

 CARE COORDINATOR NEWSLETTER

## All Products

### Effective Jan. 1, 2021:

#### New Provide-A-Ride tools support rides to appointments

*(This applies to Medica direct-contracted providers only.)*

A new ride-tracking tool and member portal will soon help Medica's Medicaid and some Medicare members know and keep their scheduled no-cost rides to medical, pharmacy, and other eligible health-related appointments.

Starting Jan. 1, 2021, the Medica Provide-A-Ride<sup>SM</sup> service will be enhanced with our new QRyde app, available free from the Apple App Store and Google Play Store. This app will help members easily track their ride appointments. It allows for a better ride-booking experience by helping reduce user errors; lower costs; trim fraud, waste and abuse in the rides system; and increase self-service for patients. The QRyde app and portal also will feature automated reminders, ride status updates and weather alerts.

This same rides information also will be available Jan. 1 on a new [medica.com/RIDE](https://medica.com/RIDE) site known as the Medica Provide-A-Ride/QRyde portal. Members can visit the page and register to use it.

There's no change at this time to Provide-A-Ride. It continues to be our ride-scheduling service for eligible members needing to set up rides to medical, pharmacy, dental, mental health, substance use disorder and durable medical equipment visits. Public transit will continue to be provided to members who live on a transit line.

Members will still call the Medica call center for transportation requests. If they have a Care Coordinator, they also can contact him or her to set up a ride.

The QRyde app and portal can be used by members of these Medica plans: Minnesota Senior Health Options (MSHO), Minnesota Senior Care Plus (MSC+), Special Needs BasicCare (SNBC), SNBC Special Needs Plan (SNBC SNP) and Institutional Special Needs Plan (I-SNP).

## Virtual member advisory meeting process

To protect our most vulnerable members and staff during this pandemic, Medica will not hold an in-person Member Advisory Meeting this year. Our next meeting is a virtual gathering scheduled for **Nov. 17 at 1 p.m.** The agenda includes transportation and flu shot reminder content.

We will soon collect names of members interested in attending the meeting. If you know Medica members who'd like to participate in this process, please encourage them to call Medica Member Services and share their interest.

## FULL Enrollment Reports update:

Beginning in November, you will see 3 new columns on your monthly FULL enrollment reports. These columns pertain to Housing Stabilization Services (HSS). They will be found near the end of the grid, and will show up as:

- HSS\_BEG\_DT: Housing Stabilization Services Begin Date=the start date of the authorization approved by DHS
- HSS\_END\_DT: Housing Stabilization Services End Date=the end date of the authorization approved by DHS
- HSS\_PROV\_NPI: Housing Stabilization Services provider NPI.
- HSS\_PROV\_NAME: Housing Stabilization Services provider name. (This, and the NPI field will be reflective of the Housing Stabilization Service provider who is working with the member related to Housing Stabilization Service-Transition and Housing Stabilization Service-Sustaining.)

Members who are new to Medica who are already receiving HSS are able to continue to receive this service. If you have any questions related to members you have receiving HSS services, please contact the Medica Clinical Liaison.

Please see the Housing Stabilization Service Benefit Guideline for more information related to this benefit.

MSHO/MS+

**DHS PCA Training**

## Department of Human Services (DHS) Personal Care (PCA) Training Videos

The Legacy PCA Assessment Training Videos developed and produced by DHS, is a requirement for Medica Care Coordinators (CC). Medica required all Care Coordinators complete this training by January 31, 2018. If there are Care Coordinators hired since providing Medica the documentation of the CC's completion of this, please provide the [Attendance Log for Care Coordinator Training](#) indicating review of the trainings and submit it to [MedicaCCSupport@Medica.com](mailto:MedicaCCSupport@Medica.com).

You can view the details of this requirement in the Monthly Communications from November 2017. The DHS PCA Training Videos are located [here](#).

DHS has also included the training videos on the [DHS Train Link website](#) . Sign on using your Unique Key. Choose "find a course" and in the search box type in "PCA". Two courses are listed. The "PCA Legacy Assessment" is the required training. The "PCA Policy for Lead Agencies" is not required but contains useful information for any CC's authorizing PCA services and provides a nice overview of PCA services. We encourage CC's to review this forty minute training.

Please note that there are authorization differences between fee for service (addressed in the training) and Medica including:

- Medica authorizations are **not** separated into two 6 month time spans. Authorizations are for one year. The PCA provider is responsible to develop a month-to-month plan for utilization of flexible PCA use and to monitor the use to ensure DHS requirements are met.
- Medica's authorizations are considered Flexible time unless indicated otherwise. If member cannot utilize Flexible time please indicate "Standard use" on the Referral Request Form. Members on the Restricted Recipient Program cannot utilize flex time. Other indications for standard may be that DHS/Medica has revoked flexible use or for health and safety reasons.

**Additionally**, Medica has a recorded PCA training and is an adjunct to the required DHS PCA Trainings. It provides clarification for some areas of the assessment and incorporates DHS PolicyQuest responses related to the assessment. The training also provides important information regarding Medica's documentation expectations.

The training and slides are posted on the [CC website](#) under "Training Materials". Scroll to the bottom of the page under "Other Training". We do not require an attestation that CC's have reviewed this training but encourage CC's to review and refer to it and the slides as needed, We expect that it is reviewed by new CC's as part of their onboarding. We hope this training will support your work with Medica members.

If you have any questions, please contact [MedicaCCSupport@Medica.com](mailto:MedicaCCSupport@Medica.com)

## PCA Bulletin

Medica provided an email notification 5/27/2020 COVID-19 update that DHS announced temporary

changes for Personal Care Assistance (PCA) Qualified Professional (QP) supervision oversight and an increase in the billable monthly work hours of individual PCA workers.

On October 7<sup>th</sup>, DHS released bulletin [#20-56-12](#) to provide instructions to implement these temporary policy modifications to PCA services that will ensure people have their health and safety needs met for the duration of the COVID-19 peacetime emergency. Please refer to the bulletin for further details.

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

DHS PolicyQuest Individual Community Living Support (ICLS)

DHS recently published a response in PolicyQuest regarding ICLS. As a reminder, the search function on PolicyQuest can be a resource for Care Coordinators. You do not need a user name or password to search [PolicyQuest](#).

**Number:** 34635      **Submitted By:** Blue Plus

**Program Name:** Individual Community Living Support (ICLS)

**Question:** Can a member accessing ICLS through their waiver (EW) also access the following MA or EW services simultaneously if there are no duplication of services in their care plan: MA State Plan PCA services -EW Extended PCA -EW Homemaking services -EW Homemaking services with incidental personal care assistance -EW Homemaking services with Home management?

**Answer:** In general, ICLS was developed to provide support across a wide range of needs in order to allow a single provider the capacity to deliver service and support to an individual. However ICLS is not intended to replace services designed to meet a more intensive level of need for assistance with ADL's. A person can and must receive PCA services as well as extended PCA as applicable, in combination with ICLS to meet ADL needs consistent with PCA eligibility and service requirements. An ICLS provider cannot provide the level of ADL assistance consistent with PCA service eligibility criteria except for bathing. A person's assessed need for assistance in ADLs must fall below that which meets PCA requirements in order to include ADL support in an ICLS service plan (DHS 3751), with the exception of bathing. ICLS and PCA can be accessed at the same time. The Homemaker services/tasks available on EW are similar to those included in the service definition of ICLS. A person's CSP/CSSP could include both ICLS and homemaker. Several considerations come into play in determining the combination of services to be included in the plan, including potential duplication of tasks, cost effectiveness, available budgets, the need for other ICLS component services, and provider qualifications. If a person only has needs that can be met with homemaker services of any or all types, perhaps ICLS is not the appropriate service.

**People who receive EW, AC or ECS services can receive an additional home-delivered meal through Title III services**

Under current policy, people who receive home-delivered meals funded through Elderly Waiver (EW), Alternative Care (AC) or Essential Community Supports (ECS) are limited to one meal per day. If a person receiving EW, AC or ECS requires more than one home-delivered meal per day, and is age 60 or older, case managers should contact a home-delivered meals provider who receives Older Americans Act Title III funding. These providers will be able to deliver an additional meal to the EW, AC or ECS participant. The home-delivered meal provider that receives Older American Act Title III funding may or may not be the same provider delivering the first meal funded through EW, AC or ECS. In some cases, a person may have two different providers delivering home-delivered meals.

### Finding Title III Home-Delivered Meals Providers in Minnesotahelp.info

1. Go to Minnesotahelp.Info
2. In the "What are you looking for?" field, type "Home Delivered Meals"
3. In the "location" field enter the city from which you want to base your search (avoid typing the county – results will not be as accurate)
4. The results will immediately give you DHS approved waiver providers. Click on "view results that are NOT covered by Medicaid waivers."



#### 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.



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

© 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