

## CARE COORDINATOR NEWSLETTER

### *All Products*

### **Upcoming Meetings**

Care Coordinator Quarterly Meeting via WebEx Events for ALL products  
Tuesday December 8, 2020 at 9 a.m.

### **Medica's MSHO plan holds 4.5 Star Ratings**

We learned in October that our Medica DUAL Solution (HMO-D-SNP) Minnesota Senior Health Options plan received 4.5 stars in the 2020 Star Ratings from CMS.

Medica AccessAbility Solution Enhanced (HMO-D-SNP) plan for adults 18-64 with certified disabilities remains too new to be rated.

Our quality Improvement Team in Health Services leads our Stars Program. This dedicated group receives critical support and inputs from many other Medica teams including Care Management, Utilization Management, Customer Service, Pharmacy, Network Management, Legal, Compliance, Policy, Healthcare Economics, Finance, IT, Marketing and Experience, the Government Leadership Team and more.

### **MHCP member formularies to change Jan. 1, 2021**

Medica is reviewing several medications and will make drug status changes in our drug formularies (drug list) effective Jan. 1, 2021.

Changes will apply to the 2021 Medica Formularies for Minnesota Health Care programs (MHCP) for non-Part D drugs. We have two Formularies: One for members of our MSHO/SNBC SNP plans and one for MSC+ and SNBC plans.

We post MHCP drug lists on the individual plan pages at [Medica.com/MHCP](https://www.Medica.com/MHCP). Select either of the two plan groups, then select the plan you wish to learn about and click on "List of Covered Drugs" to find 2020 Formularies; note that 2021 Formularies will be posted as soon as they are available.

### ***Benefit Exception Inquiry (BEI) Reminder:***

Please keep in mind when submitting BEI's that you submit them prior to the end of the current authorization date if you are wanting to renew services. Therefore the request date needs to be before the start date of the service unless it is an urgent request. We review BEI's one time a week, typically on

Thursdays, so be sure to submit them before Thursday so they can be reviewed timely. Thank you!

## MSHO/MSC+

### Reemo

The next 30-minute webinar for Care Coordinators/Case Managers is on December 8 at 1 pm CST. In this webinar, we will review:

- How Reemo's stylish and easy-to-use PERS device enables individuals to get help and support when and where they need it.
- The integrated step and heart rate tracking for health monitoring.
- How Case Managers/Care Coordinators are able to gain insights into the health trends and "day in the life" of the individual for proactive care or interventions.
- The onboarding, ongoing support and engagement individuals receive with Reemo.

Individuals interested in participating can click [here](#) to register.

### Supporting informed choice

Join staff from DHS Disability Services Division and Mains to learn how you can better support people with disabilities to make informed choices. We will have an interactive discussion about how to have discovery conversations and partner with someone so they can create a balance of happy and safe in a time where it feels we have little control.

You will be able to apply choice-making steps using real-life scenarios and leave with a tool to support the choice-making process.

#### Audience:

- Case managers
- Direct support staff
- Educators
- Families.

#### Dates and times:

This session is offered on two different days (you only need to register for one):

- Monday, Nov. 30, 2020
- Monday, Dec. 14, 2020

Both sessions are from 3 to 4:30 p.m.

#### Register:

Each session is limited to 80 participants. Register in [TrainLink](#).

#### Additional details:

Available on the session information page.



### We're here to help

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



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