

 CARE COORDINATOR NEWSLETTER

## All Products

## Notice from MN Council on Disability (MCD): Disability Parking Update

MCD continues to monitor the 2020 Minnesota legislative session. Some good news: a provision has been passed to protect disability parking during the COVID-19 peacetime public health emergency.

**Statute: Chapter 71-HF4531, Article 2, Section 15, Subdivision 4**, extends the expiration date for disability parking certificates and permits for 60 days past the end of the peacetime public health emergency. This means that if your disability parking certificate or license plate expire during the peacetime public health emergency, you have 60 days **after** the emergency ends to renew. There will be no fee or surcharge imposed for this extension.



**Please note:** Minnesotans who need to renew their disability parking certificates **should not** visit their doctor for renewals during the peacetime public health emergency, unless otherwise directed.

For more information on this provision, [contact us](#).

## Notice from the Deaf and Hard of Hearing Services Division at the Minnesota Department of Human Services

Many of us have recently had to change the way we do business in an effort to slow the spread of Covid-19 and to protect the people we serve. Services typically provided face to face are now being provided over the telephone or online. With this in mind, it is important to note that one in five people has a hearing loss and may struggle to communicate with you on the telephone. This email contains resources and information to help you communicate more effectively with these consumers. You may also receive telephone calls through either the video relay service (VRS) or other types of relay services. Do not hang up on these callers; they are in need of your services.

A training link that may be helpful:

- Online training for talking on the telephone with people who have hearing loss: [Communication Tips](#). This video is only 9 minutes long and includes demonstrations of what not to do and how to communicate effectively.

**NEW WEBSITE:** [mn.gov/deaf-hard-of-hearing](https://mn.gov/deaf-hard-of-hearing)

We would like to remind folks of the phone program that persons on Medicaid can access. It used to be known as "Obama phones", as it started during his presidency.

- This is the program for adaptive phone equipment: <https://mn.gov/deaf-hard-of-hearing/communication-access/ted/>
- This is the program for those **NOT** needing adaptive equipment: <https://mn.gov/puc/telecommunications/telephone-discounts/>

## Coverage commitment details for COVID-19

We will waive member copays, co-insurance and deductibles for COVID-19 testing and treatment 100%. These changes are retroactive to March 19, 2020, per DHS guidance, and will extend through May 31, 2020. DHS will provide additional guidance to MCOs on expanded retroactive waiving of member cost-sharing.

### Prescription services

If members have prescription benefits with Medica and their medication needs to be filled early, they can submit a refill request to their pharmacy. The pharmacy will determine if the prescription can be filled early.

For some long-term medications used to treat chronic conditions, members can request a 90-day supply of their prescription. Requests to fill medications that aren't eligible for 90-day refills will not be granted at this time.

Prescription services are outlined in Medica's MHCP Member Resource Guides:

- [Medica DUAL Solution® \(HMO D-Special Needs Plan \(SNP\)\)](#)
- [Medica Choice Care MSC+](#)
- [Medica AccessAbility Solution® Enhanced \(HMO D-Special Needs Plan \(SNP\)\)](#)
- [Medica AccessAbility Solution® Special Needs BasicCare \(SNBC\)](#)

## Additional resources available

Here are several Medica resources to support you, your Medica clients and all Minnesotans you serve.

- [Optum's COVID-19 website](#) has timely information about the coronavirus pandemic (available in 18 languages – selection box is in the upper right corner of the site's home page).
- [Medica.com's COVID-19 resource page](#) has health plan updates. It is updated regularly, so check back often.

Our COVID-19 resource page features many wellness resources available to members, including:

- **virtuwell**® online services for help with non-emergency health conditions. Visits start with a quick online interview before a nurse practitioner reviews a member's case. The service costs \$0 and often takes less than 30 minutes.

- **Transportation** services through our Provide-A-Ride<sup>SM</sup> service (NOTE: Operational changes due to COVID-19 may have an impact on access to non-urgent transportation services throughout Minnesota).
  - Toll free 1-888-347-3630 (TTY: 711)
  - Monday – Thursday, 8 a.m. – 5 p.m. and Friday, 9 a.m. – 5 p.m.
- **SilverSneakers**<sup>®</sup> fitness resources for our Medica DUAL Solution (HMO D-SNP) (MSHO) members and our Medica AccessAbility Solution Enhanced (HMO D-SNP) (SNBC SNP) members. Online classes and articles are posted at [SilverSneakers.com](https://www.silversneakers.com).
- **Mental and behavioral health resources**, including mental health and substance use disorder care. Medica Behavioral Health staff can help members get the right care 24/7 when it's needed, including virtual visits.
  - Toll free 1-800-848-8327
- **Help finding care** using our online tool on our member pages under *Physicians and Facilities > Find Care*. Members can search for provider info, care type, clinic locations, treatment options and more.
- **NurseLine**<sup>™</sup> by **HealthAdvocate**<sup>SM</sup> services are available 24/7. Members can call to consult with a registered nurse and get guidance and appropriate treatment options for non-urgent illnesses and simple, self-care tips for non-urgent concerns.
  - Toll free 1-866-715-0915 (TTY: 711)
- **HealthAdvocate's Health Advocacy** services also are available 24/7 to help members find pharmacy and doctor locations.
  - Toll free 1-866-715-0915 (TTY: 711)
- **Medica Care Coordinator**, available during this time to members by phone for questions or health concerns. Members needing contact information for their Care Coordinator can call Member Services.
  - Toll free 1-888-347-3630 (TTY: 711)
  - Monday – Thursday, 8 a.m. – 5 p.m. and Friday, 9 a.m. – 6 p.m.

## Transportation provider availability

The following providers have limited or suspended services to ensure the safety of their employees and members:

- **Mobility Plus** (Transportation Plus/Town Taxi/Airport Taxi, iHail/Yellow Cab's Special Transportation) reduced its wheelchair services on April 13 to only Monday through Saturday from 6 a.m. to 6 p.m.
- **Public Transit Providers (throughout the state)** have reduced services.
- **Metro Transit** reduced their services for all express buses, all light rail, and the majority of local buses starting March 25. They also reduced processing of Go-To card reloads to only two days per week. Please plan for a few extra business days for cards to be reloaded.
- **Volunteer Services of Carlton County** suspended all transportation services starting March 18 through April 30.
- **AMV Transportation** is limiting scheduling to only same day and next day rides but accommodating previously scheduled rides as of Monday, March 23.
- **Community Transit North & South** limited the number of rides they are accepting starting March 18.
- **Twin City Transportation** (Special Transportation) suspended all transportation services as of March 20.
- **Olmsted County Volunteer Driver Program** is no longer scheduling new rides but is accommodating previously scheduled rides as of March 16.

- **Jewish Community Center Interpreter Services** is no longer scheduling appointments as of March 17.

## Provide-A-Ride scheduling changes

To ease pressure on transportation providers, we ask anyone who helps members with ride scheduling to:

- Confirm with health care/mental health/dental clinics that appointments are still scheduled and in-person before requesting transportation
- Limit transportation requests to only critical care, urgent, or essential appointments through May 4, 2020
- Only schedule rides up to two weeks out through May 4, 2020
- Contact transportation providers as early as possible to cancel rides for cancelled or telehealth appointments

***At this time we are recommending that transportation providers do NOT transport members with COVID-19 or COVID-19 symptoms. If these members do not have access to personal transportation, we recommend ambulance transportation as the safest form of transport.***

To reduce transportation barriers for members and workload for health care providers, Medica will extend Certificate of Need grace periods during the pandemic as needed for members who require special transportation but do not yet have Certificates.

With an increase in telehealth appointments, TransPerfect has increased staff to accommodate an increase in translation requests. The other contracted interpreter agencies also may be used for telehealth appointments.

MIK Transportation is able to accommodate additional unassisted, assisted, and wheelchair rides in the Twin Cities.

## Food, financial assistance available during pandemic

### **Minnesota makes it easier to get and use essential programs**

Minnesotans who are struggling to feed themselves and their families or make ends meet should know that help is available and accessible during the COVID-19 pandemic.

The Minnesota Department of Human Services has temporarily modified procedures to make it easier for people to get, keep and use essential programs including the Supplemental Nutrition Assistance Program, or SNAP, which offers monthly food benefits.

Information about SNAP and other hunger resources is collected on the department's new [\*\*food emergency webpage\*\*](#). People who use SNAP and don't want to leave their homes to get food can authorize a trusted relative, friend or neighbor to pick up and deliver groceries using their electronic benefits card. They must contact their county or tribal financial worker to make the authorization.

# Medica DUAL Solution® / Minnesota Senior Health Options (MSHO) and Medica Choice Care<sup>SM</sup> / Minnesota Senior Care Plus (MSC+)

## MMIS changes to reduce data entry delays and eliminate unnecessary suspension of documents

DHS had recently announced that they are extending the time period for which MMIS entry can occur before receiving MMIS Edit 123. This does **not** change the requirement of entering MMIS screen documents following the assessment, or change the requirement of entering MMIS screening documents for members on EW prior to the capitation date. This change was made to allow for later entry of screening documents when there is something preventing them to be entered, such as a Ucode.

Also, DHS has advised that if you encounter an edit, leave the document in MMIS pended, do not delete it. Leaving the document in the system as “pended” allows DHS to see that an attempt was made to enter the screening document in the event that the MMIS help desk needs to be consulted on an MMIS entry issue.

[eList announcement >](#)

## DHS Policy Quest Elderly Waiver

The search function on PolicyQuest can be a great resource for Care Coordinators, especially when questioning whether an item meets criteria for coverage under the Elderly Waiver (EW). A username or password is not needed to use the search function. The date span is automatically set to search a year of questions although the “Search Date From” can be adjusted to include a longer date range of submitted questions. Additionally, items or services that are provided under both Elderly Waiver and a disability waiver (and coverage criteria is the same), you can chose Disability Services Program as the program to search as your results may produce more questions and answers. It is important to understand there may be differences between services or items under a disability waiver and EW. Always refer to the Minnesota Health Care Provider Manual or Community Based Services Manual (CBSM) for coverage information.

The below are a couple examples of when searching under “Aging Programs”, there were no results. When searching under “Disability Services Programs”, the date span was expanded and the search word produced results. The definition and covered services for specialized equipment and supplies similar for EW and CADI (reference the CBSM) although there are service amount limits for the CADI waiver.

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**QUESTION NUMBER:** 3295

**SUBMITTED BY:** Clay

**PROGRAM NAME:** Community Access for Disability Inclusion (CADI) Waiver

**Q:** A client is requesting the CADI waiver purchase a lift chair with heat and massage options. She has a doctor’s letter supporting the medical need for these to be added to a lift chair for her. The client's diagnoses include Myositis, Tendonitis, pain in shoulders/hips and Fibromyalgia. Can the CADI waiver pay for the heat and massage options or would they be considered for comfort and convenience.

**A:** This is considered an item of comfort or convenience and would not be covered by the waiver. As a reminder, the lead agency cannot approve a requested item based on a doctor's prescription or an OT/PT recommendation alone. The lead agency must ensure the requested item meets all basic waiver criteria prior to approving, including checking with their health care provider to explore options covered by medical assistance.

**QUESTION NUMBER:** 32355

**SUBMITTED BY:** Itasca

**PROGRAM NAME:** CADI Waiver

**Q:** Client would like to purchase a mattress from Slumberland as medical mattress aren't meeting her needs. Is this something that is able to be funded by waiver even though the mattress itself isn't considered a "Medical" mattress?

**A:** The waiver does not pay for mattresses.

## Denial Termination Reduction (DTR) Reminder

The purpose of a DTR is to ensure all Medica member DTR actions are completed in a timely manner using the appropriate process and notification in accordance with our regulators. Counties, agencies and Care Systems that provide services for Medica members must complete DTR actions in accordance to these requirements. This process provides member with their appeal rights.

As a reminder, DTR's are required when closing the Elderly Waiver (EW). The CC submits DTR form(s) to terminate services and to close the waiver. Home care services such as PCA, nurse visits and home health aide are clinical DTRs and "clinical" chosen as the drop down for "type of request". A separate DTR is submitted for "non- clinical" services which include waiver services. When closing the waiver, also be sure to choose "yes" from the drop down "Closing Elderly Waiver".

Please reference the [DTR Policy and DTR Form Directions](#) on the CC website for more detailed information.

## Medica AccessAbility Solution<sup>®</sup> / Special Needs Basic Care (SNBC) and Medica AccessAbility Solution<sup>®</sup> Enhanced / Special Needs Basic Care (SNBC) SNP

### Home health aide authorizations

The Claims Referral Guidelines will be updated to reflect a referral is required for home health aide services for members on SNBC/AccessAbility Solution and I-SNBC/AccessAbility Solution Enhanced.

Medica I-SNBC members will require an authorization under HCPC G0156 whenever a provider will be submitting claims for home health aide, whether provided under the Medicare or Medical Assistance benefit.

Medica SNBC members will continue to require HCPC T1021 when a provider is submitting claims under the medical assistance benefit.

Please contact [MedicaCCSupport@medica.com](mailto:MedicaCCSupport@medica.com) if you have any questions.



### Medica Care Coordination Support

Email us at [MedicaCCSupport@medica.com](mailto:MedicaCCSupport@medica.com)

Call us at 1-888-906-0971

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