

 CARE COORDINATOR NEWSLETTER

All Products

PTSD Awareness Month

June is Post-Traumatic Stress Disorder (PTSD) Awareness month. The Minnesota Department of Veterans (MDVA) is committed to serving veterans who suffer from this mental health issue.

[Learn more >](#)

Transportation update: Provide-A-Ride

Medica has been working closely with our transportation providers to ensure the safety of our members. As of June, several of Medica's transportation providers in the seven-county metro area are properly equipped to transport members who have COVID-19 or are getting tested for the virus.

Medica also works with regional providers equipped to transport members with the virus or traveling to a testing destination.

Safety precautions being implemented by our transportation providers include protective screens between the front and back seat, drivers equipped with PPE, and disinfecting their vehicles. Other precautionary steps also are being taken to limit cross-exposure between the driver and passengers.

When members call Provide-A-Ride and self-disclose they have COVID-19 or need a ride to get tested, we ask that they call 911 if they have severe symptoms that require urgent transportation (e.g., trouble breathing). If there are mild or no symptoms, our representatives will arrange transportation with providers equipped for COVID rides.

Member Advisory Meeting update

We greatly value input from our members. Given the continuing need to stay apart at this time, we are exploring ways to hold our important member meetings virtually. We welcome your suggestions about ways to connect with members in place of our regular in-person meeting. Please send your ideas to MedicaAdvisoryCommittee@medica.com. We'll keep you aware of our plans as they develop.

Medica DUAL Solution® / Minnesota Senior Health Options (MSHO) and Medica Choice CareSM / Minnesota Senior Care Plus (MSC+)

Bulletin 20-56-05 Flexibility for PCA qualified professionals to provide remote oversight and to increase the number of hours a PCA agency can bill for an individual worker

These instructions are for implementing temporary policy modifications to personal care assistance (PCA) people have their health and safety needs met for the duration of the COVID-19 peacetime emergency.

[View the full bulletin >](#)

This is for informational purposes only. No updates to authorizations in Medica's system are needed. Please refer providers to the Medica Provider Service Center at 1-800-458-5512 with questions.

Guidance for PCA agencies and other agencies providing in-home support during COVID-19

Care Coordinators should work with members to use their informal supports and/or their emergency back-up plan when they lose services because of COVID-19 restrictions. PCA agencies also should reach out to the managed care organization (MCO) if the member has a care coordinator or is on a home and community-based services waiver. Counties, tribal nations and MCOs also have a role in developing and implementing emergency back-up plans.

We want to remind Care Coordinators to keep their care plans up-to-date due to ongoing changes and assure there is an emergency plan in place as well for their members.

Medica AccessAbility Solution® / Special Needs Basic Care (SNBC) and Medica AccessAbility Solution® Enhanced / Special Needs Basic Care (SNBC) SNP

Medica expands SNBC plan in three counties

Our Special Needs BasicCare plan (SNBC) is now available to adults with disabilities in Todd, Morrison and Wadena counties.

Medica AccessAbility Solution® (SNBC) is available to eligible adults 18-64 in Anoka, Carver, Dakota, Hennepin, Kandiyohi, Morrison, Ramsey, Rice, Scott, Todd, Sherburne, Wadena, Washington and Wright

counties.

"Medica is pleased to offer AccessAbility Solution to the residents of Morrison, Todd and Wadena Counties," said Tom Lindquist, Senior Vice President and General Manager of Government Programs at Medica. "Our coverage will meet all of their health care needs and we will provide them with excellent service."

[Read the full press release >](#)

Learn more at [medica.com/SNBC >](https://medica.com/SNBC)

Check out the [SNBC service area map](#) of the expanded service area.



Medica Care Coordination Support

Email us at MedicaCCSupport@medica.com

Call us at 1-888-906-0971

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401 Carlson Pkwy Minnetonka, MN, 55305, USA