



All Products

Reporting Fraud, Waste and Abuse – Special Investigation Unit (SIU)

Restricted Recipient Program (RRP) Reporting

- Email to RRP mailbox: RestrictedRecipient@medica.com
- Call RRP: 952-992-7790 or ext. 2-7790

Reporting suspected cases of fraud, waste, abuse

- Fraud Hotline: 866-821-1331 or ext. 2-2237
- SIU: 952-992-8478 or ext. 2-8478
- Integrity Line (anonymous): 866-595-8495

MnCHOICES Update

Mentor pre-launch call took place on 10/14/2021. What we know now:

MnCHOICES Training Zone (MTZ)

- Work-in-progress
- Users will learn the functionality but may not be able to complete work end-to-end.
- Using the system while it is still being built and tested
- You may find you have limited workflow, defects, or incomplete functionality.

Support Plan training next steps: Effective October 18, 2021

All agency mentors will receive an email with support plan training instructions

- MnCHOICES Workflow: Support Plan, TrainLink, Course MNCH921
 - Smart Guides: Posted to MTZ Help Center Smart Guide SP-MnA
 - Smart Guide SP-MnA MCO
 - Smart Guide SP-HRA

- MnCHOICES Workflow: My Supports (Module 3)
 - Practice the exercises which give specific providers, services/supports for Support Plan-MnCHOICES Assessment and follow best practices.

Aligning with Centers for Medicare and Medicaid (CMS) Requirements

The MnCHOICES functional needs summary presents the level of care the person meets based on the person's specialized needs.

Upcoming Training:

- October 20: Access training - Security liaisons and mentors
- October 27: Launch webinar and questions associated with MnCHOICES Assessment and HRA
- November 8: Pre-launch call focus on Support plans, service planning and rates

Launch has been moved to November 15, 2021 at this time.

Added Benefits

Added benefits will be reviewed in detail at the CC meeting in December. Many benefits will continue, such as additional Sessions of Smoking and Tobacco Cessation counseling, Oral Health education and the Physical Fitness Program but we have some new exciting benefits for next year so stay tuned for further information.

Upcoming Meetings

Care Coordinator Quarterly Meeting via WebEx Events for ALL products, Tuesday December 7, 2021 from 9 a.m. to 11 a.m.

MSHO/MSC+

Denial Termination Reduction (DTR) Reminders when closing Elderly Waiver

The purpose of a DTR is to ensure all Medica member DTR actions are completed in a timely manner using the appropriate process and notification in accordance with our regulators. Counties, agencies and Care Systems that provide services for Medica members must complete DTR actions in accordance to these requirements. This process provides member with their

appeal rights.

A DTR must be completed when closing the member's Elderly Waiver including the waiver services, unless the closure is due to member death.

As a reminder, the Minnesota Department of Human Services has advised we continue to follow Peacetime Emergency instruction for allowable reasons to exit EW. Details can be found in **Bulletin #20-56-06**. Allowable reasons to close EW include:

- The person chooses to exit the waiver.
- The person moves out of state.
- The person died.

Additionally, Waiver policy requires lead agencies to close LTSS programs after a 30-day stay in an institution. Continue to follow established policy and procedures to close LTSS when an admission is 30 days or longer

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.

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