between 8 a.m. to 5 p.m., Monday-Friday:
• 612-676-3438 or 1-855-307-6978 toll free.
• TTY: 612-676-6810 or 1-800-688-2534 toll free.

Missing MMIS Entries for UCare Connect members

UCare Connect delegates are required to check their “Missing MMIS Entries” report monthly and address any missing HRAs within 30 days of receiving the report. Please ensure the following occurs for members identified on the list:
• Check the list monthly for members with missing MMIS entries.
• Enter an MMIS entry for any member on the list:
  o Complete the missing assessment, enter into MMIS as an assessment, and enter as an assessment on the monthly activity log, or,
  o Enter a refusal in MMIS, and enter as a refusal on the monthly activity log, or,
  o Enter as unable to reach in MMIS, and enter as UTR on the monthly activity log.
• If a member has agreed to an assessment but is not available within 30 days of enrollment, or within 365 days of the last annual assessment, enter in MMIS as a refusal, and conduct the assessment when the member is available. This will help ensure compliance with assessment reporting for UCare Connect members.
Events and Happenings

2018 UCare Health Care Legal Fair
Join us at the 2018 UCare Health Care Legal Fair on June 6 at the InterContinental Saint Paul Hotel to learn how your legal needs affect your health. Please see the attached flyer for details.

UCare to hold One-Year Anniversary Party open house for office in Duluth/Hermantown
See the attached flyer detailing UCare’s open house party marking the one-year anniversary of the Duluth/Hermantown office.

DHS Updates and Announcements

Crisis Text Line
As of April 1, 2018, Minnesota’s suicide prevention and mental health crisis texting services are now available 24 hours a day, seven days a week. People who text MN to 741741 will be connected to Crisis Text Line. Crisis Text Line handles 50,000 messages per month and over 20 million messages since 2013 from across the U.S., connecting people to local resources in their community. For callers who are the most in distress, average wait times for a response is only 39 seconds. DHS provides a variety of marketing materials for the Crisis Text Line at this link.

There will soon be more on-the-ground suicide prevention services across the state. DHS is in the process of selecting contractor(s) to:

- Support awareness of suicide prevention and how to access the statewide text message suicide response service.
- Maintain local resources in the 211 national database for Crisis text line to access to help connect individuals with trained crisis counselors and access local resources.
- Increase knowledge and awareness of the warning signs for suicide and how to connect individuals in crisis with assistance and care.
- Partner with local mental health facilities, medical providers, school counselors, juvenile justice, probation officers, and county providers to provide trainings and information.
- Promote timely access to high-quality culturally-appropriate services for persons at heightened risk for suicide.

Billing for walkers and replacement brakes when the member has Medicare
Bill Medicare first for replacement hand brakes for walkers if the brakes originally dispensed with the walker are in need of repair, so therefore, need to be replaced. When dispensing a new walker with hand brakes, bill Medicare first for the walker. Bill MHCP for hand brakes as a replacement for the standard glide-type brakes, because Medicare does not pay for hand brakes. (pub. 5/1/18).
Information about employment options for people who use disability waiver programs
DHS soon will start to mail information about community employment as an option to people who use the following disability waiver services:

- Adult day services
- Day training and habilitation (DTH)
- Prevocational services.

To view announcement, see Information about employment options for people who use disability waiver programs.

Reminder - discontinuation of the residential care BI, CADI and EW waiver service effective June 30, 2018
DHS will discontinue the BI, CADI and EW residential care service effective June 30, 2018.
To view this announcement, see Update on the discontinuation of the residential care waiver service.

Recent CBSM and policy updates
DHS recently made updates to the Community-Based Services Manual (CBSM) about:

- Brain Injury (BI) Waiver
- Crisis respite
- Family training and counseling
- Respite
- Specialized equipment and supplies
- Transitional services - Brain Injury (BI, Community Alternative Care (CAC), Community Access for Disability Inclusion (CADI) and Developmental Disabilities (DD) waivers.

Person-centered thinking (PCT)
Please join the Minnesota departments of Education and Human Services for an interactive two-day person-centered thinking (PCT) session where you will learn many different PCT tools to help describe both how a person wants to live and how to discover a reasonable balance between “important to” and “important for” across a person’s life from early childhood through retirement.

Date: Mon. June 25 - Tues. June 26, 2018
Time: 9a.m. - 4 p.m.
Location:
Minnesota Department of Education
1500 Highway 36 West,
Roseville, MN 55113

Audience:
PCT training is designed for staff at all levels in an organization, as well as individuals who receive support and families. It is especially relevant for full-time staff who continually interact with students and for administrative staff.

Register: On the registration site

Questions:
- For Self-Advocates, Families, Caregivers, Direct Support Staff, County/Agency Staff
  Mary Piggott, mary.piggott@state.mn.us
- For Educators
  Garrett Petrie, garrett.petrie@state.mn.us

Additional details: Available on the session announcement page
DHS Bulletins moved to a new section of the website

DHS has moved DHS Bulletins to a new area of the website, effective May 31. The pages look different, but there are no changes to how bulletins are issued or numbered. You will continue to receive email updates as normal.

Tidbits and reminders

Do you have a care coordination question?

We want to be a great resource to you when you have care coordination questions! In order for help us help you, please include as much detail as possible with your question(s); e.g.:
• Member name and ID number.
• Product.
• Date of birth.
• Details about the situation.
• Your name, phone number, and email address.

This information will allow us to research the situation and provide you with an accurate and prompt response. When sending PHI, please remember to always use UCare Secure messaging. If you do not have a secure account, please register for one on the site.

We ask that you check with your care coordination team and supervisor prior to sending an email to us, as they are a great resource and may be able to guide you through your question. If you still have questions after checking with your team, we ask that you send one email outlining the question, and then share our response with your team.

UCare Secure Email

All emails sent to UCare that include private member information must be sent via UCare’s secure email. UCare is not able to open third party secure emails. If you don’t have a secure email account, please register via the link above.

UCare contact numbers

Please refer to the Clinical Phone List for Care Coordination delegates.

Newsletter article requests

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