COVID-19 Recommendations for Care Coordination

UCare has had some inquiries asking for guidance for Care Coordinators concerned about the COVID-19 virus. At this point DHS has provided no official direction to lead agencies, including Health Plans related work being done with MSHO, MSC+, SNBC and SNBC DSNP members.

As always, Care Coordinators should use precautions when doing home visits/facility visits. This includes:

- Inquiring if the member has been ill
- Inquiring if the member or anyone in their household has been around others who have been ill in the last 14 days.
- For members in a group or facility setting, inquire with the facility if they have put any restrictions in place related to outside visitors.

For some MSC+ and SNBC members, assessments may be able to be conducted telephonically. For members on the Elderly Waiver, and/or receiving PCA services, eligibility can only be established through a face to face visit. Please consult with your health plan if you have any questions or concerns regarding a specific case.

Health Plans are continuing to monitor the situation and if we receive any additional guidance from DHS, we will be sure to pass this along.

A reminder about some additional precautions to use to prevent getting sick:

- Wash your hands thoroughly – and often – with soap and water. If soap and water are not available, use hand sanitizer with at least 60% alcohol.
- Avoid touching your eyes, nose and mouth.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Avoid close contact with people who are sick.
- Stay at home when you are sick.

COVID-19 is a lower respiratory illness, and UCare encourages Care Coordinators to question patients about having symptoms of influenza (upper respiratory) and refrain from meeting with those persons who are symptomatic as well.

- Do you have a fever or symptoms of lower respiratory illness such as a cough or shortness of breath?
- Do you have a history of recent travel (within the past 14 days) from an affected geographic area? Affected geographic areas AT PRESENT include China, Iran, Italy, Japan and South Korea (continue to check for updated geographic areas on CDC webpage).
- Have you had close contact with any person, including healthcare workers, who is a lab-confirmed patient within the past 14 days of symptom onset?

Both the CDC and MDH offer helpful information on Covid-19 and related viral illnesses:

- [https://www.health.state.mn.us/diseases/coronavirus/basics.html](https://www.health.state.mn.us/diseases/coronavirus/basics.html)