April 2020

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](https://www.ucare.org) 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](mailto: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](mailto:CMIntake@ucare.org).

Direct your UCare Connect enrollment questions to the UCare Connect enrollment email [connectintake@ucare.org](mailto:connectintake@ucare.org).

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*DHS News*

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**2020 UCare Care Coordination Meeting Schedule**

It is a requirement that all UCare care coordinators watch the WebEx and are included on the sign-in sheet for their delegate.

<table>
<thead>
<tr>
<th>UCare Product</th>
<th>Meeting Type</th>
<th>Date &amp; Time</th>
</tr>
</thead>
</table>
| UCare Connect & UCare Connect + Medicare    | Bi-Annual Meetings Metro Delegates                | May 20, 9 a.m. to 12 p.m.  
                                   |                                                  | November 18, 9 a.m. to 12 p.m.                |
| UCare Connect & UCare Connect + Medicare    | Bi-Annual Meeting recorded WebEx will be posted on the UCare website by: | May 27, 2020  
                                   |                                                  | November 25, 2020                           |
| UCare’s MSHO & MSC+                          | Quarterly Meetings Metro Delegates                | June 17, 9 a.m. to 12 p.m.  
                                   |                                                  | September 16 9 a.m. to 12 p.m.               
                                   |                                                  | December 16, 9 a.m. to 12 p.m.              |
| UCare’s MSHO & MSC+                          | Quarterly Meeting recorded WebEx will be posted on the UCare website by: | June 24, 2020  
                                   |                                                  | September 23, 2020                         
                                   |                                                  | December 23, 2020                          |
Care Coordination News

What is UCare doing with COVID-19 Developments

UCare Mobile Dental Clinic (MDC):
The Mobile Dental Clinic has temporarily suspended services. The U of M School of Dentistry notified the affected sites and UCare members. We will resume mailings about services from the MDC as soon as conditions allow.

UCare’s Health Promotion Team:
Has paused all incentive voucher mailings until further notice because most clinics are closed for non-urgent appointments at this time.

The COVID-19 situation is changing quickly, to assist in navigating this changing situation, UCare has created two online resources. We recommend visiting the sites regularly for the latest information:
- UCare FAQs for providers
- UCare FAQs for members

References:
- DHS COVID-19 webpage
- Waivers under peacetime emergency authority, Executive Order 20-12

Completing Member Assessments During COVID-19 Times
Governor Walz signed an Executive Order that permits DHS to waive or modify Medicaid requirements:
- The commissioner waived certain requirements for face-to-face visits for seniors and people with disabilities receiving long-term services and supports.
- For people receiving home and community-based services under Medical Assistance, this means that assessments for needs can be done by phone or online connection, and that case managers can conduct phone or online visits.
  - The affected programs are Alternative Care (AC), Brain Injury (BI) waiver, Community Alternative Care (CAC) waiver, Community Access for Disability Inclusion (CADI) waiver, Developmental Disabilities (DD) waiver, Elderly Waiver (EW), Essential Community Supports (ECS), and Federal OBRA Level II Evaluations. Personal Care Assistance (PCA) programs include assessments but do not require case management.
  - This change also applies to people served under Rule 185 case management who choose not to waive the annual reassessment. These actions will protect people receiving services and case managers during the pandemic.

A list of all waivers and modifications currently in effect is posted at the DHS website. It will be updated as necessary. As conditions continue to evolve, we encourage you to monitor the DHS website and sign up for email notifications.

As the care coordinator we ask that you:
- Reach out to members who are due for their initial/annual reassessment and offer it via face to face and or telephonically.
- Complete all assessment aspects i.e. LTCC, OBRA I, POC and WSAF accordingly.
  - Inform the member/representative that you will be sending out the signature page of the POC and request that they send it back as soon as possible.
  - Mail the member the signature pages and request that they send them back and document the date it was sent to the member.
- Complete the WSAF and submit it to UCare.
• Enter the assessment in MMIS and Part C log if applicable.

Additionally, DHS has provided guidance on how to enter MMIS entries for assessments that are completed during this time:

• Because lead agencies must enter MMIS screening documents to record activity, DHS has developed guidelines for entering information into MMIS. If a care coordinator completes a remote assessment they must:
  ▪ Use the existing activity type codes that indicates in-person assessments and reassessments, even if the activities are performed remotely.
  ▪ Add the comment “COVID-19 – remote assessment complete” in the:
    o LTC screening document – ACMG panel, Case manager comment section

• For the full announcement, see COVID-19 emergency protocol updates

DHS is working on changing EW policy to allow 2 home-delivered meals per day. If nutrition providers are funded through the “Older Americans Act” (through the Area Agencies on Aging), the provider would be able to deliver 2 meals per day. One meal is allowed through EW and the other meal would be allowed under the OAA funds.

UCare appreciates all the work you do as care coordinators and realize that you form relationships with your members, and they look to you for guidance and reassurance that everything will be “okay”. With all the news surrounding COVID-19 many members may feel scared and/or alone and may like to hear from their care coordinator even if it is to just say “hello”. If you know of members who are “vulnerable” or just may like to hear from you please do not hesitate to reach out to them and have a friendly conversation - you never know - it may make their day and yours too.

**UCare Pharmacy COVID-19 Updates**

UCare’s Pharmacy Department has been closely monitoring the COVID-19 developments and taking appropriate action to ensure our members have access to medication. The following information outlines UCare’s response to date related to accessing medications during the COVID-19 pandemic.

**Access to Medication**

• **Early Refills** - UCare is waiving “refill too soon” requirements on medications for members in our Individual and Family Plans and Medicare plans. We have worked closely with our pharmacy benefit manager, Express Scripts, to allow pharmacies to override refill too soon rejections at the pharmacy to allow early refills. This change went into place the week of March 16, 2020.

• Early refills related to COVID-19 are not available for members in Minnesota Health Care Programs. However, we are working with DHS to assess the situation.

• **Encouraging 90-day Prescription Fills and Mail Order Services As Appropriate** - Medicare and Individual & Family plan members may ask their health care provider for a 90-day supply of maintenance medications and are encouraged to use mail order services to minimize exposure. Members may contact Express Scripts Mail Order by phone at 1-877-567-6320 or login to the ESI member portal at express-scripts.com.

• Minnesota Health Care Program members continue to be limited to 30-day quantities by the State of Minnesota.

• **Additional Delivery Options through CVS and Walgreen’s** – Express Scripts has reached a temporary agreement with CVS and Walgreen’s (via Walgreens Express™ delivery program) to mail prescriptions to UCare members. Typically, only pharmacies credentialed as mail order in the Express Scripts pharmacy network are contractually permitted to mail prescriptions.
However, Express Scripts is granting these pharmacies a limited delivery exception and will permit them to provide free home delivery of prescriptions to UCare members in a manner that would otherwise be prohibited. This temporary agreement is solely due to the COVID-19 pandemic and will be revisited periodically to determine if it is still necessary. The UCare Pharmacy Department will continue to assess the situation and will provide updates as additional information is known.

Members should contact CVS and Walgreens Express™ for details about the delivery service. The service is not available at all locations and not all medications are included. CVS and Walgreens will not mail freezer items or controlled substances.

**Monitoring Drug Shortage**
UCare is monitoring drug shortages that are the result of the COVID-19 pandemic and is taking appropriate action to expand formulary coverage as appropriate.

As of March 2020, UCare has been made aware of an albuterol inhaler shortage and we have expanded coverage of formulary albuterol inhaler products for all lines of business. This will help ensure access to this important drug during this critical time.

UCare is monitoring utilization of hydroxychloroquine, chloroquine, and azithromycin to ensure appropriate use of these medications and that members using these medications for FDA approved diagnoses will continue to have access.

See the March 26 UCare Provider Bulletin - [UCare Pharmacy Coronavirus (COVID-19) Updates](#) for more information.

**Keeping UCare Members Active at Home with SilverSneakers**
UCare MSHO, UCare Connect, and UCare Connect + Medicare members are eligible for a SilverSneakers fitness membership at no additional cost. A SilverSneakers fitness membership gives members access to more than 500 participating locations in Minnesota and at home options to stay active.

- Members can enjoy SilverSneakers classes at home with [SilverSneakers On-Demand](#) classes.
- SilverSneakers offers at home kits. Members can choose from a walking, toning, strength, or yoga kit. To order an at home kit, call 1-888-423-4632 (TTY: 711). Limit one per calendar year.

Visit [SilverSneakers.com](http://SilverSneakers.com) to get your SilverSneakers ID number, browse the SilverSneakers gym network, find a on demand class, and start using your SilverSneakers benefit.
UCare Kits Help Keep Members Healthy

**Strong & Stable Kit**

*UCare’s MSHO or UCare’s MSC+ members*

Falls are a major concern for older adults. That’s why UCare created the Strong & Stable Kit! Care coordinators may order the kit for members using the order form found on the Care Management site. Members are eligible for one kit per year.

- Theraband resistance band strength kit
- Tip sheets with helpful falls prevention advice
- Tub grips
- Nightlight
- Medication box

**Connect to Wellness Kit**

*UCare Connect + Medicare or UCare Connect members*

These kits are designed to help members improve their health and wellness. Members may call customer service to order the kit. Members may choose one of the four kit options per year. Options listed below.

**Kit A: Stress Relief**

- Meditative coloring book
- Journal
- Colored pencils

**Kit B: Tai Chi Kit**

- Tai Chi DVD
- Fitness Towel
- Theraband resistance training kit

**Kit C: Sit & Be Fit Kit**

- Seated fitness DVD
- Fitness towel
- Theraband resistance training kit
Kit D: Latin Dance Kit
- Latin dance DVD
- Fitness towel
- Theraband resistance training kit

Metro Mobility Now Delivers Groceries
Stay home and stay safe. Certified Metro Mobility customers and existing Transit Link customers can now order groceries and household essentials online from a store that has online shopping and local pick up. And the service is free — no fares for delivery.

Members can book same day or in advance, for groceries and household essentials, and the order will be delivered within 60 minutes of the scheduled pickup time.

Members can stock their pantry with products, get fresh produce and other household essentials without leaving their house.

Members can tell the grocery store that Metro Mobility or Transit Link is picking up and provide them the order number as proof of purchase for pick up. The four-bag limit remains in effect.

For more detail visit Metro Mobility’s website.

Migraine Management Program Eligible UCare Products: PMAP, MNsure, MSC+, MSHO, Connect and Connect + Medicare
Disease Management has had 357 enrolled members since starting the migraine pilot program Quarter 4 2018. Members have self-reported significant improvement in their headache management by discovering their triggers and learning to take action to manage them better. We currently have 3 health coaches partnering with our members. Members receive a letter of invitation and/or phone call inviting them to participate. Members are identified for the migraine program via claims utilization.

Member’s story: Member was suffering from 3 or more migraines weekly that were severe, required bedrest and several medications to reduce them. Member shared she was stressed, had a very busy life and was dealing with constant headache and neck pain. She shared the busier she was the worse it got. Member opted to enroll in the program because she wanted to know what else she could do to improve her headaches besides taking prescription medications.

In her journey we helped her discover her values, needs and what her body was trying to tell her. The member realized she was keeping busy to feel she had purpose and felt she needed to be valued in her family by doing everything for them. As a result, she realized she needed to change this line of thinking and take time for her self-care to manage her stress and to rest. She learned to ask for what she needed through better communication with her spouse and children. She started a stretching routine, a gratitude journal and a therapy program with a counselor. She found a headache specialist who started her on a new medication that proved to be helpful. She also explored sugar and the connection to the inflammatory process and chose to make changes in her diet.

As a result of her choices to discover what was possible, she improved her migraine headaches from 3 or more per week down to 4 or 5x/month. She also reported she felt more confident in her ability to manage her
headaches. She reported the following takeaway from working with her health coach, “go into this program with an open mind and you will get results, my health coach was very helpful. “

**Behavioral Health Department Name Change**
What has been referred to as the Behavioral Health Department/Services/Team, will now officially be referred to as the Mental Health and Substance Use Disorder Services/Department/Team.

Advocacy groups, on behalf of their constituents, have voiced concerns about people being referred to as having behavioral problems or challenges. It is preferred to refer to this type of situation by the category of diagnosis, versus that the "problem/challenge" is someone's behavior.

While it is true that when someone is not doing well, certain behaviors may be exacerbated, the challenge for that person is managing their illness, and we want to have the name of our department be reflective of the dignity of the individual.

Thank you for supporting us and the organization in this transition.

**Health Connect 360 for MSHO and Connect + Medicare Members**
On February 1, 2020 UCare started a new program in collaboration with Express Scripts, Inc. called Health Connect 360.

Health Connect 360 is a clinical support program which combines remote monitoring, clinical consultation, and tools to help members improve their health and wellbeing for members on MSHO and Connect + Medicare.

Care coordinators can refer members via the “Health Connect 360” referral form to use one or more of the Health Connect 360 programs.

Programs include pharmacist consultation, adherence tools, diabetes remote monitoring, weight loss remote monitoring, hypertension remote monitoring, pulmonary remote monitoring, and drug deactivation and disposal system bags.

The “Health Connect 360” Referral form is located on the Care Managers UCare website in the “forms” drawer for MSHO and Connect + Medicare and then emailing the completed referral to pharmacyliaison@ucare.org. A Care Coordination Reference Guide can also be found under “Resources” on the Care Managers page.

We encourage care coordinators to refer any member you feel could benefit from one or more of the programs.

**Save the date: Hoarding Disorder Conference - July 22, 2020**
UCare would like to share a training opportunity: 2020 Hoarding Disorder Conference: Mental Health, Safety and Dignity on Wednesday, July 22, 2020 from 8:30 a.m.- 4:30 p.m. at the Earle Brown Center, Brooklyn Center, MN.

Topics include trauma’s role in hoarding disorder, a multi-disciplinary team approach to hoarding disorder and much more. CEU’s maybe available.

For more information and to register please visit: [www.namimn.org](http://www.namimn.org)

**DHS News & Updates**

**Account Validation Services (AVS)**
UCare was informed by DHS that they will no longer be sending members the AVS service notifications. Meaning UCare will no longer be sending out the monthly spreadsheet indicating members who need to return their paperwork.
If the member’s case was open on March 31st, 2020, their case will not close on April 1st, 2020 due to Governor Walz’s order in response to the COVID-19 pandemic.

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! For us to help you, please include as much detail as possible with your question(s): e.g. member name and ID number, date of birth, product, details about the situation and 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 at this link.

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.