
 **CARE COORDINATOR NEWSLETTER**

All Products

Added Benefits

Reminder CC's can find information on the 2021 supplemental benefits under the [Benefit Guidelines tab](#) on the CC website.

Did you know? Care Coordinator Concern Report

The online [Care Coordinator Concern Form](#) is available to care coordinators as a way to share any concerns about experiences working with healthcare providers, service providers or vendors.

Examples: If you have gotten a message from a DME provider that they will not dispense a certain items that is covered within the benefit set. Or, you are hearing from an in network home care provider that they will not accept a referral for a member who resides in their service area. Or, you have concerns about the quality of service being provided by an in network provider. You can use this form to report these to Medica.

The form provides you with space to include the member's information, your contact information, and details related to the concern. Provide clear details about your concern and its impact on the member. Include names of the people of involved when possible and describe actions that have already been taken.

This form must not be used for reporting a member grievance to Medica. If a Medica member has a grievance, refer them to Medica Customer Service at the number on the back of their Medica ID card to file a grievance.

This form also should not be used if the members need is urgent.

Homebound Members

DHS has created a portal where health plans can make referrals for homebound members to receive a COVID vaccination through their local public health department. We are very excited to have this opportunity to make these referrals, and are asking that you think about the members you have on your caseloads who meet the following criteria:

1. Are truly homebound, not able to leave their home to attend a vaccination clinic in their area
2. Have expressed interest in receiving a COVID Vaccination
3. Are accepting of a referral being made in order for an in-home vaccination be arranged with them
(**Note:** There is no consent form; verbal acceptance is sufficient.)

On the previously sent spreadsheet, all columns in yellow are required elements that would be filled in by the care coordinator. The 2 columns in green are optional and are a place for you to include information that will be important for the local public health department to know, such as language as well as “comments” which could be anything you feel will be important to share with those outreaching to the member to schedule these in-home vaccinations. Depending on the county, members may hear from the county shortly after submitting the referral or it may take several weeks.

You can support your homebound members by confirming that they meet the above criteria, and place their information on the grid.

In terms of the grid, please do not add or delete any columns on the spreadsheet. Upon completion of the grid, please send it to the Medica Clinical Liaison at MedicaCCsupport@medica.com . We can receive grids with as many or as few names on them and we will be adding the names to the portal on a regular basis. At this point, we do not have information as to how long this portal process will be available to us, so please consider getting your members names submitted to us as soon as possible.

May is Mental Health Month – via Department of Human Services News Release

Tips and resources available to support Minnesotans’ well-being

Stressors abound in modern life, and never more than during this period of pandemic and community unrest. Surveys have found that many people who had never experienced mental health challenges are now struggling for the first time.

May is Mental Health Month, a time when the Minnesota Department of Human Services and organizations

across the country redouble their efforts to increase awareness of the importance of mental health and provide resources to the public.

“In these stressful times, it is more important than ever that we take care of ourselves and each other,” said DHS Commissioner Jodi Harpstead. “Please take steps to stay healthy and reach out if you need help.”

DHS provides tips for reducing stress as well as phone numbers and links for an array of resources at www.mn.gov/dhs/crisis. The tips and resources are not limited to issues related to the pandemic.

People who need to talk to someone can call Warmlines MN at 651-288-0400 or 877-404-3190 or text “support” to 85511.

For those in crisis, professional help is a phone call away. Call **CRISIS (274747) from a cell phone or text “MN” to 741741. Links to county adult and children’s crisis response lines are available on the [Coping With COVID-19 webpage](#).

More sources of help:

- The National Suicide Prevention Lifeline: 800-273-TALK (800-273-8255)
- Substance Abuse and Mental Health Services Administration (SAMHSA) Disaster Distress Helpline: 800-985-5990

In addition, taking these simple steps can help everyone cope during this time of stress:

- Incorporate healthy habits into your day, including good nutrition, exercise and getting enough sleep.
- Limit your exposure to news stories about the pandemic and civil unrest, including online and social media.
- Take steps to relax, including stretching, deep breathing or mindful meditation.
- Avoid using alcohol and other non-prescribed drugs.
- Find things that you enjoy doing, and do those things.
- Connect with others. Talk with people you trust about your concerns and how you are feeling. This is especially important for people with pre-existing mental health or substance use disorders.

Reminder: Upcoming Meetings

Care Coordinator Quarterly Meeting via WebEx Events for ALL products
Tuesday June 8, 2021 from 9 a.m. to 11 a.m.

WebEx info will be sent out closer to the meeting date.

In honor of Nurses' Week in May, we want to say thank you to our care coordinators who are nurses.
We appreciate all you do!



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

Connect with us!

Follow us on Social Media



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

© 2021 Medica.

This email was sent by: **Medica**
401 Carlson Pkwy Minnetonka, MN, 55305, USA