

 CARE COORDINATOR NEWSLETTER

---

## All Products

### Housing Stabilization Services:

Housing Stabilization Services (HSS) is a new Home and Community Based Service (HCBS) available to members as of 7/20/2020. As outlined by DHS, the goals of 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. Members do not need to be on a waiver program in order to access HSS. In order to access this service, the member must go through an assessment and have a person centered care plan created which clearly shows certain dependencies used to determine whether the member meets the criteria for the program. *The Medica Benefit Guideline: Housing Stabilization Services* was created to help care coordinators understand their roles and responsibilities related to this service, as they differ based on what product the member is in.

Related to HSS providers, Medica will be using an "open access" network of HSS providers, meaning Medica will work with all DHS enrolled HSS providers. Medica has created a provider resource document related to how HSS providers would get set up in Medica's system in order to bill for services. This document is found [here](#).

We have heard from DHS that MnHelp.info may not be updated right away related to HSS, so DHS has offered us an alternative way to search for DHS enrolled HSS providers. The MHCP provider search you would do to find HSS providers is Type: *Home and Community Based Services*, and subtype *Housing Stabilization Services*. <https://mhcproviderdirectory.dhs.state.mn.us/Search?cat=77&sub=146&sta=MN>

The DHS website for HSS contains great information on HSS, in addition to copies of past trainings and other useful links. This is found [here](#).

### Enrollment report survey:

Thank you to everyone who completed the Medica Enrollment Reports survey monkey recently. Your insight and comments have been very helpful as we prepare for multiple trainings related to the 2 enrollment report (new enrollment and full enrollment) to include items such as how to read the reports, how to find reinstated members, tips on sorting the reports, definitions of the report columns, and much more. Our plan is to record these trainings and have them available for you to watch at your convenience. We will send out more information, including where to find the recordings, in the coming months.

## Medica Elderly Waiver provider training:

We recognize that smaller Elderly Waiver & HCBS providers often have questions about billing health plans. In order to support these providers, the Medica Provider College has held several Elderly Waiver provider trainings via Webex over the past year and have received really good feedback from providers who have attended. The Medica Provider College is planning the next Elderly Waiver provider training for mid-August which goes through topics such as:

- Getting set up as an Elderly Waiver Provider
- The role of the Care Coordinator
- Obtaining an authorization
- The claims submission process
- The role of the Provider Service Center
- What to do if a claim does not process as expected

Trainings announcements, registration for upcoming classes and past training materials can be found [here](#). The intended audience for this training is HCBS providers, so if you have providers who you believe could benefit from such a training, please direct them to the website for further details. For the August training, we will be inviting Housing Stabilization Services providers, as there are many similarities with Elderly Waiver providers in our systems set-up and processes.

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

### Referral Request Form (RRF) updated to include when Personal Care Assistant (PCA) Assessment must accompany the RRF

As a reminder, please use the current External Delegate Referral Request Form posted on the Medica CC website. It was recently updated to include additional instruction regarding PCA authorization requests. If the authorization request for PCA is an increase of 8 or more units from the previous authorization, the PCA Assessment must accompany the RRF. Training was provided regarding this new process at the June Quarterly Care Coordinator meeting.

### Phillips Lifeline Update

We received notice from Phillips that they are closely monitoring ongoing developments related to the COVID-19 outbreak. They have implemented precautionary measures and protocols based on recommendations from relevant health authorities. Part of those measures included a shift from in-home installation and service to telephone-based support, focused on limiting community spread.

As restrictions across the country begin to lift, Phillips will be looking at re-introducing in-home support. They will need consent from members in order to do this. Please be aware they may be reaching out to members who use their service to discuss the changes in case you should get questions from your members.



## Medica Care Coordination Support

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

Call us at 1-888-906-0971

## LET'S STAY CONNECTED! FOLLOW US ON SOCIAL MEDIA

for an inside look at Medica's involvement in the community.



© 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