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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**In this issue:**
- Care Coordination News
- MSHO/MSC+ News
- 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 | Quarterly 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 | Quarterly 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 | March 18, 9 a.m. to 12 p.m.  
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: | March 25, 2020  
June 24, 2020  
September 23, 2020  
December 23, 2020 |
A Reminder from UCare’s Behavioral Health Department
UCare’s Behavioral Health Triage Line for all products and Case Management program for PMAP, MNCare, MSHO and MSC+ up and running! Please remember that they are available to help you with UCare members who have Behavioral Health needs.

Behavioral Health Triage Line:
UCare’s Behavioral Health Triage Line is designed to support member’s behavioral health needs, such as:

- Crisis Intervention
- Behavioral Health Referrals
- Behavioral Health Case Management Consultation
- Behavioral Health Provider In-Network and Specialty Search
- Behavioral Health Service Authorization and Notifications
- Identification and Connection to Community Resources

UCare’s Behavioral Health Triage Line is available to all UCare members, providers and care coordinators Monday through Friday 8:00am-5:00pm with afterhours support available. You may reach the Behavioral Health Triage Line at 612-676-6533 or toll-free at 1-833-276-1185.

Behavioral Health Case Management:
If you would like to refer a member to Behavioral Health Case Management, please complete the Behavioral Health Case Management referral form. If the member does not meet criteria for Behavioral Health Case Management, there is an option to consult with a Behavioral Health Case Manager to discuss the member’s behavioral health care needs via UCare’s Behavioral Health Triage Phone Line.

Pain Management and Opioids guide for Members
Helping members understand and successfully manage their pain is important and can be challenging. A new resource is now available!

UCare is part of a Managed Care Organization (MCO) Collaborative that aims to reduce the rate of chronic opioid use in Minnesota. The MCO Collaborative has created a Pain Management and Opioids Guide for Consumers that provides information about pain, pain medication, and ways to manage pain with self-care. A second section of the guide aims to provide information on opioids, side effects, risks, and how to store and dispose of opioids properly. The guide is geared for consumer use, so is written in person centered plain language.

UCare invites you take a look at the Pain Management and Opioids Guide for Consumers located on the Stratis Health website and share with members as you see fit. The guide can be printed from the website as well for consumer ease.

Tobacco and Nicotine Cessation Outreach
Commercial tobacco or nicotine use continues to be prevalent among UCare members. We’ve implemented strategies to help connect members to available resources in an effort to help members quit tobacco* or nicotine by increasing member engagement in UCare’s tobacco quit line program (Quit for Life). Our quit line program offers an interactive online platform, telephonic 1-on-1 coaching, NRT starter kit, a mobile app (coming Spring 2020) and more. We want to meet members where they’re at whether they are ready to quit or not.

In addition to sharing information about our quit line program through materials (i.e. member handbook) and programs (i.e. care management and coordination, community outreach), we’ve implemented the following outreach strategies:

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• **Opt-out approach**: PMAP, MNCare, UCare Connect and UCare Connect+Medicare members who have a recent prescription for NRT or a service claim for tobacco cessation counseling will receive outreach calls from a tobacco quit line coach (5 call attempts) and a program brochure in the mail.

• **Opt-in approach**: All UCare members who have a recent service claim for tobacco or nicotine use, or reported tobacco or nicotine use on their Health Risk Assessment will receive a program brochure in the mail and can opt-in to the program by calling the quit line or registering online.

Since implementing our efforts in June 2019, we’ve seen almost double the number of enrollments in our quit line program compared to 2018! For more information about our quit line program, visit [www.myquitforlife.com/UCare](http://www.myquitforlife.com/UCare) or call 1-855-260-9713.

*This does not include the sacred, medicinal or traditional use of tobacco by American Indians or other groups.

**Preventing Falls for UCare Members**

Falls are the leading cause of fatal and nonfatal injuries for older adults. Each year 1 in 3 adults 65 or older experience falls. Since falls are all too common among older adults, many people develop a fear of falling. This fear may cause them to limit their activities, which leads to reduced mobility, loss of physical fitness, and an increased risk of falling.

UCare is working to prevent falls in our older adult population by partnering with SilverSneakers to host Balance Builder fall prevention classes at provider locations in March. Members will learn about common risk factors and steps they can take to prevent falls, including exercises to strengthen and improve balance.

The workshops include 20 minutes of educational discussion with a focus on internal and external risk factors for falls, tips to prevent falls, and how exercise plays a role. The remaining 25 minutes are interactive balance exercises. Attendees go home with a workbook detailing exercises they can do to prevent falls as well as a checklist to prevent falls around their home. Look for Balance Builder workshops during the month of March at provider and community locations near you!

For more information on preventing falls visit [ucare.org/falls](http://ucare.org/falls)

**2020 Medical Drug Prior Authorizations**

Care Continuum, a subsidiary of Express Scripts, will review Medical Drug Prior Authorization requests for all UCare plans beginning January 1, 2020.

See the [List of Medical Injectable Drugs](#) requiring prior authorization. Review the [Medical Drug Policies](#) for coverage criteria.

Find medical injectable drug prior authorization resources and forms to request authorizations on our [Pharmacy page](#) for all UCare health plans.

**Medicare Experience Survey coming in March to Members**

**What is the Medicare Survey?**

- **Confidential survey asking members to describe their healthcare experiences.**
  - Includes UCare Medicare, MSHO and Connect + Medicare members
- **Recipients are randomly selected.**
- **Goal of survey is to improve healthcare services for EVERYONE.**

**Whys is this important?**

- A portion of the survey results feed into a federal quality rating program that:
  - Allows members to compare plans based on quality and
  - Determines a portion of Medicare funding.
If UCare receives high survey scores, there is an opportunity to earn money that is invested directly back into our members. For example, this money can help lower monthly premiums and enhance member benefits.

**Mailing details—What does it look like?**
- Survey comes in a large white envelope from UCare and SPH Analytics (UCare’s survey vendor)
  - Sent in mid-March.
  - SPH Analytics will call members to help them fill out the survey.
    - Members can also receive help from caregivers, interpreters, or you, their care coordinator.
  - Members should return by end of May in the prepaid envelope.

**Survey-taking tips:**
- If a member receives the survey, express the importance of the survey and encourage them to complete it!
- If a question does NOT apply to a member, they DO NOT need to answer it.
- Only the lowest and highest responses count in this survey. If the member is happy, we hope they will let UCare know by giving us a 10!
- Encourage members to take their time, because the answers count for a lot.
- Read carefully and rephrase the question if needed.

## MSHO/MSC+ News

**New guide for Elderly Waiver services in assisted livings**
DHS recently published [DHS-7935-ENG Elderly Waiver services in assisted living: What you need to know](https://example.com), a guide for people considering moving to or already living in assisted living.

The guide can simplify the process of applying for Elderly Waiver (EW) services for:
- People needing long-term services and supports
- County or tribal nation social service experts
- Stakeholders, such as intake workers at assisted living facilities

The 8-page, full-color brochure explains Elderly Waiver (EW) topics, such as:
- How to apply for the Elderly Waiver (EW) program
- The requirement to have a certain level of need for services
- Financial eligibility requirements
- Income and asset protection for a married spouse
- Rules about transferring assets to family members
- Choosing services and providers, such as assisted living providers
- What EW services other than assisted living may be available
- What EW participants can expect while on the program, including how to stay eligible to receive services.

**DHS Webinar: Overview of Institutional Levels of Care**
Visit the [DSD training news and information page](https://example.com) to view the webinar announcement.
- Registration in [TrainLink](https://example.com) is required
- Details regarding the training will be sent to registered participants after registration is closed

**Pre-webinar question collection survey:**
DHS would like to collect questions you have about institutional levels of care and other policy areas prior to the webinar. You may submit questions on the session topic or any LTSS assessment-related policies. Complete this short [MnCHOICES pre-webinar survey](https://example.com) before Feb. 12 if you would like your questions to be considered for inclusion in the webinar.

**Unable to attend or to review the previous quarter’s webinar:**
Visit the [DSD training archive](https://example.com) page. A recording of the webinar will be posted within 2-3 days of completion of the webinar.
Questions:
If you have questions or concerns, have a mentor contact the SSIS/MnCHOICES help desk by:
- Using the DHS-6979
- Sending a message to dhs.mnhelp@state.mn.us or
- Calling (651) 431-4801

DHS News & Updates

Relocation Service Coordination (RSC): Learning the Basics
The relocation services coordination (RSC) self-paced online course is now available. This course is an introduction to RSC. It provides a basic understanding of the RSC process and the case manager’s role. The course takes about 30 minutes to complete.

In this course, you will learn to:
- Summarize RSC and how this program can assist with a person’s return to the community after living in an institutional setting.
- Define the process to connect a person with RSC services.
- Recognize the role of RSC case managers.
- Apply best practices in your work with RSC case managers.
- Describe how to ensure a successful transition for the person receiving RSC.

Date and time
- On demand

Register
- On TrainLink
  - Registration details are available on the session information page.

Additional details
Available on the session information page. The RSC course is also available on YouTube: RSC: Learning the basics.
- If you choose this option, you will not receive credit in TrainLink.

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.