2019 3rd Quarterly MSHO/MSC+ Meeting

September 11th and September 12th
Agenda

• People Powered Social Media - Wendy Wicks
• Disease Management Migraine Program – Disease Management Team
• Stars Update – Cindy Radke
• Care Coordination Updates – Dawn Sulland
people powered social media

Wendy Wicks, communications & public relations
Sept. 2019 care coordinator training
hardest working people in the industry

the stories that connect with social media audiences
we all have a story

“Every morning I come in at 6:30 and then I go meet with our members. My role is to get them to their doctor and help them understand the care the doctor is providing. Many of our members have multiple diagnosis and take multiple medicines, so we try to educate them on adherence,” said Deu. “My phone is always ringing, my days are busy. I love it.” Sometimes you know immediately when you meet a remarkable person … like Deu Yang – our Clinical Liaison and LPN who helps our Hmong members, especially seniors, navigate the health care system. She is a certified medical and legal interpreter who speaks fluent Lao and Hmong. Today we caught Deu leaving to meet with a member who was having a medical crisis and needs a referral. For 19 years, Deu has been making a difference and building trust with the Hmong community. Deu in action: http://ow.ly/1biw3jqtvx
Deu’s video

https://www.youtube.com/watch?v=YMIzjOKaJA
"I'm passionate about empowering UCare members to find their own strengths. First I ask permission to ask questions. Then we have a conversation about what the member knows, what they don't know and what they need to start making positive changes in their health," explains Marie, a certified health coach who helps UCare members with diabetes and migraines.

Marie was trained in motivational interviewing which is a very empathetic way of connecting with people. "We meet our members where they're at, reflect back what they tell us, make sure they feel heard, summarize what they're saying and ultimately help them work on how to move forward and take action. It's a true collaboration."

Marie has been working with a member who had severe daily migraines and other chronic pain. During their conversation, the member remembered using biofeedback to control epilepsy when he was younger and thought maybe it would work for his migraines. He set a goal of doing biofeedback three times a week and his migraines decreased significantly!

Marie calls these conversations CHANGE TALK which silences your inner critic and promotes "envisioning what is possible, what's the best thing you can do for yourself."
Marta believes happiness and hopefulness are always possible.

I absolutely love the role of care coordinator when helping members thrive even when they live in a more limiting environment. With age, we are at a higher risk for encountering new illness or worsening illnesses, which often lead to ER visits, hospitalizations and care facility stays. My work supports members when this happens. My focus is on comfort and ease of transition.

One of my members resided in a nursing facility for more than a year at the time of his UCare enrollment. He thought he would only be there less than 30 days and was now eager to move into his own apartment. However, he faced numerous barriers including lack of a familial or friend support system.

Within a short time and through UCare's network of connections, we found a care facility with independent-living apartments.

From helping with securing a moving truck, budgeting, medical equipment and authorizations to coordinating primary care and skilled therapies, my member's physical and mental energy came back. The unhappiness faded, and hopefulness bloomed.

Marta Tolefree
advocates, de-complicators, peace-of-minders, figure-outers

your secret power
www.facebook.com/ucarehealthplan

www.linkedin.com/company/ucare/

www.twitter.com/ucaremn
Sharing your story

• Send story and photo to Wendy Wicks
  – Email wwicks@ucare.org
  – Call 612-676-3567
• Post to your timeline and tag UCare
• Follow UCare’s Facebook, LinkedIn, Twitter
• REACT (e.g., LIKE), SHARE, COMMENT, TAG YOURSELF
• Protect member PHI
thank you!
Disease Management – Migraine Program
Migraine Management Health Coaching Program

• Eligibility
  o Migraine diagnosis via claims and pharmacy data
  o Recruitment with Engagement Specialist and member returned Invitation letters
  o PMAP, MNCare, Connect, Connect +, MSC+

• Program Overview
  o Regularly scheduled health coaching calls with a UCare Health Coach
  o 4 month program, $50 gift card for program completion
  o Educational discussion on migraine, stress management, lifestyle education (nutrition, diet, etc.) and relaxation techniques
  o Coaching techniques
  o Goals:
    - Reduction in member migraine frequency and severity
    - Decreased utilization of emergency care for migraine
    - Decreased overutilization of migraine prescription drugs

• Migraine management success stories
Migraine Success Story #1

- **Age:** 60
- **Product:** Connect + Medicare
  - **Date of enrollment:** 11/16/18 - 4/26/19
  - **Readiness to change:** Preparation
  - **Member’s goal:** To understand her triggers, to reduce pain and start some exercise
- **Member’s main concerns/barriers:** 20 bad headaches per month, 12x in year or 1-2/mo. to hospital for migraines, had migraine stroke and can not use ½ of body, hx. 4 heart attacks, disabled, fibromyalgia pain
- **Member’s success:**
  1. Reduced hospitalizations: 1 in last 8 months, was 1-2x/month
  2. Reduced frequency: 20/month to 1/month.
  3. Triggers discovered: dehydration, allergies, food sensitivities, hypertension, poor sleep and stress
  4. Coaching: biofeedback routine, deep breathing, going outside daily, exercise, stretching, strengthening, healthy eating
  5. Other notable changes:
     - New BP medication improved headaches
     - Lowering blood sugar weight changed
     - Food sensitivities to gluten caused sinus headaches
     - Medication consistency improved management
     - Improved well-being increased confidence
     - Met someone, started relationship, changed environment
     - Set goals to go to bed earlier improved sleep
     - Gained strength and independence
     - Reduced falls and fewer illnesses over past 8 months.
Migraine Success Story #2

- **Age:** 44
- **Product:** Connect
  - **Diagnoses:** Migraine w/o aura, diabetes, lumbago & cervicalgia, social anxiety, depression
    - **Date of enrollment:** 12/10/19 – 4/17/19
    - **Readiness to change:** Contemplation
- **Member program goal and status:** Make his headaches go away, member set goals to see neurologist for migraine consultation & get recommendation from PCP for new therapist.
- **Member’s main concerns/barriers:** Member is having migraines 3-4x/wk. He stopped working with therapist because of a bad fall out. He has no friends & doesn’t stay in touch with family. Stated people are the cause of his migraines and is only interested in the program for the gift card.
- **Member’s Successes:**
  - Member began looking for new therapist through insurance.
  - He discovered he is sensitive to heat & has started managing migraines by going for a walk when its super cold.
  - Member overcame his social phobia to both make and attend appointments with PCP as well as self-advocate for a referral to a new therapist.
  - Member was willing to increase dosage for his pain meds and as a result,
  - During the final coaching call, member reported having reduced frequency of migraines to 1-2x/wk. Member also stated that coaching helped him see where he was at in his life and that he needed to start making changes, & he is grateful for this. Moving forward he planed to join a local support group for wellness & nutrition.
DM Contact Information

• Direct referrals to Stephanie Carlson
  ○ 612-294-5763
  ○ scarlson2@ucare.org

• DM Phone Line
  ○ 612.676.6539
  ○ 1.866.863.8303

• Email
  ○ DM Educ@ucare.org

• Fax
  ○ 612.884.2467
Star Updates

Cindy Radke-Clinical Services-September, 2019
Timeline for 2020 Final Star Ratings

1st Plan Preview
August

2nd Plan Preview
September
Includes preliminary rating

Final 2020 Star Ratings
October
Posted on medicare.gov
# MSHO Performance Summary

<table>
<thead>
<tr>
<th>MSHO: 40 unique measures</th>
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<tbody>
<tr>
<td>24 measures improved rate</td>
</tr>
<tr>
<td>- 5: 3 weighted</td>
</tr>
<tr>
<td>- 12: 1.5 weighted</td>
</tr>
<tr>
<td>11 measures maintained rate</td>
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<tr>
<td>5 measures declined rate</td>
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<table>
<thead>
<tr>
<th>2020 MSHO using 2019 cut points</th>
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<tbody>
<tr>
<td>12 5 star</td>
</tr>
<tr>
<td>15 4 star</td>
</tr>
<tr>
<td>7 3 star</td>
</tr>
<tr>
<td>6 2 star</td>
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<tr>
<td>0 1 star</td>
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2020 MSHO

**Strengths:**
- Complaints about the Plan
- Members Choosing to Leave the Plan
- Diabetes A1c & Eye Exam
- Statin measures
- Care for Older Adults
- CAHPS Survey

**Opportunities:**
- Breast Cancer Screening
- Osteoporosis Management
- Medication Adherence
- MTM CMR Completion
- Rheumatoid Arthritis
- Improving or Maintaining Physical Health
Assessment Reporting corrections

• Ensure you are entering the UCare member ID, not the PMI number.
• Please label the reports as delegate name/month/year. Example: **JFSOct2019**
• Do not include any MSC+ members.
• Only indicate 2018 dates in the column G “Date of last assessment in 2018”
• Only indicate 2019 dates in the column H “Date of current assessment in 2019”.
• Provide your delegate name in column A.
• Clarifications will be sent soon, please update and provide back.
• Looking at ways to streamline.
### 2019 MSHO Assessments and Refusals Tracking Tool

#### Grid

<table>
<thead>
<tr>
<th>Living Status</th>
<th>Type of Assessment</th>
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<tbody>
<tr>
<td>Community</td>
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<tr>
<td>Institutional</td>
<td>Initial</td>
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<tr>
<td></td>
<td>Product Change</td>
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<tr>
<td></td>
<td>Refusal</td>
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<tr>
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<td>Significant Health Change</td>
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<td>Unable to Reach</td>
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#### Delegate

<table>
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<tr>
<th>Delegate</th>
<th>Last Name</th>
<th>First Name</th>
<th>UCare Member ID#</th>
<th>DOB</th>
<th>Living Status</th>
<th>Date of Last Assessment completed in 2018</th>
<th>Date of Current Assessment in 2019</th>
<th>Type of Current Assessment/Activity in 2019</th>
<th>Name of Care Coordinator</th>
<th>Comments</th>
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#### Instructions

- Please complete each month. Send to assessmentreporting@ucare.org by the 10th of the following month.
- Log all assessments completed or reason unable to complete.
- Enter your delegate name.
- UCare ID not PMI.
- 2018 dates only.
- 2019 dates only.
Thanks!
Care Coordination
Updates & Reminders
The Transitional Health Risk Assessment may not be used in conjunction with a disability waiver MnCHOICES assessment.

The Transitional Health Risk Assessment may be used in conjunction with an LTCC or an Elderly Waiver MnCHOICES assessment when:

- The member is new to UCare and has transferred from FFS or another MCO
- The member is transferred between UCare delegates
- The member has a Product Change
Reminders

• Members open to CADI Waiver
  – When a member is open to CADI Waiver and is on MSHO or MSC+ it is the member’s choice if they want to switch from CADI Waiver to Elderly Waiver

• Appropriate Transfers
  – When a Care Coordinator is notified that a member has a new Primary Care Clinic and needs to be transferred to a new delegate for care coordination the assigned Care Coordinator will ensure all of the most recent assessment paperwork completed. If the member’s assessment is due within the month of transfer, the assigned CC is to complete the assessment, including all necessary follow-up and update the PCC following the completion of the assessment.
Ucare Forms on Website

• We continue to work on enhancing our forms to make the fillable, submitable and downloadable.
• The launch date of the forms launching online has been pushed back
Care Coordination Survey

- Thank you for completing the Care Coordination Survey
- We are currently analyzing the results.
Questions?