

Minnesota Department of Human Services (DHS) cancels PMAP-MinnesotaCare and MSHO-MSG+ procurements

As many county staff know, during the first half of 2019, UCare responded to two DHS Requests for Proposals (RFPs):

1. Prepaid Medical Assistance Program (PMAP) — MinnesotaCare — 80 counties, excluding seven county metro
2. Minnesota Senior Health Options (MSHO) (HMO D-SNP)/Minnesota Senior Care Plus (MSG+) — statewide

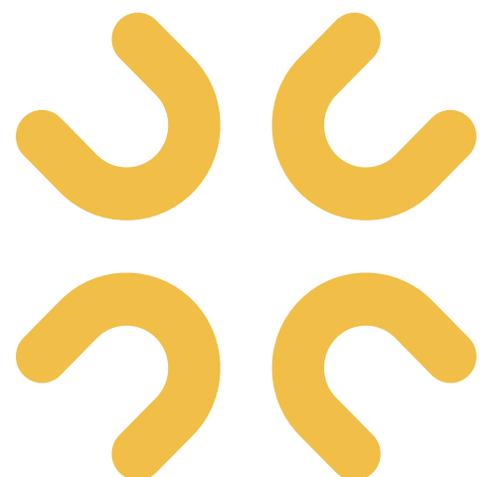
These RFPs would have resulted in contracts for the 2020 calendar year. However, on September 3 DHS canceled these two procurements. As a result, there will be no changes in UCare service areas for Minnesota Health Care Programs with the exception of the two service area changes noted below:

2020 service area change — UCare PMAP available in Morrison, Todd and Wadena Counties

UCare's 2020 service area for PMAP will expand to include Todd, Morrison and Wadena counties. This change is happening because of changes in county relationships with South Country Health Alliance, a county-based purchasing entity. UCare already provides MinnesotaCare, UCare's MSHO, MSG+, Medicare and Individual & Family coverage in the counties.

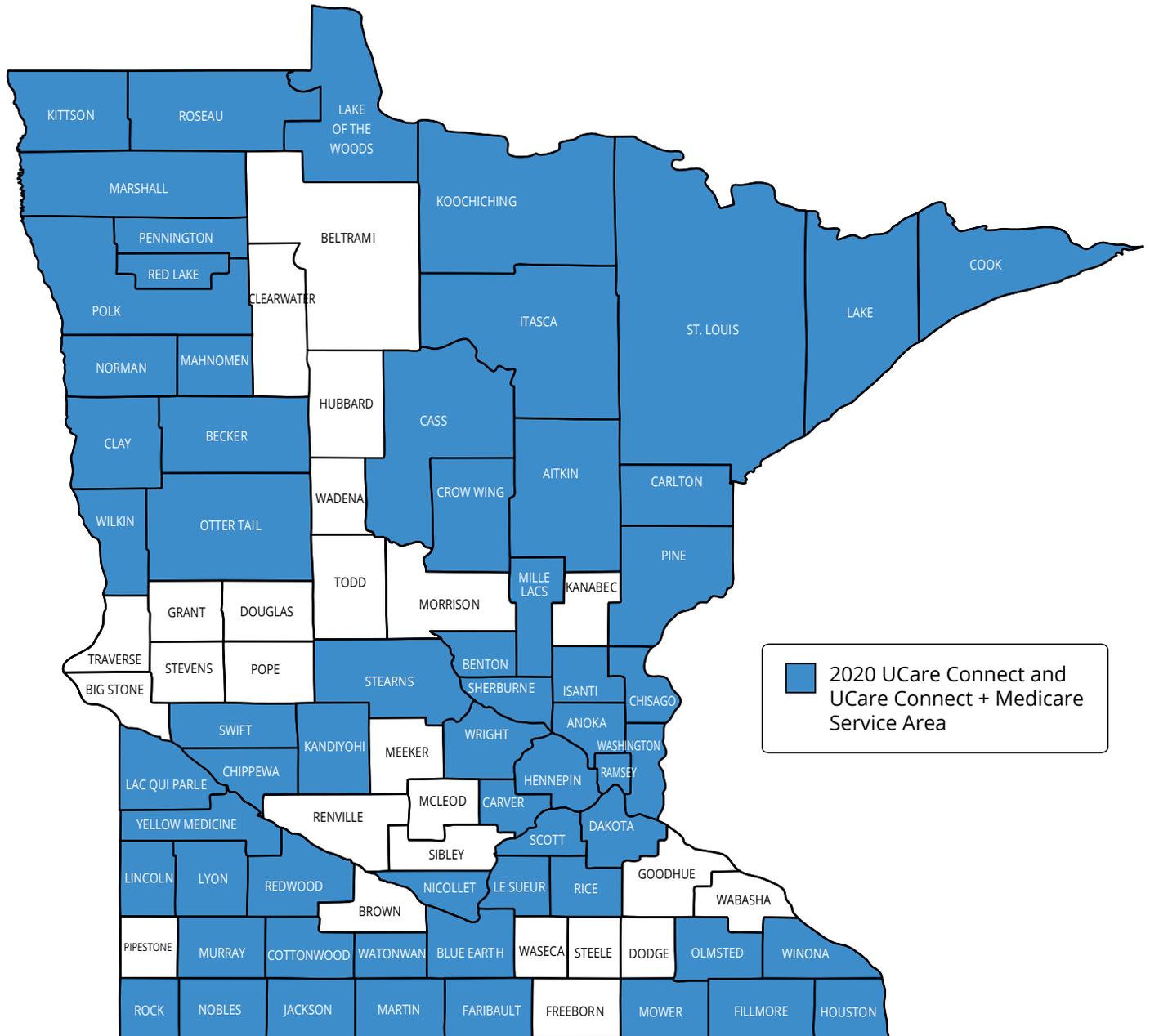
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2020 service area change — UCare Connect + Medicare (HMO D-SNP) available in 62 counties, matching UCare Connect (SNBC) service area

Effective January 1, 2020, UCare Connect + Medicare will expand its service area by 51 counties. This means that in 2020, UCare Connect + Medicare and UCare Connect will both be available in a total of 62 counties across Greater Minnesota. UCare Connect + Medicare information was sent to all UCare Connect members, along with enrollment materials.



UCare County Satisfaction Survey completed — Thank you!

Thanks to all respondents to UCare's 2019 County Satisfaction Survey. Based on previous county survey feedback, in 2019 we are launching significant new supports related to behavioral health needs. These will enhance member access to behavioral health services and increase support for county staff. Read more about this under "UCare Behavioral

Health Updates," below. Next steps for UCare on the most recent survey: We are analyzing and sharing county feedback internally and will identify appropriate action items to improve the work we do with you and the services we provide our members. Thank you for your feedback!

New Benefits Added in 2020 for Minnesota Senior Health Options, UCare Connect + Medicare and MinnesotaCare

UCare is always looking for new and innovative ways to better serve members across Minnesota. In 2020 we have exciting changes coming for members enrolled in UCare's Minnesota Senior Health Options (MSHO) (HMO D-SNP) and UCare Connect + Medicare (HMO D-SNP), as well as for MinnesotaCare:

UCare's MSHO

We are excited to offer a number of new supplemental benefits in 2020:

- An additional porcelain-fused-to-metal crown per year (two crowns per year)
- One additional tissue conditioning for dentures per year (in addition to Medical Assistance coverage)
- Up to one round trip ride per day to Alcoholics Anonymous or Narcotics Anonymous meetings for members with assessed substance use disorder (requires authorization)
- Up to two hours per month of Independent Living Skills training for up to six months per year (requires authorization) for members on Elderly Waiver with documented Instrumental Activities of Daily Living dependencies
- Anti-glare lens coating on glasses (one every two years)
- \$450.00 annual allowance for bath safety equipment (grab bars and installation, raised toilet seat, bath seat, hand held shower) for members with a risk or history of falls but who do not qualify for Elderly Waiver services (requires authorization)

UCare Connect + Medicare

UCare is proud to be adding supplemental coverage to UCare Connect + Medicare in 2020:

- Dental root planing and scaling (once every two years in provider's office)
- Anti-glare lens coating on glasses (one every two years)
- Routine foot care visit — one per month (by podiatrist, not related to specific diagnosis already covered by Medicare)

Pregnant MinnesotaCare Members eligible for Medical Assistance, PMAP Benefits

2020 DHS managed care contracts provide clarification that pregnant women on MinnesotaCare who qualify, including retroactively, for Medical Assistance (MA) are eligible for the Prepaid Medical Assistance Program (PMAP) benefit set for pregnant women. This gives them access to non-emergency medical transportation, zero-dollar co-pays and enhanced dental benefits. As soon as they know they are pregnant, MinnesotaCare members should notify their MinnesotaCare worker in order to be opened to MA eligibility. While they are pregnant, open to MA (including retroactively) and

enrolled in MinnesotaCare, their MinnesotaCare cost sharing is limited to \$30. We are interested in working with members and counties to facilitate changing members to PMAP as early in their pregnancy as possible. This allows us to best serve our members and assure they receive the additional benefits they are eligible for. Please contact the UCare County team at ucarecountyrelations@ucare.org if you have thoughts about how UCare can best support implementing this policy.

Housing stabilization services

Starting in July 2020, housing stabilization services will be covered by Medical Assistance (MA) for seniors and people with disabilities, including those with mental illness and/or substance abuse disorder. These services are for people who are homeless or at risk of becoming homeless and for people living in institutions, other segregated settings or at risk

of living in those settings. This benefit will support a member's transition to housing, help avoid future periods of homelessness and increase long-term stability in community-based housing. UCare started working with DHS in October 2019 to make arrangements for implementation in mid-2020. See this [DHS fact sheet for more details](#).

UCare Behavioral Health updates

New Behavioral Health Triage Phone Line

We are pleased to announce the addition of our Behavioral Health Triage Phone Line available to all UCare members and providers, which supports members' behavioral health needs such as:

- Crisis intervention
- Behavioral Health referrals
- Behavioral Health consultations
- Behavioral Health provider in-network and specialty searches
- Behavioral Health service authorization and notifications
- Identification and connection to community resources

Members, providers, counties and care coordinators have direct access to the UCare Behavioral Health Triage Line Monday through Friday, 8 am – 5 pm, at 612-676-6533 or 1-833-276-1185, with afterhours support available. The numbers will be published on the back of 2020 member ID cards.

UCare Behavioral Health Care Management expanded

UCare is excited to announce that on November 1 we expanded availability of our Behavioral Health Care Management program to include UCare's Minnesota Senior Health Options (MSHO) (HMO D-SNP) and Minnesota Senior Care Plus (MSC+) members. Previously this program was available only to Prepaid Medical Assistance Program (PMAP) and MinnesotaCare members.

UCare's Behavioral Health Care Management program provides member-centered advocacy to support members in accessing appropriate care for their mental health and/or substance use concerns. The criteria to qualify for this care management are any one of the following:

- Two behavioral health admissions in the past 12 months for one of the following reasons:
 - Inpatient mental health, substance use disorder or eating disorder
 - Residential treatment for mental health, substance use disorder, Intensive Residential Treatment Services (IRTS) or an eating disorder
- Three admissions in the past six months for crisis residential services
- Two episodes in the past 12 months for partial hospitalization program
- Two visits in the past six months of behavioral health related emergency room visits
- Two admissions in the past six months for detox
- A combination of two or more admissions to any inpatient, emergency room or residential services stay in the past six months

Care managers are also available to consult with MSHO and MSC+ care coordinators even if the coordinators' members do not meet the criteria for active behavioral health care management. Behavioral Health consultation is available to county staff (i.e., mental health targeted case managers, county case managers, county care coordinators, public health nurses, etc.) to assist in navigating a member's behavioral health care needs. If you have a member you would like to refer to the Behavioral Health Care Management program, please use our [Care Coordination Referral Form](#) found on ucare.org.

Account Validation Service (AVS) and Medical Assistance

AVS is an electronic service that provides information about certain financial accounts held by financial institutions. Effective September 1, 2019, people with Medical Assistance who are age 65 or older, blind or have a disability and have an asset test as part of their eligibility determination must authorize the use of the AVS as a condition of MA eligibility. This includes those who:

- Live in the community
- Live in a long-term care facility and request MA long-term care services
- Request MA for Employed Persons with Disabilities (MA-EPD)
- Request Medicare Savings Programs (MSP)
- Request services through a home and community-based services (HCBS) waiver program (Brain Injury [BI], Community Alternative Care [CAC], Community Access for Disability Inclusion [CADI], Developmental Disabilities [DD] or Elderly Waiver [EW])

Account Validation Service (AVS) and Medical Assistance (continued)

Also, people whose assets deem to a MA-Aged/Blind/Disabled (MA-ABD) applicant or enrollee, such as the person's spouse or sponsor(s) must authorize the use of the AVS.

Read this DHS [bulletin](#) for more information.

The authorization form is the DHS-7823 - Authorization to Obtain Financial Information from the Account Validation Service (AVS).

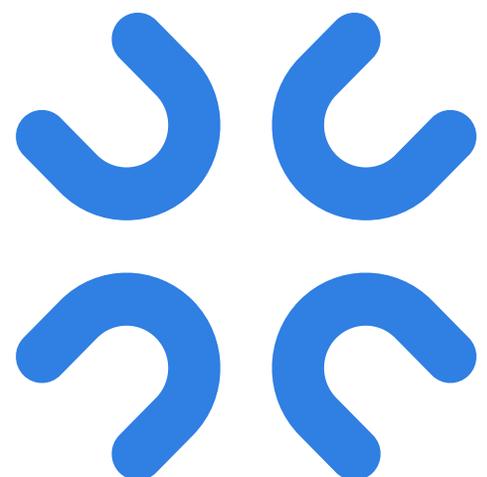
UCare is here to help

UCare's Keep Your Coverage team helps UCare Connect and UCare Connect + Medicare (HMO D-SNP) members who need assistance or do not understand the authorization form. Also, UCare Customer Service representatives will answer member questions about the authorization form and/or, when appropriate, will connect members to UCare's Keep Your Coverage team. Finally, UCare is encouraging its employee and delegated care coordinators to assist members with completion and submission of the authorization form.

UCare's Keep Your Coverage team is at snbckeepercoverage@ucare.org or 612-676-3438 or 1-855-307-6978, Monday – Friday, 8 am – 5 pm.

People who applied for, or are enrolled in, MA with eligibility type Aged, Blind or Disabled, or a Medicare Savings Program, before September 1, 2019, are not required to sign the form until DHS mails it to them with a letter instructing the beneficiary to return the signed form. If an authorization is not signed and returned to the county office by the due date noted on the letter, the beneficiary's MA eligibility will be closed with a 10-day advance notice.

Please reach out to our County Team at ucarecountyrelations@ucare.org if you have any information/feedback you can share to help this process go smoothly. All stakeholders — members and their representatives/families, county staff, service providers, health plans and DHS — will benefit from working together on this process over the next year.



UCare's Mobile Dental Clinic (MDC) is on the road!

Upcoming 2019 dates/locations for the MDC are below.
You can always check out our schedule ucare.org/mdc.



Nov. 11-15, 2019

Walker – Hope Lutheran Church
305 10th Street South

Nov. 18-22, 2019

Eden Prairie – Immanuel Lutheran Church
16515 Luther Way

Nov. 25-27, 2019

Blaine – Christ Lutheran Church
641 89th Avenue NE

Dec. 2-6, 2019

Winona – Pleasant Valley Church
1363 Homer Rd

Dec. 9-13, 2019

Minneapolis – Diamond Lake Church
5760 Portland Avenue S

Dec. 16-20, 2019

Minneapolis – Salem Lutheran
4150 Dupont Avenue N

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