

All Products

Connect with interpreters to understand their role in health care virtual event scheduled Oct. 19

The Minnesota Department of Human Services will hold a virtual event to learn from interpreters about effective communication in health care settings. The event is scheduled Tuesday, Oct. 19, 2021, and registration is required. The event will include a panel of interpreters who will answer questions about collaboration, effective practices and their experiences in health care settings. Read the [*Connect with interpreters to understand their role in health care*](#) DSD eList announcement for registration and more information.

Annual County and Community Agency Partnership meetings

It is hard to believe that we are already into fall, and it is time again for the annual Medica Care Coordination partnership meetings. This meeting is intended for leadership at your county or community agency who works closely with the care coordinators. The agenda for this meeting will include a review of the financials as well as the report showing the most common diagnosis among the population of members you provide care coordination for. As always, we are very interested in hearing how things are going from your perspective related to the care coordination partnership to include suggestions related to improvements as well as any successes you have had.

These meetings will be scheduled via Webex. You will hear from one of us, Renee Farrow, Becky Bills or Shelley Lano, sometime in the next few weeks related to the scheduling of this meeting.

CFSS implementation update

DHS will not implement Community First Services and Supports (CFSS) in 2021. The earliest possible implementation date is now June 1, 2022. This delay will **not** impact people's ability to continue receiving services or access assessments to start services.

The delay is due to DHS' need for additional time to receive approvals on waiver and state plan amendments from the federal Centers for Medicare & Medicaid Services (CMS). The COVID-19 pandemic has increased the demand on state and federal staff to prepare, review and authorize peacetime emergency amendments. This has limited their capacity for CFSS and other important, non-peacetime-emergency amendments.

To learn more, including how the delay will affect MnCHOICES assessments, visit the full announcement: [CFSS implementation update](#)

Enhanced Care Coordination

Enhanced Care Coordination, or ECC, is a Care Coordination intervention that targets members based on their clinical conditions, utilization and risk factors. The ECC report assigns a "care level" to members through advanced analytics, with the goal of identifying members who may benefit from increased care coordinator interventions based on their medical and mental health needs. Care levels are determined by many factors including utilization, chronic conditions and overall risk. Care Coordinator intervention recommendations are based on that care level: 1, 2, 3 or 4.

The Enhanced Care Coordinator Report is sent out quarterly for your membership to use as another tool in your work with members. Medica asks that care coordinators use the information given to them in the ECC report in their regular outreach to members in addition to drive additional outreach and interventions.

As mentioned at the September Care Coordination meeting, the Benefit Managers have recorded an ECC Training to introduce ECC for newer Care Coordinators and it is also a great refresher for those that are familiar with ECC.

This training can be found on the Medica CC website under Training Materials > Other Training, along with the ECC PowerPoint and the ECC Recommendation document.

2021 Odyssey webinar series

We are excited to introduce a new feature to Odyssey: The 2021 Odyssey webinar series. This four-part webinar series will bring trusted sources on aging and disability services directly to you. Each webinar explores strategies to help

confront current challenges, provide experiential learning, and tools to take action. As an attendee, you'll leave these webinars inspired, validated and ready to dig in as well as bring these concepts to your everyday work.

We will not be applying for continuing education units (CEUs) for this webinar series. However, certificates of attendance will be emailed after the webinar to those that attended. Attendees may self-submit to their professional boards or training transcripts. Webinars will not be recorded.

Registration to attend these webinars is free. Handouts of all materials presented will be provided before the event. Click on the webinar below to view more details and register.

Webinar series topics and dates

Reinvention: October 7, 2021, 9.a.m. - noon

- **Description:** Webinar will explore the ways our service systems were reinvented to overcome the challenges brought by this pandemic.
- **Speakers:** Assistive technology experts from Minnesota Networking and Education for Assistive Technology (MN NEAT)
- **Panelists:** "Proclaiming our Place" with Interact Center, Como Park Living at Home Block Nurse program, Pinewood Cloquet, Legal Aid Service of Northeastern Minnesota, Northwest Community Action
- **Learning objectives:**
 - Identify innovations that have come out of this changing environment
 - Describe how programs have adapted to providing services in a distanced environment
 - Discuss how technology can advance independence and control for service recipients
 - Explore possibilities for the future
- **Registration (closes October 4): [Register now!](#)**

Celebrate Those in Recovery During National Recovery Month – via Department of Human Services (DHS)

National Recovery Month is held every September to educate Americans that substance use treatment and mental health services can enable those with mental health and substance use disorders to live healthy and rewarding lives. Maintaining recovery is not easy, so it is important to recognize and celebrate those in recovery.

Recovery from substance use disorder can look different depending on the person. Abstinence, taking medication for opioid use disorder (MOUD), and

harm reduction strategies to reduce harmful drug use are all valid and wonderful pictures of what recovery can look like. Culturally-responsive substance use disorder treatment and recovery support services are also critical pieces to pursuing and maintaining recovery.

COVID-19 has been difficult for everyone, and it has created special challenges for those in recovery. Recovery is a social experience. When a person feels supported with a positive social support system and other important resources, they are more likely to maintain their recovery from substance use or mental health disorders.

Community support is an important part of maintaining recovery. One important community is the workplace. You can support colleagues in recovery in a number of ways.

- Consider the language used when talking about substance use disorder. Substance use disorder is a preventable and treatable illness. Using supportive language when talking about it can help reduce stigma.
- If your workplace offers an Employee Assistance Program (EAP) or health insurance, encourage your team to explore them to learn more about the benefits and coverage they offer. Both usually offer resources for mental health and chemical health needs and much more.
- Promote health and wellness amongst your teammates. Encourage people to take time for exercise during the work day and to use their sick days for mental health.

Read more about how to support colleagues in recovery in the MDH [Opioid Epidemic Response: Employer Toolkit](#).

It is also important to remember that relapse is a normal part of recovery. It is not uncommon for people in recovery to relapse as they encounter different challenges in their lives and work to find the method of recovery that is best for them. Supporting those working towards recovery reduces stigma and increases the chances that a person will maintain long-term recovery.

If you or someone you love is ready to seek treatment for a substance use or mental health disorder, you can find treatment resources and services at the [Minnesota Fast-Tracker](#).

New mobile app gives Minnesotans access to their immunization record faster – via MN Department of Health

The Docket app provides a secure digital option for Minnesotans to view and keep track of immunizations they received or need in the future.

Minnesotans can now easily access their immunization record through their smartphones or other mobile devices by using an app called Docket. Docket enables residents with a Minnesota Immunization Information Connection (MIIC) record to securely view and share their immunization records.

MIIC, Minnesota's immunization information system, combines all immunizations a person has received into a single record, even if they were given by different health care providers in Minnesota. Starting today, anyone who has a MIIC record can use the Docket app to access their record, including their COVID-19 vaccination. The app provides a PDF document of the immunization record that can be saved to your mobile device, printed, emailed, or texted as needed.

"We recognize the importance of having a secure and convenient way to find, view, and share your and your family's immunization records, such as needing records for school or child care," said Minnesota Department of Health (MDH) Infectious Disease Division Director Kris Ehresmann. "The Docket app gives Minnesotans a digital option to access their immunization history in MIIC, check what vaccines you or your children may be due for, and see what vaccines you may need in the future. This is vital to making sure people are protected from preventable diseases."

Docket helps meet consumer demand for more accessible immunization records. Minnesota is seeing dramatically increased demand from people for easier access to their own vaccination information. So far in 2021, MDH has received over 33,000 requests for immunization records through our online form—more than 19,000 of those requests came since July 1. For comparison, MDH received approximately 12,000 requests in 2020 and 13,000 requests in 2019.

"The volume of recent requests means it is taking weeks, not days, for people to get their vaccination record back, but Docket gives an option for people to more directly and quickly access their immunization information," said Ehresmann.

Anyone who wants or needs access to their immunization record and does not have a smartphone or does not want to use the app can still request their immunization record from MDH or their health care provider. For more information, visit [Find My Immunization Record](#).

Docket is free and available for download in Apple and Android app stores.

Electronic Visit Verification

Providers recently received from the Minnesota Department of Human Service (DHS) information regarding next steps for Electronic Visit Verification, also known as EVV. Medica will be following DHS's guidance and direction related to EVV which can be found at [DHS EVV Information](#). Personal Care Assistance and some Elderly Waiver services will require providers to comply with DHS EVV requirements late this year. This information is for Care Coordinator awareness only and no action is needed.

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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