Agenda

• Welcome
• Health Promotion – Nicole Lier
• CAHPS® & HOS® – Emily Eckhoff
• Stars – Cindy Radke
• Transitions of Care – Bobbi Jo Glood
• Care Coordination Updates – Dawn Sulland
Health Promotion
New search tool for 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.
Tip: Not sure what your plan is called? Check the front of your insurance ID card and look for your “Care Type”.

**UCare Medicare Plans** include: Prime, Value, Essentials Rx, Standard, Complete, Classic and Total.

**Individual & Family Plans** include: Bronze, Silver, Gold, Core, Fairview Bronze and Fairview Silver.

No card? Find a plan type [here](#).

- 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.
- Limit one gift card reward per voucher per calendar year.
- Allow 4-6 weeks for gift card delivery.
- Benefits may change each year.
- Incomplete or ineligible vouchers will be returned.
- Voucher good for one year from date of service, test, or exam.

*Note: UCare Medicare with Fairview & North Memorial and EssentiaCare members are not eligible for rewards and incentives.*
# Rewards for UCare's Minnesota Senior Health Options (MSHO) members

## Diabetes Testing

<table>
<thead>
<tr>
<th>Reward</th>
<th>Qualifications for reward</th>
<th>Age on date of service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blood glucose (A1c) test (PDF) $25</td>
<td>Must have Diabetes diagnosis, Diabetic A1c testing complete</td>
<td>age 18 to age 75</td>
</tr>
<tr>
<td>Dilated or retinal eye exam (PDF) $25</td>
<td>Must have Diabetes diagnosis, Diabetic Dilated eye exam or Retinal eye exam complete</td>
<td>age 18 to age 75</td>
</tr>
<tr>
<td>Annual urine protein test (PDF) $25</td>
<td>Must have Diabetes diagnosis, Diabetic Nephropathy testing complete (Urine test)</td>
<td>age 18 to age 75</td>
</tr>
</tbody>
</table>

## Cancer Screening

<table>
<thead>
<tr>
<th>Reward</th>
<th>Qualifications for reward</th>
<th>Age on date of service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mammogram screening (PDF) $50</td>
<td>Mammogram completed</td>
<td>Age 50 to age 74</td>
</tr>
<tr>
<td>Colon cancer screening (PDF) $50 or $20</td>
<td>Complete colonoscopy, sigmoidoscopy, or CT colonography earns $50 incentive. At home FCBT or Cologuard kit test earns a $20 incentive. Only one of the two can be earned per calendar year</td>
<td>Age 50 to age 75</td>
</tr>
</tbody>
</table>

## Other

<table>
<thead>
<tr>
<th>Reward</th>
<th>Qualifications for reward</th>
<th>Age on date of service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual Wellness Check (PDF) $25</td>
<td>Complete an annual wellness visit with a primary care physician</td>
<td>all ages</td>
</tr>
<tr>
<td>Dental Visit (PDF) $25</td>
<td>2019 completed dental visit that is not six months from the previous visit</td>
<td>all ages</td>
</tr>
</tbody>
</table>
Choose a plan to see available rewards

![Select Plan]

**Rewards for Minnesota Senior Care Plus (MSC+) members**

<table>
<thead>
<tr>
<th>Other</th>
<th>Reward</th>
<th>Qualifications for reward</th>
<th>Age on date of service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dental Visit (PDF)</td>
<td>$25</td>
<td>2019 completed dental visit that is not six months from the previous visit</td>
<td>all ages</td>
</tr>
</tbody>
</table>
Dental Kits
New Dental Kit

Dental Kit

UCare's MSHO or UCare Connect + Medicare members

Take care of your smile with a free dental kit from UCare.

The Dental Kit has:
- Electric toothbrush
- Toothbrush charger
- Replacement brush heads
- Toothpaste
- Dental floss

- Sonicare Essence + rechargeable toothbrush
- 2 additional replacement heads
- 1 kit per member
- Member must order kit
Healthy Savings
• 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 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 Cheerios®, Quaker®, Skippy® and over 200 more!

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 at all participating retail locations including:

- Participating stores include: Cashwise, Coborn’s, Cub Foods, Hombacher’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.

Welcome!

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.

Healthy Savings
P.O. Box 52, Minneapolis, MN 55440

Important Plan Information
Healthy Savings card enclosed

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

63681100101292738
Ask clerk to scan or key in card number.
Questions? Contact Us or read the FAQs.
Participating store locations

https://healthysavings.com/ucare/Stores/StoreFinder
Weekly Specials

Email example

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

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

Weekly Specials

Mobile App

This week’s Brand Name Savings

$124.15

Fresh Produce Savings

$ off $5.00

Fresh Produce

Healthy Savings Offers

Here are the healthy items you can save on this week.

Shop for these items, then scan your card at checkout. The savings are instant.

Healthy Savings Offers

This week’s Brand Name Savings

$124.15

Fresh Produce Savings

$ off $5.00

Fresh Produce

General Mills

Big G Cereal

Save $1.00 on Two Big G Cereals

Save up to $1.00

Quaker® Oats

Oats - Save $1.50

Save up to $4.50

BetterOats™

Hot Cereal - Save

$0.75
Questions?
wellness@ucare.org
Member Experience Survey (CAHPS®)

CMS Star Ratings
CAHPS- Member Experience Survey

• **What is it?**
  - Confidential survey asking members to describe their healthcare experiences
  - Recipients are randomly selected
  - Goal is to improve the overall healthcare experience for our members

• **Mailing Details**
  - Survey comes in a large white envelope from UCare and DSS Research (UCare’s survey vendor) in early March.
    - DSS Research will call members if they do not respond via mail, to help them fill out the survey.
      - Members can also receive help from caregivers, interpreters or you, their Care Coordinator.

*Encourage members to return survey in pre-paid envelope by the end of May.*
Why is this survey so important?

• **9** survey questions are part of Stars Program
  - Allows members to compare plans based on quality
  - 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.
Survey Taking Tips

➢ If a member receives the survey, express the importance of their feedback!

➢ Encourage members to take their time, because the answers count for a lot.

➢ Read carefully and rephrase the question if needed.
Example #1

Using any number from 0-10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your healthcare in the last 6 months?

Only the lowest and highest responses count in this survey. If you’re happy, give us a 10! Remember, UCare does not receive individual member feedback so if you have an issue, it’s best to give UCare a call directly.
Example #2

In the last 6 months, how often was it easy to use your prescription drug plan to fill a prescription by mail?

1. Never  
2. Sometimes  
3. Usually  
4. Always

Some questions may not apply to you. If you don’t receive your prescription(s) by mail, skip this question!
Example #3

Wait time includes time spent in the waiting room and exam room. In the last 6 months, how often did you see the person you came to see within 15 minutes of your appointment time?

1 ☐ Never  2 ☐ Sometimes  3 ☐ Usually  4 ☐ Always

Say you arrive 15 minutes before your appointment time of 3:00 p.m., then see the doctor at 3:10 p.m. Although you waited a total of 25 minutes, you still saw the doctor within 15 minutes of your appointment time.
Example #4

In the last 6 months, how often did your health plan’s customer service staff treat you with courtesy and respect?

1 □ Never  2 □ Sometimes  3 □ Usually  4 □ Always

UCare strives to provide great customer service. Yet we may not always give you the answer you expect due to health plan features and other rules. Use this survey to tell us how well we treated you with the courtesy and respect you deserve.
Survey Questions/Concerns

• If a member expresses grievance:
  – Call into UCare Customer Service
  – UCare will not receive specific feedback expressed on the survey as it is confidential

• All survey related questions can be answered by our vendor, DSS Research

• Call DSS Research’s customer service line:
  – For English: #1-877-866-2480
  – For Spanish: #1-877-866-2481
Health Outcomes Survey (HOS®)

CMS Star Ratings
Health Outcomes Survey (HOS)

• **What is it?**
  - Annual baseline survey of 1,200 randomly selected members per product
    • Administered from April to July
  
• **Measures how often providers discussed certain preventive health subjects with patients**
  - Improving or Maintaining Physical Health
  - Improving or Maintaining Mental Health
  - Monitoring Physical Activity
  - Improving Bladder Control
  - Reducing the Risk of Falling
Survey-Taking Tips

➢ If a member receives the survey, express the importance of their feedback!

➢ Encourage members to take their time, because the answers count for a lot.

➢ Read carefully and rephrase the question if needed.

➢ Since a member may consider you part of their care team, make sure to talk with them about the subjects measured in this survey.
IMG-Navigator Pilot MDH SAGE Program

March, 2019
IMG-International Medical Graduate Program-SAGE

- Established by Minnesota Sage Cancer Screening Program.
- International Medical Graduates are individuals who are immigrant physicians who need additional educational requirements to practice medicine in the state of MN.
- IMG Navigator’s countries of origin include:
  - Pakistan, Ethiopia, El Salvador, Nigeria, Somalia
- SAGE embedded IMG’s in select community clinics to target CRC screening rates.
- IMG’s have access to EHR for outreach.
- SAGE program typically works with the low and uninsured to provide funding for screening and develop evidenced based interventions with partner health systems.
• Grant provided to expand outreach of IMG Navigators to additional measures in select clinics.

• Training with IMG’s conducted at UCare in October, 2017. Training included Ucare product overview, preventive care review of targeted measures, data discussion.

• IMG’s started outreach to UCare members in mid January, 2019.
What UCare members targeted?

• Current clinics within the project:
  – Open Cities, Open Cities North End, Axis Medical Center, Cedar Riverside People’s Center, HCMC Brooklyn Park, HCMC Richfield, Southside Medical Center.

• Current products:
  – PMAP, MNCare –(piloting initially with Southside Clinic)-MSHO, MSC+, Connect, Connect + Medicare, UCare Medicare (UFS).
Overview of Project

• UCare will provide monthly clinic reporting on gaps in care.

• IMG Navigators will conduct outreach to UCare members by clinic assignment.

• Outreach to include education, assistance to schedule, and reminders to UCare members in need of the following:
  
  ➢ Breast Cancer Screening
  ➢ Colon Cancer Screening
  ➢ Diabetes Care
    • Yearly A1c
    • Yearly Nephropathy testing
    • Yearly diabetic eye exam
  ➢ Annual Wellness Exams

• SAGE will provide reporting on contact results and progress.
Goals

• Members will better understand preventive care as education being provided is in own language, by medical professional that has understanding of screenings/procedures.

• Improve screening rates for targeted measures.

• Gain knowledge of barriers and ways of communicating that are effective for immigrant populations.

• Develop innovative strategies and best practices to improve screening rates for measures targeted.
Collaboration with select ADC Providers

• Criteria to select providers to participate established.
• Targeting Hmong and Somali members in select ADC’s in the metro.
• Goal to improve Breast Cancer Screening, Colon Cancer Screening and Diabetes Care (eye exam, Nephropathy, and A1c) in our Somali and Hmong members.
• Work will start in 2nd quarter of 2019.
• ADC’s will work with UCare members in their centers identified as having a gap in care for one or more of the measures above.
• Assist to educate, arrange appointments and transportation.
Participating Adult Day Centers

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

• 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 Training

- DHS has tentatively planned to launch MnCHOICES with Managed Care Organizations in 2020
- MSHO/MS+ Care Coordinators will be required to be Certified Assessors
- DHS will begin training for Care Coordinators to be Certified Assessors later this year
- More to come in Alerts or the Newsletter
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 3/1/19 the Moving Home Minnesota MFP program began accepting new applicants.

• **What is Moving Home Minnesota?**
  - Moving Home Minnesota helps people transition from institutions to qualified community residences.
  - Moving Home Minnesota pays for transition planning and coordination and for additional supportive services available to the person for 365 days after discharge. For more information about the program, see the [MHCP Provider Manual – Moving Home Minnesota](#).
Leap Year Reminder

- Annual authorizations for services between 3/1/19 and 2/29/20 must include 366 daily units as 2020 is a leap year.
PCA Enhanced Rate

• If a member is assessed for 12 hours or greater of PCA services and is open to Elderly Waiver the Care Coordinator will need to ensure the 5% enhanced rate is included in the member’s budget.

• If the 5% enhanced rate puts the member over their EW budget, a “Request to Exceed Case Mix Cap” should be submitted by the Care Coordinator for review by UCare.

• Note: extended PCA hours do not count towards eligibility for the enhanced rate. However if a member is eligible for 12 or more hours of state plan PCA services the enhanced rate also applies to the person’s Extended PCA rate.
UCare Forms on Website

Currently working on fillable, submit-able, and downloadable.

- What this means for you as the care coordinator:
  - No longer need to email or fax in completed form
  - Ability to print and or download into records
  - PDF will still be available

- Forms to be converted:
  - Care Management Referral Form
  - Complex Case Management Referral Form
  - Death Notification Form
  - Waver DTR Form
  - Waiver Service Approval Form
Questions?
Thank you!