



## Medica Care Coordinator Onboarding and Resource Guide

### *Care Coordinator HUB*

Medica has a [Care Coordination Hub](#) website that includes documents and resources to support Care Coordinators in their role. It is expected that all Care Coordinators will familiarize themselves with all sections of the HUB.

Medica's Care Coordination Website includes:

- **Care Coordination Resources by Product**

Each product section includes:

- Manuals, policies + processes
  - Care Coordination Manuals
  - Policies and Processes
- Guidelines
  - Benefit and Clinical Guidelines
  - Transition of Care
  - Personal Care Assistance (PCA) \*Senior products only\*
  - Denial, Termination, Reduction (DTR's) and Benefit Exceptions
- Templates, tools, and additional resources
  - Letter Templates
  - Tools and Forms
  - Transportation

**Medica DUAL Solution® (HMO D-DNP) (MSHO)**

<https://www.medica.com/care-coordination/msho-resources>

**Medica Choice Care (MSC+)**

<https://www.medica.com/care-coordination/msc-plus-resources>

**Medica AccessAbility Solution (Special Needs Basic Care) (SNBC)**

<https://www.medica.com/care-coordination/snbc-resources>



**Medica AccessAbility Solution Enhanced (HMO D-DNP) (Integrated Special Needs Basic Care - ISNBC) (SNBC Enhanced)**  
<https://www.medica.com/care-coordination/isnbc-resources>

- **Stay up-to-date**
  - **Trainings**  
<https://www.medica.com/care-coordination/training>
  - **News**  
<https://www.medica.com/care-coordination/news>
  - **Upcoming Meetings**
  - **New Care Coordinator Resources**
  - **MnCHOICES Resources**

- **Useful Contacts**

- **Helpful Websites and Links**

- **Member Product Pages**

Each product section includes:

- My Coverage
- My Prescriptions
- My Claims

**SNBC SNP (Medica AccessAbility Solution Enhanced – SNBC Enhanced)**

<https://www.medica.com/ls/find-care/select-your-medicaid-plan/medica-accessability-solution-enhanced>

**MSHO (Medica DUAL Solution)**

<https://www.medica.com/ls/find-care/select-your-medicaid-plan/medica-dual-solution-msho>

**MSC+ (Medica ChoiceCare)**

<https://www.medica.com/ls/find-care/select-your-medicaid-plan/medica-choice-care-msc-plus>

**SNBC (Medica AccessAbility Solution)**

<https://www.medica.com/ls/find-care/select-your-medicaid-plan/medica-accessability-solution-snbc>



## Care Coordinator Trainings

The Care Coordinator Trainings section includes both required and additional trainings that are vital for new Care Coordinators to become familiar with their role. These trainings can also be used as refresher trainings to sharpen skills and knowledge for all Care Coordinators.

| Required Trainings:   | MSHO                     | MCS+                     | SNBC                     | SNBC Enhanced            |
|---|--------------------------|--------------------------|--------------------------|--------------------------|
| <a href="#">Medica Annual Model of Care Training</a>  | <input type="checkbox"/> | NA                       | NA                       | <input type="checkbox"/> |
| <a href="#">DHS Personal Care Assistance PCA Legacy Training</a>  | <input type="checkbox"/> | <input type="checkbox"/> | NA                       | NA                       |
| <a href="#">Medica Personal Care Assistance (PCA) Training</a>  | <input type="checkbox"/> | <input type="checkbox"/> | NA                       | NA                       |
| <a href="#">Consumer Directed Community Supports (CDCS) Training</a>  | <input type="checkbox"/> | <input type="checkbox"/> | NA                       | NA                       |
| <a href="#">SNBC/SNBC Enhanced 101 Training</a>   | NA                       | NA                       | <input type="checkbox"/> | <input type="checkbox"/> |
| <a href="#">MSHO/MSC+ 101 Training</a>  | <input type="checkbox"/> | <input type="checkbox"/> | NA                       | NA                       |
| <a href="#">MnCHOICES Certified Assessor Training</a>   | <input type="checkbox"/> | <input type="checkbox"/> | NA                       | NA                       |
| <a href="#">MnCHOICES HRA Training</a>  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <a href="#">Individual Community Living Supports (ICLS)</a> - Review of DHS service overview slides and resource document used for ICLS service planning  | <input type="checkbox"/> | <input type="checkbox"/> | NA                       | NA                       |
| <a href="#">Community First Services and Supports (CFSS)</a> - A new self-directed home and community-based service being developed by the Minnesota DHS. CFSS is a service for people living in the community who need help with day-to-day activities. CFSS is similar to PCA in many ways, but it will offer participants more control, flexibility, responsibility, and choice in how they use the service. | <input type="checkbox"/> | <input type="checkbox"/> | NA                       | NA                       |
| <a href="#">Enhanced Care Coordination (ECC)</a> - Medica's Care Coordination model that targets members based on their clinical conditions, utilization, and risk factors  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <a href="#">Gaps in Care</a> - Overview of Gaps in Care report and resources for Care Coordinators  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <a href="#">Training Modules</a> – A variety Care Coordination topics with a quick but detailed overviews or refreshers of audit elements.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>Additional Trainings:</b>  |                          |                          |                          |                          |
| <a href="#">MMIS Training</a> These trainings are required for any staff who will be entering screening documents/assessments into the state MMIS system.   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <a href="#">DHS TRAIN LINK</a> - Suggested trainings listed by Train Link class names and course code. This is not an all-inclusive list as there are many other courses offered by DHS which may be of interest to care coordinators and DHS adds new courses often. <ul style="list-style-type: none"> <li>Ethical Dilemmas: Right to Take Risks v Right to be safe (DSD_E1001)</li> </ul>                    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |



|   |   |   |   |   |  |
|---|---|---|---|---|--|
| <ul style="list-style-type: none"> <li>• Falls Prevention-Highlights from Video Conference (DS502)</li> <li>• Introduction and Guide to Supported Decision Making (DSD_E1000)</li> <li>• Person-centered practices in support planning (PCP001)</li> <li>• Person-centered support planning workshop: jump start with eight simple elements (DS12104)</li> <li>• Serving people with I/DD and dementia (DSD_IDD)</li> <li>• Substitute Decision Making: (DS620)</li> <li>• Supporting Decision Making: Protecting Rights, Ensuring Choices (SDM)</li> <li>• Working with an Interpreter (DS503)</li> <li>• Working with people who have hearing and vision loss (CC603)</li> </ul>  |   |   |   |   |  |
| <p><b>DHS TRAIN LINK</b> - Waiver trainings:</p> <ul style="list-style-type: none"> <li>• CCB WAIVER MANAGEMENT SYSTEM (WMS_CCB)</li> <li>• DD WAIVER MANAGEMENT SYSTEM (WMS_DD)</li> <li>• DEVELOPMENTAL DISABILITIES WAIVER WAITLIST (DDWL100)</li> <li>• ENVIRONMENTAL ACCESSIBILITY ADAPTATION (EAA): HOME MODIFICATION (PS_EAA)</li> <li>• ENVIRONMENTAL ACCESSIBILITY ADAPTATIONS (EAA) AND ASSISTIVE TECHNOLOGY (AT) HCBS (DSD606)</li> <li>• HOME AND COMMUNITY-BASED SERVICES (HCBS) DISABILITY WAIVER FOUNDATIONS (HCBSWAIVER)</li> <li>• INTRO TO DISABILITY WAIVER RATE SYSTEM (DWRS) AND RATE MANAGEMENT SYSTEM (DWRS10)</li> <li>• MNCHOICES LEVEL OF CARE (MNCH5000)</li> <li>• PERSON-CENTERED PRACTICES IN SUPPORT PLANNING (PCP001)</li> <li>• WAIVER PROVIDER 101 (DS13010)</li> </ul> | □ | □ | □ | □ |  |
| <p><b>DHS Aging Training Website</b> - DHS Page outlining upcoming trainings that may be of interest to care coordinators, as well as archived webinars, and training materials for past webinars.</p>  | □ | □ | □ | □ |  |
| <p><b>Bridging</b> – Bridging is an organization primarily serving the Twin Cities, provides donated furniture and household goods to families and individuals transitioning out of homelessness and poverty. Bridging provides a basic home setup to those who need most items necessary to create a comfortable and functioning home.</p>   | □ | □ | □ | □ |  |
| <p><b>Care Coordination Products Reports</b> - Overview of care coordinated products reporting and delegate responsibilities</p>  | □ | □ | □ | □ |  |
| <p><b>Enrollment Reports</b></p>  | □ | □ | □ | □ |  |
| <p><b>QRyde</b> - A software for Medica Provide-A-Ride that allows the care coordinator greater flexibility to be able to set up member transportation online through the QRyde Portal (See portal link under resources).</p>   | □ | □ | □ | □ |  |
| <p><b>Medica Care Plan SMART Goal Training</b> - Training provides care coordinator guidance &amp; resources for creating member centered SMART goals.</p>  | □ | □ | □ | □ |  |



## Resources

Care Coordinator resources both internally and externally.

### Medica:

#### [Medica Care Coordination Hub](#)

##### Medica.com

- [UM Policies](#) – Utilization management (UM) policies are documents containing clinical criteria used by Medica staff members for prior authorization, appropriateness of care determination and coverage.
- [Find Care](#) - Found on each member product page
- [Pharmacy](#) - Found on each member product page
- [Member Handbook](#)
- [Member List of Covered Drugs](#)
- [Product Service Area Maps](#)
- [Medica Prior Authorization List](#)

### Department of Human Services (DHS) Resources:

[DHS Case Manager and Care Coordinator Tool Kit](#) - DHS website with links to policy, programs, tools, resources, training opportunities and ways to receive DHS communications

[DHS Searchable Document Library \(eDocs\)](#) - Assessments used for members include DHS 3428H, and 3426 OBRA that should be reviewed prior to Medica training sessions.

[DHS](#) Bulletins, CountyLink, DHS Partners and Providers

[MN DHS Trainings](#) - Minnesota DHS Training videos

[MN-ITS](#) - verify MA eligibility

[DHS Policy Quest](#) - DHS online, searchable, question-and-answer library.

[TrainLink](#) - A DHS partner and provider access point for the DHS learning management system.

[Minnesota Health Care Programs \(MHCP\) Supplies and Equipment Coverage Guide](#)

[EW Rate Limits DHS-3945](#) (MSHO/MSC+ only) Rates for EW services. These rates are subject to change based on legislative rate changes that happen at least annually.

[Housing Stabilization Services](#) - Housing Stabilization Services are to: support an individual's transition to housing, increase long-term stability in housing and avoid future periods of homelessness or institutionalization. There are currently 3 services included within HSS: Consultation, Transition and Sustaining services which have coverage limits defined by DHS.

[MnCHOICES Revision Project](#) - MnCHOICES is an assessment and planning tool

[Individual community living supports \(ICLS\)](#) – DHS ICLS page including: definition, ICLS Planning Form DHS-3751, covered services, & process



### Department of Human Services (DHS) Manuals:

[Minnesota Health Care Programs \(MHCP\) Manual](#) - Online MHCP Provider Manual is your primary information source for MHCP coverage policies, rates and billing procedures and is updated on an ongoing basis.

[Community-Based Services Manual](#) - The CBSM is a resource for lead agencies who administer home and community-based services that support older adults and people with disabilities.

[Minnesota Health Care Programs \(MHCP\) Eligibility Policy Manual](#)

[Community-Based Services Manual \(CBSM\) Elderly Waiver](#)

[Elderly Waiver Residential Services](#)

[Medicaid Management Information System \(MMIS\) User Manual](#)

[DHS MMIS entry manual \(DHS-4669\)](#) - DHS Manual (DHS-4669-ENG) that outlines the specifics related to MMIS entry for HRA's for members

[Personal Care Assistance \(PCA\) Program Manual](#) – DHS manual addressing PCA eligibility, covered services, PCA and provider requirements and service options

[Elderly Waiver Residential Services - Customized Living and Foster Care Services](#) – DHS Residential services highlight and resources page.

[EW Rate Limits DHS-3945](#) - Long-Term Services and Supports Service Rate Limits

### Other:

[Bridge to Benefits](#) - Bridge to Benefits is a project by Children's Defense Fund-Minnesota to improve the well-being of families and individuals by linking them to public work support programs and tax credits. In addition the the screening tool the website also acts as a clearinghouse to a wide variety of social services within MN.

[Care Options](#) - The most widely used and respected information resource for senior care professionals in the Twin Cities, Minnesota, and surrounding areas. Care Options is sharing their comprehensive data with you in this fully searchable website. No personal information or fee is required from you to use this website to help you find the services you need.

[Disability Hub](#) - Disability Hub MN is a free statewide resource network that helps you solve problems, navigate the system and plan for your future. You'll discover options and tools for managing your health, your benefits, your work, your housing and more.

[Drugs.com](#) - Find Drugs & Conditions

[Housing Link](#) - HousingLink, Minnesota's primary source for affordable housing-related openings, data, information and resources.

[Law Help](#) - Legal Services State Support (State Support) is a project of the Minnesota Legal Services Coalition (MLSC), a group of seven legal aid programs that help low-income residents with a variety of legal matters. This is a website that provides a Self Help Library on all things legal.

[Minnesotahelp.Info](#) - Used to search DHS EW enrolled providers

[Minnesota Immunization Information Connection \(MIIC\)](#) - A confidential system that stores electronic immunization records through Minnesota Department of Health

[MN Seniors Online](#) - This Minnesota Seniors Housing Directory includes Twin Cities Senior Housing and surrounding Minnesota Senior Housing Communities, and was designed to assist you and your family in researching and securing living options that are appropriate for your needs or the needs of an elder relative.



[MN Senior Citizen Handbook](#) - Minnesota handbook for seniors, Seniors' Legal Rights, that contains information on estate planning, health care, consumer protection, scams, and other topics.

[NIH](#) - (National Institutes of Health)

[Open Access Connections](#) - Open Access Connections is committed to providing low-income people and people experiencing homelessness with essential communications tools (cell phone).

[Senior LinkAge Line](#) - The Senior LinkAge Line is a service of the Minnesota Board on Aging in partnership with Minnesota's area agencies on aging. We help older Minnesotans and caregivers find answers and connect to the services and support they need

[The Food Group](#) - The Food Group is a nonprofit working toward food justice and equity. For over 45 years, they have been providing nutritious and quality foods to people across 30+ counties in Minnesota and Wisconsin. They believe that food for today is change for tomorrow

[Find Help - Hunger Solutions](#) – (or Call the HelpLine at 1-888-711-1151) A statewide anti-hunger organization working with both state and federal government to advance programs that tackle hunger in Minnesota.

[QRyde Portal](#) - This portal allows care coordinators to set up, change, or cancel member transportation on a single portal.