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/Connect + Medicare enrollment questions to the UCare Connect enrollment email connectintake@ucare.org.

In this issue:

- Care Coordination News
- MSHO/MSC+ Care Coordination Updates
- Connect/Connect + Medicare Care Coordination Updates
- DHS News

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>
<tbody>
<tr>
<td>UCare Connect &amp; UCare Connect + Medicare</td>
<td>Bi-Annual Meetings Metro Delegates</td>
<td>November 18, 9 a.m. to 12 p.m. WEBEX ONLY</td>
</tr>
<tr>
<td>UCare Connect &amp; UCare Connect + Medicare</td>
<td>Bi-Annual Meeting recorded WebEx will be posted on the UCare website by:</td>
<td>November 25, 2020</td>
</tr>
<tr>
<td>UCare’s MSHO &amp; MSC+</td>
<td>Quarterly Meetings Metro Delegates</td>
<td>September 16 9 a.m. to 12 p.m. WEBEX ONLY. December 16, 9 a.m. to 12 p.m.</td>
</tr>
<tr>
<td>UCare’s MSHO &amp; MSC+</td>
<td>Quarterly Meeting recorded WebEx will be posted on the UCare website by:</td>
<td>September 23, 2020 December 23, 2020</td>
</tr>
</tbody>
</table>
Care Coordination News

**COVID Cares offers free telephone support**

UCare would like to share a resource for members that is offered by COVID Cares Support Services.

This is a free telephone support service staffed by volunteer licensed mental health and substance use disorder personnel. The volunteers are available for 20-minute support calls to listen, share resources and tools, and talk with all Minnesotans experiencing stress.

The service started in April through a collaboration with volunteers from the Minnesota Psychiatric Society, the Minnesota Psychological Association, the Minnesota Black Psychologists, and Mental Health Minnesota. The free service is also accessible at [FastTrackerMN.org](http://FastTrackerMN.org) where searchers can also find psychiatric and mental health services availability and real-time Substance Use Disorder Treatment program openings.

Free telephone support 833-HERE4MN (833-437-3466), 9 a.m. to 9 p.m., 7 days a week.

**COVID Cares Support Service Information Links:**
- [COVID Cares Support Service Information](#) for general information, links, etc.
- [COVID Cares Support Service Schedule](#) offers contact information for specific providers from 9am to 9pm every day of the week.
- [www.FastTrackerMN.org](http://www.FastTrackerMN.org) is a free statewide search tool to find mental health resource availability and real-time SUD treatment program openings.
- [PAL Psychiatric Assistance Line](#) is a consultation service making psychiatric consultation available to primary care providers / prescribers' weekdays 8am-6pm.

Find more information online at the [COVID Cares telephone support services](#) webpage.

**UCare is helping members apply for food programs**

UCare is partnering with Second Harvest Heartland to help members with applying for food benefit programs (SNAP, NAPS/CSFP) and finding low or no cost food resources in their community.

During COVID, members may be especially vulnerable to food access challenges. Care Coordinators who have members experiencing food insecurity, please refer them to UCare Health Promotion.

How to refer:
- Ask for the member’s permission before sending the referral.
- Email the referral to wellness@ucare.org. In your email, include:
  - Member’s name
  - UCare ID
  - Best phone number to reach
  - Does the member need help applying for food benefits (SNAP, NAPS)?
  - Does the member need help finding local food resources?

Referrals are compiled and sent to Second Harvest on a weekly basis. Members should hear from a Second Harvest specialist within 7-10 days.

**Housing Stabilization Services**

Housing Stabilization Services is a new Minnesota Medical Assistance benefit to help people with disabilities, including mental illness and substance use disorder, and seniors find and keep housing. People with disabilities often need support to live successfully in the community. However, that support is often unavailable. Affordable
housing is not always enough; challenges such as mental illness and developmental disabilities can make it difficult for someone to find housing, budget, interact with landlords and neighbors, and understand the rules of a lease. With the right supports, provided by a professional with knowledge and experience in housing, more people can be successful.

The purpose of these services is to:
- Support an individual's transition into housing,
- Increase long-term stability in housing in the community, and
- Avoid future periods of homelessness or institutionalization.

**Housing transition**
- Helps people plan for, find and move to homes of their own in the community by:
  - Developing an individualized housing plan
  - Identifying and assisting in resolving barriers to accessing housing
  - Supporting the person in applying for benefits to afford their housing
  - Contacting prospective housing options for availability and information
  - Supporting the person with tenant screening and housing assessment
  - Helping to understand and negotiate a lease
  - Identifying resources to cover moving expenses
  - Ensuring the new living arrangement is safe and ready for move-in

**Housing sustaining**
- Supports a person to maintain living in their own home in the community by:
  - Prevention and early identification of behaviors that may jeopardize continued housing
  - Assistance with the housing recertification processes
  - Training on being a good tenant, lease compliance, and household management
  - Supporting the person to understand and maintain income and benefits to retain housing
  - Supporting the building of natural housing supports and resources in the community
  - Housing sustaining services do not cover room and board

**Eligibility**

- Disability or disability condition
- Housing instability
- Need for services due to limitations caused by disability

**Care Coordinator Role**
Members must be assessed to determine if they qualify for housing stabilization services. For members on MSHO or MSC+ the LTCC (DHS-3428) can be used to assess the need for housing stabilization services. To qualify for housing stabilization services the member must have support needs in either communication, mobility, managing behaviors or making decisions. The member must also have housing instability defined as being homeless, at risk of homelessness, institutionalized, or eligible for a waiver. Lastly, member must meet a defined criteria of disability. For the purposes of qualifying for housing stabilization being age 65 or over is a qualifier under the disability and disabling condition category. If a member qualifies for housing stabilization services, the care coordinator should make a referral to a housing transition provider or a housing sustaining provider.

Members on Connect or Connect + Medicare who may meet criteria for housing stabilization services should be referred to a housing consultation provider.

**Locating a Provider**
A list of housing stabilization service providers can be found in the MHCP Provider Directory here under then under “Type” select “Home and Community Based Services” and under “Sub-Type” select “Housing Stabilization Services”.

3
Care Coordination Enrollment Roster Changes Begin in August
In August those of you who receive the Care Coordination Enrollment Roster will begin to receive 2 Care Coordination Enrollment Rosters per month:
  o First enrollment roster will be received within the first few days of the month and will contain:
    ▪ New members to UCare
    ▪ Members who had changes after the 15th of the previous month
  o The second enrollment roster will be received around the 15th of the month and will contain:
    ▪ Members who had a PCC/Change form submitted after the 24th of the previous month and prior to the 15th of the current month
    ▪ DHS additional enrollments

The second enrollment roster is to be considered your FINAL roster for the month and the one you would want to reconcile.

Please remember to have your PCC/PCP Change request forms in no later than the 24th of the month prior to the transfer effective date.

MSHO/MSC+ Care Coordination Updates
Residential Services Tool Launching in the MnSP Support Plan
Care Coordinators should begin completing residential services (RS) tools in MnSP effective August 3rd. RS Tools started in Excel prior to August 3 may be finished in Excel.

The DHS Aging EW Residential Services web page will not be available after August 2. All information related to RS Tools will be housed in CountyLink under Support Plan and will later be moved to DWRS and EWRS Tool.

The MnCHOICES Mentors should remain available to attend the post-launch calls if they have questions for the DHS team regarding the RS tool post launch.

The post launch calls are scheduled for the following dates and times:
  • Tuesday, August 11 - 10 to 11:30am
  • Thursday, August 17 – 1 to 2:30pm
  • Tuesday, September 8 – 10 to 11:30am
  • Thursday, September 24 – 1 to 2:30pm
  • Tuesday, October 13 – 10 to 11:30am
  • Thursday, October 29– 1 to 2:30pm.

As a reminder, the previous RS Tool Webinar information is on the Disability Services Division training archive page under the MnCHOICES section.

DHS News & Updates
DHS has updated the following forms on eDocs
  • LTC Screening Document, DHS-3427 (PDF) and related MMIS inputs.
    o Review the message at Change to long-term care screening documents and MMIS inputs.

Consumer-directed community supports (CDCS):
  • DHS-6633A-ENG CDCS Community Support Plan Addendum with 2020-21 Budget Increase

Elderly Waiver (EW):
  • DHS-3956-ENG Elderly Waiver Conversion Rate Request
Essential community supports (ECS):

- **DHS-6683-ENG** Essential Community Supports Program (ECS) Financial Eligibility Worksheet for unmarried individuals, married couples when both are applying for ECS and married couples when spouse is on AC, EW or in a nursing home

- **DHS-6683A-ENG** Essential Community Supports Program (ECS) Eligibility Worksheet for a Married Individual when only one spouse is requesting services

All forms are posted to [eDocs](https://www.eDocs). Please begin using the updated versions immediately.

**DHS Frequently Asked Questions on COVID-19**

Care Coordinators are encouraged to frequently visit the [DHS COVID-19 FAQ](https://www.dhs.state.mn.us/coronavirus) webpage for the latest developments on COVID-19 in Minnesota.

Some recent updates provide guidance on:

- Grocery and supply delivery
- Respite
- Out-of-State travel
- Indirect services
- Waiver of HCBS settings rule rights

**DHS Presents: Person-Centered Thinking Exploration**

Person-Centered Thinking® (PCT) is a set of values, skills and tools that underlies the work care coordinators do to support members in having a meaningful life. In times of uncertainty, PCT gives care coordinators a way of thinking about how to provide services that gives members positive control and self-direction over the lives they choose to lead.

DHS has created a four-part training series designed for those who have not taken the full two-day PCT training. This exploration training will introduce some of the main concepts from the full PCT training curriculum.

**Note:** This four-part exploration training is not a replacement for the full two-day interactive training.

This training includes four 90-minute sessions once a month, from June through September. It is highly encouraged to attend all four sessions.

All sessions run from 1 to 2:30 p.m.

- Tuesday, Aug. 11, 2020
- Tuesday, Sept. 8, 2020

Follow [this link](https://www.eDocs) to register and for full details visit the [session announcement](https://www.dhs.state.mn.us/coronavirus) page

**Tidbits & Reminders**

**COVID-19 Resources**

UCare would like to share various resources to you as care coordinators that provide information on COVID-19 services/resources that maybe available to members.

- For information and resources for people with disabilities, their families and caregivers, visit the [DisabilityHubMN website](https://www.DisabilityHubMN).

- For information and resources for older adults, their families and caregivers, call the Senior LinkAge Line at 800-333-2433.
For updates related to disability services, visit the [Latest information about COVID-19 from DSD page](#).

For updates related to aging programs, visit the [Latest information about COVID-19 from AASD page](#).

The Community-Based Services Manual (CBSM) is our primary way to communicate DHS and DSD policy to providers and lead agencies. We are updating the CBSM homepage and appending notes to policy pages affected by temporary waiver and policy changes.

The Temporary waivers and program modifications page is a complete list of emergency temporary changes to administrative and regulatory requirements for food assistance, home care, public health care and other state programs in response to the pandemic.

- [DHS bulletins](#) to share operational guidance for many of these modifications.

For agency wide COVID-related updates to DHS programs, visit the [DHS homepage](#).

The Coronavirus Disease in Minnesota website contains the latest statewide information related to the pandemic.

For updates, information and resources for providers, visit the [Minnesota Department of Health Coronavirus Disease 2019 (COVID-19) website](#).

- The MDH website includes guidance for MDH- and DHS-licensed residential and non-residential settings.
- [MHCP Provider Manual- Coronavirus (COVID-19) updates](#)

### What is UCare doing with COVID-19 Developments

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](#)

### 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.