

## CARE COORDINATOR NEWSLETTER

### *All Products*

## **Bulletin 20-56-13 Support for family caregivers and distance learning**

[Provide instructions for implementing temporary modifications of current policies for CDCS, CSG, HCN and IEP/IFSP PCA services.](#)

## **Apple Tree Dental and DHS open new dental center**

### *Fergus Falls facility will increase care for underserved patients*

Low-income families and people with disabilities will have greater access to dental care in West Central Minnesota thanks to an innovative partnership between Apple Tree Dental and the Minnesota Department of Human Services (DHS). A virtual open house for the clinic was held today.

After more than three years in development, the \$5.1 million Center for Dental Health in Fergus Falls opened in early September with a focus on serving children, families, and seniors who cannot afford care and people with disabilities who need specialized facilities and expertise.

## **2021 New Diabetes Performance Improvement Project (PIP)**

The Department of Human Services (DHS) has announced the next Performance Improvement Project (PIP) to the Managed Care Organizations (MCOs) that will start January 1, 2021 and that health topic is Diabetes. The Diabetes PIP will run for three years. The goals of the PIP include; improving the management of diabetes in Medica's MSHO, MSC+, SNBC, and ISNBC members. Medica will work to close the diabetes health disparity gaps existing between Caucasian members and members of other racial, cultural and ethnic groups within the populations; and focusing on blood pressure control.

Medica has programs and benefits that when utilized can improve diabetes health for our members that will be promoted for use as part of the PIP. Additionally, Medica is part of the MCO PIP Collaborative where the health plans work together to write and implement collaborative interventions such as training, community education, etc.

## **New Interdisciplinary Team (IDT) Process**

Reminder that the new IDT process is coming January 2021. This will be an opt-in process for delegates to choose a time for case consultations each month if they so choose. This is not a required process but delegates are encouraged to participate. Leads at each delegate organization should be on the lookout for a

notice of a new IDT folder in Sharefile where the IDT schedule will be housed. Please let me know if you have any questions about the new process.

## Prioritize assessments and facilitate discharges during COVID-19 peacetime emergency

During the COVID-19 peacetime emergency, hospitals are experiencing high occupancy and shortages of beds and staff. It is important for lead agencies to give high priority to people who are ready to be discharged from hospitals.

To review resources that streamline work and ensure people receive services without interruption, visit the full announcement: [Prioritize assessments and facilitate discharges during COVID-19 peacetime emergency](#).

DHS provided the above announcement on 11/30/2020. This a general reminder for Care Coordinators. The link provides details and resources.

*MSHO/MSC+*

## COVID-19 modifications to adult day services licensing requirements

DHS released new modifications to adult day services licensing requirements for adult day centers that continue to operate during the peacetime emergency.

For information about the new modifications, visit the full announcement: [COVID-19 modifications to adult day services licensing requirements](#).

**Note:** This guidance does not apply to day training and habilitation, prevocational or structured day services.

## Customized Living

Please review the DHS Policy Quest response regarding Customized Living reimbursement for meal delivery. Please assure you are applying the below when determining Customized Living rates.

**Question Number:** 34824

**Submitted By:** Goodhue

**Program Name:** Customized Living (65+)

**Question:** We have an assisted living that would like to be reimbursed for meal delivery to the clients room. The client is able to go to the dining room for meals but is choosing to eat them in their apartment. The assisted living states this takes a lot of staff time to deliver the tray for every meal/snack that the client is eating. Can they be reimbursed for this on the RS tool? If so, what category would this go under? If not, can they charge the client privately for this service or refuse to do tray delivery if a client chooses not to eat in the dining room?

**Answer:** Hello, The answer to this question is that they can't be reimbursed for tray delivery unless the person has a need to have them delivered, such as an inability to eat in the dining room or a medical reason. In the Customized Living Component Service Definitions: A Reference Guide for Computing Time for Rate Setting tools say this about tray delivery: Congregate Meal Breakfast Prep – also for Lunch, Supper and Snack Prep Includes all food preparation and service of a meal for the participant done simultaneously with food preparation for other participants. This includes, but is not limited to, preparing specialized diets, cutting up food and buttering bread. Tray delivery is also covered when required by the participant. The provider can't charge the person either, because when they receive payment for the meal components, it must be considered payment in full per MA guidelines. I would suggest that provider let the person know they can pick up their tray and eat in their apartment if they choose. Let us know if you have additional questions.

SNBC/SNBC Enhanced

## Ovia Health

Members can tap into personalized guidance, support and coaching for their entire parenthood journey with the Ovia Health apps. They provide on-demand support and clinically backed guidance to help achieve health goals, whether that's tracking periods, getting pregnant, or navigating pregnancy, postpartum and parental wellness. Available to women ages 18-46.



## COVID-19 Accessible Materials for People with Disabilities

The Georgia Tech Center for Inclusive Design and Innovation (CIDI), with funding from the CDC Foundation and technical assistance from CDC is adapting COVID-19 materials into accessible formats for people with disabilities. The project has created a microsite to house all of the materials which has now gone live. On the microsite, you can request embossed braille, download accessible Word Documents and PDFs, and register for upcoming webinars related to COVID-19 and people with disabilities. More accessible materials are coming soon.

[COVID-19 Accessible Resources Home](#) | [Center for Inclusive Design and Innovation \(gatech.edu\)](#)

If you have any questions or would like more information about the COVID-19 Accessible Materials for People with Disabilities Project, please contact [training@gatfi.gatech.edu](mailto:training@gatfi.gatech.edu).

## End of Year

I want to take the time to thank you all for the hard work and collaboration over this past year. 2020 has been a challenging year and everyone has stepped up to meet the needs of our members; always putting them at the forefront. Medica is fortunate to have partners like you. So again, I say thank you!

As the year nears the end, I am hoping you all have a very happy holiday season and best wishes in the New Year. Looking forward to working with you in 2021!



### We're here to help

Sometimes talking over the phone is easier, or send us a secure email if you prefer.



### Call us at

1-888- 906-0971 (TTY:711)



### Email us at

[MedicaCCSupport@medica.com](mailto:MedicaCCSupport@medica.com)

### Connect with us!

Follow us on Social Media



[Contact Us](#) | [Privacy](#) | [Terms of Use](#) | [Unsubscribe](#) | [Manage Preferences](#)

© 2020 Medica. Medica® is a registered service mark of Medica Health Plans. "Medica" refers to the family of health services companies that includes Medica Health Plans, Medica Community Health Plan, Medica Insurance Company, Medica Self-Insured, MMSI, Inc. d/b/a Medica Health Plan Solutions, Medica Health Management, LLC and the Medica Foundation.

This email was sent by: **Medica**  
401 Carlson Pkwy Minnetonka, MN, 55305, USA