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: clincalliaison@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.

In this issue:
Care Coordination News
Connect & Connect + Medicare News
MSHO & MSC+ News
DHS Updates and Announcements

2019 UCare Care Coordination Meeting Schedule

<table>
<thead>
<tr>
<th>UCare Product</th>
<th>Meeting Type</th>
<th>Date &amp; Time</th>
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| UCare Connect and UCare Connect + Medicare | Bi-Annual Meetings Metro Delegates                | May 15th 9 a.m. to 12 p.m.  
November 13th 9 a.m. to 12 p.m. |
| UCare Connect and UCare Connect + Medicare | Bi-Annual Meeting recorded WebEx will be posted on the UCare website by: | May 23rd  
November 21st |
| UCare’s MSHO & MSC+                     | Quarterly Meetings Metro Delegates                | March 13th 9 a.m. to 12 p.m.  
June 12th 9 a.m. to 12 p.m.  
September 11th 9 a.m. to 12 p.m.  
December 11th 9 a.m. to 12 p.m. |
| UCare’s MSHO & MSC+                     | Quarterly Meeting recorded WebEx will be posted on the UCare website by: | March 21st  
June 20th  
September 19th  
December 19th |
Updated Care Coordination Trainings
The following topics have been updated on the UCare Care Coordination Trainings page:

- Care Coordination Enrollment Rosters, Daily Authorization and Reports
- SMART Goals
- Waiver Denial, Termination and Reduction (DTR)

Updated Form on the Care Coordination Resources Pages
The following forms has been updated and added to the UCare Website:

- UCare Clinical Phone List
  - Updated phone numbers for Behavioral Health

MSHO & MSC+ News

Exciting Pilot Project in 2019!

UCare is excited to announce an innovative partnership with select Adult Day Centers in the metro area. This partnership will assist in reducing gaps in care for our Hmong and Somali seniors!

Starting in the 2nd quarter of 2019, 5 adult day centers will work with UCare members who attend their programs, to close gaps in care for those seniors who may be due for breast cancer screening, colon cancer screening, and diabetic care (eye exam, kidney function testing and A1c).

Below are the participating adult day centers:

- Hmong Elders Center
- Hmong Minnesota Senior Center
- Nicollet Senior Center
- Peb Moob Senior Center
- University Adult Day Center

We are excited to partner innovatively with community agencies that work with our seniors to enrich their health and wellness!

Connect and Connect + Medicare News

Need to Reach a Care Navigator?
You can reach a Care Navigator at 612-676-6502 or 1-877-903-0062.

DHS Updates & Announcements

Extension of Moving Home Minnesota
Moving Home Minnesota has been extended for one year, allowing eligible people to transition from qualified institutional settings to qualified community residences through 2019 and receive up to 365 days of services through 2020. Effective March 1, 2019, the Moving Home Minnesota MFP program began accepting new applicants. For more information see DHS eList announcement or the “Moving Home Minnesota Process Flow” in the Process and Flow Charts drawer on the MSHO or MSC+ Care Coordination Resources page.
**Elderly Waiver Residential Services Tool Training**

On January 24, 2019, DHS Aging and Adult Services Division hosted a training on the EW RS Tool. This session is now archived online with captioning provided.

Topics of the training
- January 1, 2019 rate and monthly limit changes for customized living and foster care through the EW program
- Procedural changes regarding when to submit new EW RS Tools effective January 1, 2019
- Changes to the new EW RS Tool, Version 11.1
- Tips for successful completion and submission of EW RS Tools

For more information see the [DHS eList announcement](#) or find the archived trainings on the [Elderly Waiver Residential Services page](#).

**Tidbits & Reminders**

**Forms change frequently**

Change is a constant in health care these days, including UCare forms and processes. Please remember to download forms directly from UCare’s website. This will ensure you are using the most up-to-date version of our forms.

**Updating a member’s primary care clinic**

Care Coordinators should be confirming member’s primary care clinics and completing the Primary Care Clinic Change Request form located on the UCare [website](#) in the Care System or County PCC/Care Coordination Change Process drawer. This will ensure members are correctly assigned for care coordination.

**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.

All emails sent to UCare that include private member information **must** be sent via [UCare’s Secure E-mail Message Center](#). 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.