

All Products

Contact Information

We wanted to remind folks that we keep a list of our delegate's phone and fax numbers on a grid that is housed on the care coordination website here:

[County, Care System and Agency Contact Numbers \(PDF\)](#) . We use this list internally, share it with providers and others as needed. It is very important that your organization let us know if there are any changes. We need to keep this document updated at all times so when members want to reach their assigned care coordinator we have accurate information. We will be going over this in new detail at the June CC meeting to discuss changes in this process and who to contact with changes. More to come.

Mental Health Awareness Month

May is Mental Health Awareness Month. Medica members can access a wide variety of tools, resources and benefits related to mental health by visiting **<http://www.liveandworkwell.com>** (browse as a guest with access code: Medica) or by calling 1-800-848-8327 anytime for confidential help.

Here are some additional resources developed by the MN Department of Health that you can use to get involved as an ally:

- Learn how to talk about mental health and suicide in a safe way through the **[Safe Messaging around Mental Health and Suicide guide \(Word\)](#)**
- Connect with your community through social media using the **[Social Media Guide for Mental Health Awareness Month \(Word\)](#)**

You can find more resources to help bring awareness to mental health at the Minnesota Department of Health's Mental Health **[Community Tools](#)** . If you or someone you know has thoughts about suicide, seek help right away. To talk with a trained counselor, you may call the National Suicide Prevention Lifeline anytime at 1-800-273-TALK (1-800-273-8255) or text MN to 741741. If you or

someone you know is in immediate danger, call 911 — or go to the closest emergency room.



National Nursing Week was May 9-15, 2022

The theme this year is #WeAnswerTheCall and was developed by the Canadian Nurses Association to showcase the many roles that nurses play in a patient's healthcare journey. Thank you to all the nurses who provide care coordination to our members. Your work is appreciated and noticed. Our members benefit from your care and we celebrate you!



Upcoming Events

Medica's County and Community Engagement Team is excited to be sponsoring and participating in several upcoming community events.

- Active Generations Expo – May 21, 2022 – Buffalo
- The Bridge for Youth Juneteenth event – June 12, 2022 – Minneapolis
- Women's Care Day – Brian Coyle Community Center – June 15, 2022 – Minneapolis

- Pride Parade and Festival – June 25-26, 2022 – Minneapolis

If you are planning to attend any of these events, please stop by to say hello!

Upcoming Meetings

Care Coordinator Quarterly Meeting via WebEx Events for ALL products
Tuesday June 7, 2022 from 9 a.m. to 11 a.m.

Minnesota Senior Health Options (MSHO) + Minnesota Senior Care (MSC+)

Personal Care Assistance Temporary Rate Increase

The Minnesota Department of Human Services (DHS) received approval from the federal Centers for Medicare and Medicaid Services (CMS) to implement a temporary 5% increase on certain current personal care assistance (PCA) services to help address the ongoing workforce shortage. This temporary 5% increase is in effect for April 1, 2022, through June 30, 2022, dates of service (DOS). This rate increase applies to Medica DUAL Solution[®] (for Minnesota Senior Health Options, or MSHO) and Medica Choice Care MSC+ products for almost all PCA services that are billed with a T1019 code, to include all modifiers, with the exception of PCA supervision (T1019 UA). Medica will implement this temporary 5% increase as a rate change in Medica's PCA fee schedule.

This is for informational purposes only, and no action is needed by the Care Coordinator. The temporary 5% increase does not decrement against the Elderly Waiver service agreement and doesn't affect the Elderly Waiver cap. Providers can contact Medica Provider Service Center with questions.

PCA Assessments and Responsible Party Reminders

It is the role of the Care Coordinator to assess the member's need for a responsibility party (RP) initially and at reassessments. This is not determined by the family or the provider. If it is an initial assessment, try to determine before scheduling the assessment.

The Care Coordinator determines if the member can identify their own needs, direct and evaluate task accomplishment and provide or arrange for his or her

health and safety. This likely will involve asking probing questions to the member such as:

- What is your usual daily schedule and what medications are you taking?
- How do you communicate with your PCA and how do you communicate if you did not like something?
- How would you get help if you needed it?
- How would you get to a safe place in emergency or direct a person to get you to a safe place?
- What you do if the PCA cancelled or doesn't show up one day?
- What would you do if the PCA were verbally or physically abusive to you?

If it is determined during the assessment that a RP is needed, help the member identify a RP and reschedule the assessment when the RP can attend. The responsibility party cannot be the members PCA. The **DHS PCA Manual** provides more information regarding responsible party. The PCA agency has an agreement on file with the member's responsibility party and should be contacted to verify current RP when scheduling a reassessment.

Additionally, you should review the need for a RP if the assessment indicates additional time in behaviors for increased vulnerability due to cognitive deficits and document accordingly.

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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