UCare Connect
Biannual

May 15th & 16th 2019
Agenda

• Welcome
• Opioid Project Update - Margaret Crawford
• Dental Project – Emily Eckhoff
• Health Promotion – Nicole Lier
• Transitions of Care – Dawn Sulland
• Care Coordination Updates – Dawn Sulland
Opioid Project Update

Margaret Crawford, Quality Improvement Specialist
May 15, 2019 and May 16, 2019
Performance Improvement Projects (PIPs) are an integral part of Minnesota’s Medicaid’s managed care quality strategy.
Opioid Performance Improvement Project (PIP):

• The Collaborative PIP intervention will focus on decreasing the rate of New Chronic Users (NCU’s).

• Project is to focus on opioid-naive members to prevent them from becoming chronic users.

• **Improvements include:**
  
  • Provider Education: Provider Toolkit & Webinar Series
  • Consistent Messaging for Community Outreach: Opioid Brochure
  • Provider Interventions: Alignment of Pharmacy Practices
Opioid Provider Toolkit

Meeting the Challenges of Opioids and PAIN:
A Provider Toolkit

- Patient education on pain and opioid prescriptions
- Addressing opioid prescribing practices
- Identifying safe and effective pain management protocols
- Nonpharmacological and non-opioid pharmacotherapy alternatives
Topics:

- Introduction to the Issue
- Shared Decision Making
- Identifying Opioid Use Disorder or Drug Seeking Behavior
- Prescription Monitoring Programs
- Effective Screening for Risk Factors
- Continuing Medical Education and Training Opportunities
- Non-pharmacological Alternative Pain Management Therapies
- Guidelines and Prescribing Standards
- Considerations for the Elderly/Seniors
- Considerations for Adolescents and Young Adults
- Safe storage and Disposal of Prescription Opioids
- Opioid Prescriptions for Animals
We provided three educational webinars in 2018

We attended and presented at three conferences in Minnesota in 2018

We will be presenting in Duluth at the Age & Disability Odyssey Conference July 31, 2019 – August 1, 2019
Member Education – Member Brochure

- **Using Opioids for Pain: What You Should Know**

- Summary of information for a general audience of members with acute pain

- Explains risks and common side effects of opioids

- Provides information on using opioids for pain and possible treatment options, safe storage and disposal options
Using Opioids for Pain: What You Should Know

WHAT ARE OPIOIDS?

Opioids are a group of strong prescription pain medications, sometimes called narcotics. They are usually prescribed to help ease acute moderate to severe pain because of an injury, illness or surgery.

HOW DOES OPIOID PAIN MEDICATION AFFECT THE BRAIN AND BODY?

Opioid pain medication blocks pain messages sent from the body to the brain.

- Opioids may not ease all of your pain, but they can help you cope with your pain for a few days as your body heals and recovers.
- Opioids can cause unpleasant side effects. Dangerous reactions can occur if you take too much, take them too often, or mix them with alcohol, illegal drugs, and some medications. These reactions can be fatal.
- Tell your doctor about all the medicines and supplements you take before you agree to take any prescription medication for pain.

COMMONLY PRESCRIBED OPIOID MEDICATIONS

<table>
<thead>
<tr>
<th>Generic Name</th>
<th>Examples of Brand Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Codeine</td>
<td>Tylenol with Codeine®</td>
</tr>
<tr>
<td>Fentanyl</td>
<td>Duragesic®</td>
</tr>
<tr>
<td>Hydrocodone</td>
<td>Vicodin®</td>
</tr>
<tr>
<td></td>
<td>Lortab®</td>
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<tr>
<td></td>
<td>Lorcet®</td>
</tr>
<tr>
<td>Morphine</td>
<td>Kadian®</td>
</tr>
<tr>
<td></td>
<td>MS Contin®</td>
</tr>
<tr>
<td>Oxycodeine</td>
<td>OxyContin®</td>
</tr>
<tr>
<td></td>
<td>Endocet®</td>
</tr>
<tr>
<td></td>
<td>Percocet®</td>
</tr>
<tr>
<td>Tramadol</td>
<td>Ultracet®</td>
</tr>
<tr>
<td></td>
<td>Ultram®</td>
</tr>
</tbody>
</table>

RISKS AND COMMON SIDE EFFECTS

- Difficulty with breathing • Worsening of pain • Impaired driving • Tolerance (needing a higher dose to get the same relief) • Dependency • Withdrawal • Addiction • May cause problems when taken with other drugs

COMMON SIDE EFFECTS

Sedation • Confusion • Slow thinking • Constipation • Itching • Sweating • Nausea and Vomiting • Decreased sex drive
Alternative Pain Management Therapies
Minnesota Medicaid Benefit Coverage

While there are many prescription medications available to treat pain, patients and providers may prefer to try alternative treatments for pain, sometimes in conjunction with prescription or over-the-counter pain. Evidence-based alternative therapies may or may not be covered by a patient’s insurance. This grid may assist clinicians in determining therapy options that may be covered and therapy options not covered by Medicaid in Minnesota.

<table>
<thead>
<tr>
<th>Category</th>
<th>Intervention</th>
<th>Medicaid Benefit Coverage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Behavioral</td>
<td>Behavioral Operant Therapies:</td>
<td>Not separately reimbursed – may be provided during an assessment/session with a qualified/credential behavioral health provider.</td>
</tr>
<tr>
<td></td>
<td>• Modeling appropriate behaviors</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Assigning tasks in a graded or hierarchical manner that promotes success &amp; reinforcement</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Practicing tasks</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Managing attention or rewards given by significant others</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Reinforcing healthy behaviors &amp; ignore maladaptive behaviors</td>
<td></td>
</tr>
<tr>
<td>Cognitive</td>
<td>Cognitive Behavioral Therapy and/or Counseling</td>
<td>Not separately reimbursed – may be provided during session with a qualified/credential behavioral health provider.</td>
</tr>
<tr>
<td>Activities</td>
<td>• Cognitive restructuring exercises</td>
<td>Not separately reimbursed – may be provided during an assessment/session with a qualified/credential behavioral health provider.</td>
</tr>
<tr>
<td></td>
<td>• Graded exposure</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Mindfulness exercises for pain</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Relaxation breathing exercises</td>
<td></td>
</tr>
<tr>
<td>Coping Techniques</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Category</th>
<th>Intervention</th>
<th>Medicaid Benefit Coverage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cognitive (Mind-body medicine)</td>
<td>Prayer:</td>
<td>Not covered.</td>
</tr>
<tr>
<td></td>
<td>• Centering</td>
<td></td>
</tr>
<tr>
<td>Meditation</td>
<td></td>
<td>Not covered.</td>
</tr>
<tr>
<td></td>
<td>• Loving kindness</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Mindfulness</td>
<td></td>
</tr>
<tr>
<td>Spirituality</td>
<td></td>
<td>Not covered.</td>
</tr>
<tr>
<td></td>
<td>• Meaningful practices</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Readings</td>
<td></td>
</tr>
<tr>
<td>Energy-Based</td>
<td>Reiki</td>
<td>Not covered.</td>
</tr>
<tr>
<td></td>
<td>Reflexology</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Therapeutic Touch (TT); Healing Touch</td>
<td></td>
</tr>
<tr>
<td>Environment</td>
<td>Assistive Devices</td>
<td>May be covered if ordered by a qualifying provider &amp; meets medical criteria for DME.</td>
</tr>
<tr>
<td></td>
<td>Environment Modification:</td>
<td>Not covered, but may be suggested during an assessment/session – not separately reimbursed and will not cover modification.</td>
</tr>
<tr>
<td></td>
<td>• Comfortable seating</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Lighting</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Sounds</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Adjusting room temperature</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Tightening &amp; smoothing linens</td>
<td></td>
</tr>
<tr>
<td>Mattress</td>
<td>Use pressure redistributing</td>
<td>Not covered.</td>
</tr>
</tbody>
</table>

Evidence-based alternative therapies may or may not be covered by a patient’s insurance. This grid may assist clinicians in determining therapy options that may be covered and therapy options not covered by Medicaid in Minnesota.
Deterra Pouch System

- Safe, convenient, effective way to deactivate pills, liquids and patches
- Environmentally safe
- Available in small, medium, large
- Medium neutralizes 45 pills, 6 ounces of liquid or 6 patches
- Instructions on back of each pouch
- Delegated entity leadership/UCare CC leadership may request pouches for their members
- Request pouches through the UCare Care System liaisons
QUESTIONS?
Dental Project
SNBC Dental Access Improvement Project

- **Project Goal:** 60% of SNBC members had one or more dental visits during the measurement year.
Telephonic Outreach & Support

- Member Engagement Specialist Outreach
- IVR Reminder Calls

Member Mailings

- Dental Benefits Reminder Postcard
- ED Utilization Mailing
- Mobile Dental Clinic
- Provider Network Analysis
- Care Coordinator Training & Resources

Additional Dental Benefits

- Preventive Dental Exam $25 Incentive
- 7 MSHO Dental Care Benefit Improvements
- Electronic Toothbrush
- Children’s Dental Kit

Access Improvement Efforts

- Enhanced Care Coordinator Model
- Customer Service Hold-time Messages

Member

DCT-DC Collaboration
Dental Outreach

- Telephonic Outreach
  - Preventive dental exam
  - ED use for non-preventive dental needs
- Dental Postcard
- IVR Outreach
Care Coordinator Model

Previous Model

Member seeking dental appointment

If member is unable to find an appointment, Care Coordinator will provide further assistance and support.

Contact DD dental customer service

Customer Service provides member with available clinics for member’s to call.

New Model

Member seeking dental appointment

Care Coordinator will provide assistances with scheduling appt

DD CS transfers member directly to DD Care Coordinator
Project Interventions

• **SNBC Provider Mentoring collaboration with DCT Dental Clinics.**
  - Supports available to members
  - Tools for clinics-MCO 101 Grid
  - Spread learnings to other MN clinics

• **Patient Population**
  - Services for adults with: 1) Developmental disabilities, 2) Severe/persistent mental illness, 3) Traumatic brain injury, 4) Chemical dependency (receiving services in residential treatment facilities).

• **DCT-DC Locations**
  - Brainerd (Central Lakes Community Dental Clinic)
  - Fergus Falls (Fergus Falls Community Dental Clinic)
  - Cambridge (Health Source Community Dental Clinic)
  - Faribault (Southern Cities Community Clinic)
  - Willmar (Willmar Community Dental Clinic)

• **Resource:** [https://edocs.dhs.state.mn.us/Ifserver/Public/DHS-6434-ENG](https://edocs.dhs.state.mn.us/Ifserver/Public/DHS-6434-ENG)
### Medicaid Dental Service Grid

<table>
<thead>
<tr>
<th>Delta Dental</th>
<th>HealthPartners</th>
<th>Delta Dental</th>
<th>Delta Dental</th>
<th>PrimeWest</th>
<th>Delta Dental</th>
<th>Delta Dental</th>
<th>Delta Dental</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dental Customer Service for Member and Providers</td>
<td>Delta Dental Member/Provider Customer Service: 651-406-5907 or 1-800-774-9049 TTY 711</td>
<td>Delta Dental Member/Provider Customer Service: 651-406-5907 or 1-800-774-9049 TTY 711</td>
<td>Delta Dental Member/Provider Customer Service: 651-406-5907 or 1-800-443-0156</td>
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</tr>
<tr>
<td>Incentives: Preventive Dental Visit</td>
<td>Oral Health Kit for ages 1-9 in Greater MN</td>
<td>$15 gift card for all members</td>
<td></td>
<td></td>
<td>$25 gift card for SNBC and Seniors only</td>
<td>$25 gift card for all Medicaid members 18 yrs+</td>
<td></td>
</tr>
</tbody>
</table>

### Additional Benefits Outside Medicaid Benefits Set
- Dental cleanings: 2 per calendar year and up to four times per year if medically necessary. No authorization needed. MSHO supplemental benefits 2018:
  - One additional preventive exam per calendar year.
  - Perio-maintenance dental visits (max 2 per year).
  - Up to one electric toothbrush and one package of three electric toothbrush replacement heads.
  - Dental root planing and scaling (maximum one time every 2 years).
- MSHO supplemental benefits 2018:
  - Additional fluoride.
  - Periodontal services includes scaling and root planing.
  - Periodontal services includes periodontal maintenance.
  - Prosthetics includes tissue conditioning.
  - Endodontics includes root canals on molars.
  - Restorative services includes coverage for porcelain crowns limited to $3,000 maximum.

| Transportation Services | BlueRide: 1-866-340-8648 TTY 711 | RideCare™: 952-883-7400 or 888-288-1439 (toll free) TTY 711 | Transportation Services: 612-596-1036 or 1-800-627-3529 TTY 711 | Provide-A-Ride™: 952-992-2580, option 1 or 888-601-1805 TTY 711 | M-Th 8 am – 5 pm | 9 am – 5 pm | 800-774-9049 TTY 711 |
|-------------------------|----------------------------------|-----------------------------------------------------------------|-----------------------------------------------------|-----------------------------------------------------|-----------------------------------------------------|-----------------------------------------------------|
| Health Plan Member Services | 1-800-711-9962 TTY 711 M-F 8 am – 5 pm www.bluecrossmn.com/ hp/insurance | 952-967-9988 or 1-866-885-8880 8 am – 6 pm www.healthpartners.com/ insurance | 612-596-1036 | 952-992-2580 or 1-888-347-3680 TTY 711 M-F 8 am – 4:30 pm www.hennepinhealth.org | 1-866-340-8011 or TTY 1-800-627-3529 or 711 | direct to County Case Manager for assistance Providers: 1-866-431-0802 | 1-866-340-8011 or TTY 1-800-627-3529 or 711 |

| Health Ride: 612-676-6830 or 1-800-864-2157 (toll free) M-F 7 am – 8 pm Sat-Sun 8 am – 6 pm | 800-774-9049 TTY 711 | 800-774-9049 TTY 711 | 800-774-9049 TTY 711 | 800-774-9049 TTY 711 | 800-774-9049 TTY 711 | 800-774-9049 TTY 711 |

**Prepared by the SNBC Dental Access Improvement and Evaluation Project, Health Plan Collaborative Committee Members, updated October 2018. Please contact health plan or see plan’s provider manual for most recent information. An electronic copy can be downloaded at www.straitihealth.org/providers/healthplanlists.html.**
Health Promotion options

UCare Connect
Presented by Nicole Lier
Health Promotion Program Manager
Health Promotion Options

- SilverSneakers Fitness Program
- Connect to Wellness Kits
- Community Education
- Healthy Savings
- Tobacco/Nicotine Cessation
- Rewards and Incentives
- MOMS outreach program
- Car Seats
- WholeHealth Living Choices
SilverSneakers provides:

www.silversneakers.com

• Basic club membership at no cost to member
• Flex classes outside of gym – assisted living, community centers, etc.
• At home kit options – 1 per year
• Online resources, including classes and nutrition advice

• 13,000 clubs in network
• No visit requirement
• Caregivers may attend as a helper
• Choice of multiple clubs – not just one
• YMCA’s
• Courage centers
• Lifetime Fitness – Gold and Bronze locations
• etc

This icon on your member ID card shows your program eligibility.
Connect to Wellness Kits

**Kit A**: Stress Relief with a meditative coloring book and journal

**Kit B**: Tai Chi with a Tai Chi DVD, resistance band strength kit and fitness towel

**Kit C**: Sit & Be Fit with a seated fitness DVD and fitness towel

**Kit D**: Latin Dance with a Latin dance DVD and fitness towel

One kit per member per calendar year
Community Education

- Receive up to a $15 discount on most community education classes offered in Minnesota
- Unlimited discounts in a calendar year (one per class enrollment)
- Check a local community education catalog or contact the local school district for class times and locations
- To get discount, simply show your UCare member ID card when enrolling in a class
- Discount is taken off at time of enrollment
• Provides discounts at grocery stores on name brand foods.
• The program is designed to support better nutrition by providing discounts on products that rank in the healthiest 1/3 of foods in a typical grocery store*.
• Healthy Savings partners with more than 200 food companies, national grocery chains, and local farmers markets to make the healthiest foods more accessible.
• With Healthy Savings, members can save up to $50 a week!

*Foods are rated within the independent and nationally renowned Guiding Stars® nutrition guidance system, which is aligned with the dietary guidelines of the FDA and USDA.
Welcome!

Welcome to the Healthy Savings® program sponsored by UCare®. With Healthy Savings, eating healthier can be easier and more affordable than ever.

You have access to exclusive savings of up to $50 every week on qualified healthier foods from brands including Chobani®, Quaker®, Skippy® and over 200 more!

Your card is ready to use!

- Create your account via the mobile app or website.
- Shop for promoted items at participating stores.
- Save instantly at checkout by scanning your card.

It’s easy to save.

With Healthy Savings, you have the option to use your card or download the Healthy Savings mobile app via the App Store® or Google Play™ to redeem your savings.

Participating stores include: Cashwise, Coborn’s, Cub Foods, Hornbacher’s, Kowalski’s, Lunds and Byerlys and more!

Create your account online at www.HealthySavings.com/UCare or via the mobile app to view weekly promotional offers, track savings, find nutritional information and more! For complete program details, store locator and terms and conditions, go to www.HealthySavings.com/UCare.

Providing an easy way for you to live healthier.

Your Healthy Savings team

Important Plan Information

Healthy Savings card enclosed

John Smith
P.O. Box 123456
Anywhere, US 98765

Your card is ready to use. Use this barcode to create your account via the Healthy Savings website or mobile app.

Thank you to UCare, you now have access to new ways to save and earn rewards for thinking healthier.

Welcome Savings: $50

63681100101292738

Ask clerk to scan or key in card number.
Questions? Contact Us or read the FAQs.
### Participating store locations

<table>
<thead>
<tr>
<th>Store Name</th>
<th>Address</th>
<th>Distance</th>
<th>Directions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lunds &amp; Byerlys</td>
<td>23 University Avenue SE</td>
<td>0.59 mile</td>
<td><a href="#">Directions</a></td>
</tr>
<tr>
<td>Cub Foods</td>
<td>1540 New Brighton Road</td>
<td>1.49 miles</td>
<td><a href="#">Directions</a></td>
</tr>
<tr>
<td>Cub Foods</td>
<td>701 West Broadway Avenue</td>
<td>1.53 miles</td>
<td><a href="#">Directions</a></td>
</tr>
<tr>
<td>Lunds &amp; Byerlys</td>
<td>1201 Hennepin Avenue</td>
<td>1.83 miles</td>
<td><a href="#">Directions</a></td>
</tr>
<tr>
<td>Kowalski's</td>
<td>2440 Hennepin Ave</td>
<td>3.2 miles</td>
<td><a href="#">Directions</a></td>
</tr>
<tr>
<td>Cub Foods</td>
<td>2850 26th Avenue South</td>
<td>3.24 miles</td>
<td><a href="#">Directions</a></td>
</tr>
<tr>
<td>Cub Foods</td>
<td>3930 Silver Lake Rd.</td>
<td>3.61 miles</td>
<td><a href="#">Directions</a></td>
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<tr>
<td>Cub Foods</td>
<td>11041 Jayon Avenue</td>
<td>3.63 miles</td>
<td><a href="#">Directions</a></td>
</tr>
</tbody>
</table>
Weekly Specials

Email example

This week’s savings of over $124.15 | + 25 New Healthier Food Items

Nicole Lier

Retention Policy: Deleted Items (5 days)

This item will expire in 1 day. To keep this item longer apply a different Retention Policy.

Email template

Weekly Specials

Email example

This week’s savings of over $124.15 | + 25 New Healthier Food Items

Nicole Lier

Retention Policy: Deleted Items (5 days)

This item will expire in 1 day. To keep this item longer apply a different Retention Policy.

Email template
Tobacco/Nicotine Program

- One on One quitting support with a coach via phone support
- Text support and encouragement
- Live Chat with coaches – unlimited support
- Patches and Gum support to help with quitting
- Member only website/resources/workbooks

Healthy benefits of quitting:

- **2 HOURS**
  - Your blood pressure returns to normal.
- **12 HOURS**
  - Your heart beats easier.
- **48 HOURS**
  - Nerve endings in your fingertips begin to re-grow and the ability to smell and taste is enhanced.
- **3 DAYS**
  - Most nicotine is out of your body.
- **1 MONTH**
  - Smoker’s cough and shortness of breath begin to fade.
- **3 MONTHS**
  - Your circulation is better.
- **1 YEAR**
  - Your risk for heart attack is cut in half.
Rewards and incentives

www.ucare.org/rewards

Rewards and Incentives
As a UCare member*, you can earn rewards for taking care of your health.

Choose a plan to see available rewards

* (select plan)

Show Rewards

Tip: Not sure what your plan is called? Check the front of your insurance ID card and look for your "Care Type".

- Members must have provider complete the voucher prior to returning it to UCare.
- Vouchers apply to current members, enrolled at the time of the exam, test, or screening.
7 member incentives offered

Members are mailed the voucher if due for a Check with doctor for service
MOMS – Management of Maternity Services

Overview

- Pregnancy Outreach Specialist
- High risk Perinatal nurse support, if needed
- MOMS Handbook
- Text 4 baby - www.text4baby.org
- Breast Pumps
- Childbirth and Pregnancy Classes
- SEATS

- Members are auto enrolled or members can self enroll by calling - 1-855-260-9708
- Care Coordinators can refer pregnant members to wellness@ucare.org
Car Seats (SEATS)

• Pregnant Connect members can receive
  – One Convertible car seat – for both rear-facing and forward-facing per pregnancy
• Members must pre-register for the car seat education class which is required and will receive the car seat at that time
• Members must be pregnant and are eligible after delivery
WholeHealth Living™ Choices

Easy, online access to health and wellness discounts

• Access to more than **40,000 practitioners** for Complimentary Alternative Services*

• **Diverse network** includes acupuncture, chiropractic care, Tai Chi, massage, nutritionists and more

• **Discounts** on name brand health products

• **No referrals, pre-authorizations or claims** to file

• **Simple access**: just print discount certificate from website

*discounts are for non covered services
Where to learn more

Ucare.org/HealthWellness

Health and Wellness
Your health is important to us. That's why UCare has many programs and services to help our members lead a healthy lifestyle.

Fitness and Wellness
Stay fit, active and healthy with energizing options.

Food and Nutrition Resources
Find resources and ideas for planning and preparing healthy foods—food assistance, meal planning and recipes and more.

Health Management
Learn more about our quit smoking program, diabetes management and other health improvement tools.

Pregnancy, Children and Teens
Learn what to expect through your pregnancy and childbirth, and keeping your children healthy through their teens.

Rewards and Incentives
Earn gift cards and rewards when you take important steps to stay healthy.

Newsletters and Nurse Services
Get the latest member newsletters and access nurse advice services.

UCare Member Perks
Find services and items to support healthy living with extra discounts for UCare members.
Questions?
Transitions of Care (TOC)
Transitions of Care

• What is a Transition of Care (TOC)?
  – Member’s movement from one care setting to another setting due to changes in the member’s health status

• Why is TOC Coordination important?
  – Older adults moving between health care settings are vulnerable to:
    • Fragmented care due to lack of follow-up.
    • Health care providers not communicating.
    • Unsafe care due to changes with medication regimes or lack of medications, and self-management concerns.

Care Coordinators are the key to preventing problems during transitions.
Transitions to care setting other than the member’s usual care setting

• Daily Authorization Report
  – Hospitalizations.
  – Planned procedures requiring prior authorization.

• For transitions to settings other than member’s usual care setting, the CC is required to communicate the following within 1 business day:
  – Communicate the following with the receiving setting:
    • Current care plan or summary
      – CC contact information.
      – Chronic conditions
      – PCP and specialty providers
      – Current services and supports
      – Other relevant information.
      – The CC is required to notify PCP of admission, if PCP was not admitting physician.

• Communication may be done via phone, fax, or flag in an electronic system.
Transition back to member’s usual care setting

• Reach out to the member, **upon return to their usual setting**, within **1 business day of notification** of the transition, to assess needs and prevent readmissions.

• Outreach may be telephonic or face-to-face.

• Discussion should include:
  - Care transition process
  - Changes to member’s health status
  - Changes to care plan
  - Educate about how to prevent unplanned transitions/re-hospitalizations
  - Provide contact info
  - Reassure member
  - 4 Pillars to Optimal Transition Management.

• Update the Care Plan.
4 Pillars to Optimal Transitions

1. Medication Self-Management
   • Medication changes/new prescriptions filled

2. Patient Centered Health Record across providers and settings
   • Discharge instructions, care plan, etc

3. Follow-up
   • Follow-up appointments, transportation, services, DME, supplies, etc
   • Changes in functional needs
     • bathing, eating, dressing, transfers, etc.

4. Red Flags
   • Understanding if condition changes or gets worse
If CC finds out about the transition 15 or more days after the transition after the member has returned to their usual setting, **no TOC log is required.**

- The CC is still required to follow up with the member/rep to:
  - Discuss the TOC process
  - Discuss changes to the member’s health status and POC
  - Provide education about how to prevent TOCs
  - Discuss 4 Pillars of Optimal Transitions
    - Document this discussion in case notes
  - Case Notes may be audited, so ensure this documentation is present in case notes, since no log is required.

- Remember to count each move as a separate transition, and document separate transition activities.
  - TOC may go back and forth – each time is considered a separate transition.
  - If something is not applicable, indicate N/A i.e. if you find out about a hospitalization after discharge, you would not be sharing the care plan with the hospital.
Care Coordination Updates
MnCHOICES Update

• Thank you for submitting the information we asked for.
• DHS has informed MCOs that MnCHOICES 2.0 must be delayed at least two more years.
Reminders

• Please reach out to the Clinical Liaisons at 612-294-5045 or clinicalliaison@ucare.org with any care coordination questions.

• Please reach out to Jenny connectintake@ucare.org with any enrollment questions.
Questions?