

 CARE COORDINATOR NEWSLETTER*All Products*

Medica Prior Authorization and Notification Requirements

Care Coordinators work directly with providers to obtain items and services as determined by an assessed need and are care planned for. Some services or items may require the CC complete the [Referral Request Form](#) for an authorization to pay per the Referral Request information [Referral Guidelines](#).

Medica also requires that providers obtain prior authorization/notification before rendering certain identified services. Providers send this information directly to Medica for a formal review process. More information about the services that require this can be found on Medica.com on the [Provider Policy](#). The Prior Authorization and Notification table identify which services require the formal review process.

While coordinating services for you members, you may need to remind providers they need to contact you directly for services that require an authorization completed by the Care Coordinator as listed on the [Referral Guidelines](#). Providers can also find this guideline on [Medica.com](#).

Only services indicated with a “Yes” on the [Prior Authorization and Notification](#) table require the Medica formal review process and the provider would submit this request directly to Medica. If a provider submits a request directly to Medica for a service that **does not require a Medica formal review process, Medica may forward this to the Care Coordinator to follow up with the provider.**

Care Coordinators can refer providers to the Medica Provider Service Center at 1-800-458-5512 if there are questions about this process.

Moving Home Minnesota Update:

Please note that the Moving Home Minnesota program has had a change in eligibility requirements:

- Reduced the institutional stay requirement from 90 days to 60 days
- Includes days covered by both Medicare and Medicaid.

This is great news to be able to help more seniors move out of an institution and back into the community.

Any questions about this program, please see the Moving Home Minnesota Manual – Eligibility found on the Moving Home MN Site or feel free to email Tammy Nutt at tammy.nutt@medica.com.

New Support Specialist

Our Support Specialist Team is excited to share that Mai Yang has joined their team as a Government Programs Segment Specialist.

Mai will be supporting current vital functions of working with our external care coordination delegates (Bluestone, LifeSprk, Jewish Family Services, Independent Lifestyles Inc, Hammer Residence Inc, and Mental

Health Resources). When she is acclimated to her new role, she will be hands on to create processes for new things that our Support Specialist Team has been asked to support in Government Programs.

Mai started at Medica September 2016, as an Engagement Coordinator in Health Services, working with Lynn Bares.

We are very excited to have Mai and her energy join the team.

Referral Request Forms Reminder

- Be sure to list out the entire provider address
- List out the address where the billing will be coming from. For example, Assisted Living Facilities:
 - A member may live at Rakama Peace Assisted living, but the billing will come into Medica from Rakama Inc.
 - A member may live at Johanna Shores, but that facility is under Presbyterian Homes
- If you are unable to determine the correct billing address, be sure to list the Tax ID number or NPI number on the RRF. This will help us locate the provider and ultimately make the claims process go much smoother.

Transfers

As a reminder please be sure **all** transfer requests are submitted on the Transfer Grid by the 24th of the month for a transfer to be effective the first of the following month. **Also, per policy please avoid submitting transfer requests for members who are in an active transition.**

It is better for all if the member has transitioned back to their usual care setting vs getting assigned a new care coordinator at such a time of possible uncertainty. Of course, we know that there can be occasions when this may not work. If you find you have such a case, please reach out to the SPP Enrollment team to discuss the case further before submitting the transfer request.

MSHO/MSC+

Community First Services and Supports (CFSS):

The Community First Services and Supports (CFSS) is a new self-directed home and community-based service **being developed** by the Minnesota Department of Human Services (DHS). CFSS is a service for people living in the community who need help with day-to-day activities.

When CFSS is implemented, it will replace the personal care assistance service. CFSS is similar to PCA in many ways, but it will offer participants more control, flexibility, responsibility, and choice in how they use the service. CFSS is a program under Medical Assistance and Elderly Waiver.

Medica would like Care Coordinators to start to become familiar with the CFSS service that DHS is currently working on implementing. The DHS website provides more detailed information about the service:

[DHS CFSS Webpage](#)

DHS has recently updated their interactive video on CFSS services. It is available on the CFSS website under "Frequently asked questions" and "How can I learn more about CFSS?"

[CFSS Interactive Video](#)

DHS is forecasting a level of implementation mid-2021. Medica will keep you updated as DHS provides Medica updates regarding the progress of CFSS and any training opportunities that arise.



We're here to help

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



Call us at

1-888- 906-0971 (TTY:711)



Email us at

MedicaCCSupport@medica.com

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