

## All Products

### Bridging Updates

Bridging is happy to announce we will be offering in-person shopping appointments again! There are now four different options for shopping: In-person, FaceTime, Google Duo and Bridging Shops for Client. Bridging is excited to see clients in-person again; here's some important information to be aware of:

- Shopping will continue to be Monday – Friday.
- Appointments will be scheduled for 9:00 am and 10:30 am.
- The shopping preference form will continue to remain a requirement for ALL appointment types including in-person

**Note:** Bridging Protocol — As of 8/2/2021, face masks are required for all Bridging staff, volunteers and clients. Bridging shopping appointments are for the client alone. Please make sure the referral reflects if the client needs an assistant or interpreter.

A new Bridging checklist has been added to the Medica CC site; **please complete in entirety!**

### Member Success Stories

We are wanting to hear your success stories in relation to your care coordination efforts with Medica members! We would love to share these internally with our leadership staff. Some suggestions of possible successes: helping someone find an interpreter for a less common language, arranging transportation for a unique or urgent situation, support through a complex medical situation, housing assistance, etc. We would especially like to hear of any successes around behavioral health/medical integration.

We feel it is important to share the good work you are all doing with our

members. Please submit stories to [MedicaCCSupport@medica.com](mailto:MedicaCCSupport@medica.com). Thank you!

## Patient Health Questionnaire (PHQ-9)

During the 2019 December CC Quarterly Meeting, Medica Behavioral Health (MBH) provided a brief training on the PHQ-9.

To recap, the PHQ-9 is a ten question Likert-scale assessment (i.e. not at all, several days, more than half the days, and nearly every day). Member answer is based on how closely the following depressive symptoms/ DSM diagnostic criteria are experienced within the last two weeks.

The following are examples of statements found in the assessment:

- Little interest or pleasure in doing things
- Feeling tired or having little energy
- Poor appetite or overeating
- Thought that you would be better off dead or hurting yourself in some way

We wanted to provide a reminder that CC's were to implement this document effective January 2020. Care Coordinators are to be utilizing this tool to further identify members' behavioral health needs.

Results do not need to be submitted to Medica at this time. However, CC's are to document assessment results in member's chart in addition to any referrals made.

The link to the meeting recording can be found here: [MSHO/MSC+](#) or [SNBC](#).

## COVID-19 modification to allow parents of minors and spouses to provide PCA services

Effective immediately and lasting through the end of the federal COVID-19 public health emergency, PCA services can be provided by parents, stepparents, legal guardians of minors and spouses of people who receive PCA services. All people who provide PCA services must follow enrollment and other PCA worker criteria.

To learn more, [visit the full announcement](#).

## Gaps in Care Report Re-launch

Medica has been working on an update to our Gaps in Care reporting process after our 2020 implementation of new clinical software. We would like to reintroduce the Gaps in Care Report as well as share a new resource that has been created to help Care Coordinators in their work with members to address Gaps in Care.

Kera Morelock, Medica SNP Program Manager will be previewing the report for you, as well as talking through process and expectations. Dr. Stacy Ballard, Medica's Director of Clinical Programs will be helping to introduce this new resource, and will explain the Gaps in Care that our program is focusing on, why they are important, as well as some CC interventions and talking points.

Look for an invite coming soon for this Lunch and Learn.

## Upcoming Meetings – Reminder

Care Coordinator Quarterly Meeting via WebEx Events for ALL products:  
**Tuesday September 14, 2021 from 9 a.m. to 11 a.m.**

## MSHO/MSC+

### Personal Care Assistance (PCA) program policy updates due to the end of the state's COVID-19 peacetime emergency

The Minnesota COVID-19 peacetime emergency ended July 1, 2021, and the Minnesota Department of Human Services will end one temporary peacetime emergency PCA program change and reinstate another based on new legislation.

#### Change that will expire

The remote qualified professional visits waiver was extended through Aug. 30, 2021, and then will expire. Follow the rules listed in the **Qualified professional (QP) services PCA policy manual** for these visits effective Aug. 31, 2021.

#### Change reinstated

Parents of minors and spouses may care for their family members and be paid for PCA services effective July 1, 2021. Parents and spouses must be enrolled with Minnesota Health Care Programs (MHCP) as an individual PCA.

#### Questions

Call the MHCP Provider Call Center at 651-431-2700 or 800-366-5411, option #4, if you have questions about this message.

## We're here to help.

Call or email, whichever works best for you.



Call us at 1-888-906-0971 (TTY:711)



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

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