

All Products

Home and Community-Based Services rate and budget increases effective Jan. 1, 2023

Minnesota Department of Human Services (DHS) will implement rate and budget increases effective Jan. 1, 2023, for certain Home and Community-Based services. For information about the rates and budget changes, including links to resources, review DHS Disability Services and Aging and Adult Services Division eList [Rate and budget changes on Jan. 1, 2023](#) announcement. Email dhs.ccarates@state.mn.us if you have further questions.

Medica Retention Team: Working together to help prevent disruptions in care

As the Public Health Emergency (PHE) ends, we want to ensure that county residents have the support they need to prevent disenrollment and lapses in care. Our team is dedicated to helping our members maintain Medical Assistance eligibility and health plan enrollment. Medica plans to support our county partners and members through this process.

We welcome your feedback and suggestions. Please contact our retention team at any time at MedicaRetentionTeam@medica.com.

MnCHOICES Updates:

DHS recommendations for November & December.

Mentors:

- Register for the monthly launch calls to receive updates
- Familiarize yourselves with MNCHOICES resources in the DHS CountyLink
 - New Mentor training MNCH9000

- Resume practicing in MTZ (MNCHOICES training zone) in the months of November & December to familiarize yourselves with functionality of the revised MNCHOICES application
 - Health Risk Assessment
 - MnCHOICES Assessment
 - Support plan

To be completed by Delegates: *(The health plan collaborative is hoping to be comprising a joint training for delegates, more to come on this. But essentially, each delegate will need to plan out their own individual workflow and training plan as it works best for your organization.)*

- Implement plan for training and development of agency workflows
- Develop training plan & instructions for users
- Plan assignment workflow for your agency

MNCHOICES user recommendations:

- All staff assessors:
 - Retake as needed as a refresher - “Access & Navigation Training” MNCH900
 - Practice in training zone (MTZ)
 - Retake any modules as needed to work through forms
 - Use Help center resources in MTZ: MnCHOICES User manual, practice guides for forms, Smart Guides and micro-learning
- New staff:
 - Take all required MNCHOICES trainings
- Previous Assessors certified in current system & those newly certified in the revised MNCHOICES:
 - Review “Access & Navigation Training” MNCH900
 - Practice in MTZ
 - Review MNCH301A & MNCH303A (By completing these trainings, staff certification timelines will not be affected.)
 - Use Help center resources in MTZ: MnCHOICES User manual, practice guides for forms, Smart Guides and micro-learning.

MTZ URL: <https://minnesota-trn-release-proxy.feisystems.com>

Delegates are responsible for tracking CC training on a form or grid that can be provided to Medica if requested.

There is a staff training email on the county link.

Data load from the old system to new is planned for 1/31/23-3/31/23.

Regulatory Quality Updates

Updated Health Risk Assessment (HRA) Completion Report Template Now Posted (New)

As noted in the October Newsletter, due to new Centers for Medicare & Medicaid Services (CMS) requirements, we have updated the HRA Completion Report template that you use to send us your HRA data. The template is now posted on the Medica Care Coordination Hub. You will find it under the Templates, tools, and additional resources section for each product. Click on the Tools and Forms drop down and you will see the link to the “2023 Medica CC HRA Completion Report (XLS)” under the Miscellaneous section (**Templates, tools, and additional resources > Miscellaneous**).

Some reminders:

- You may start using the updated template now and must start using it no later than with your first HRA report for 2023 dates of service
- Use the updated template to report HRA and care plan data for all products you manage (Minnesota Senior Health Options (MSHO), Minnesota Senior Care Plus (MSC+), Special Needs BasicCare (SNBC) and Integrated SNBC). Each product has a separate tab on the report template.
- See the first tab of the template for instructions on how to complete each field
- See the October newsletter for additional information

Links to 2022 Special Needs Plan (SNP) Model of Care Training and Attestation (New)

The Care Coordination Hub now has separate links to the 2022 Model of Care Training and the Model of Care Training Attestation. To find them, click on the “**Find meetings, events and more**” link in the Training box on the Care Coordination Hub landing page and scroll down to the “Model of Care” heading.

- If you missed the live training at the September Care Coordination meeting, you can review the training that is posted on the Hub and complete the attestation (when you click on the attestation link, it takes you to an online form to complete).
- If you attended the live training but did not yet complete an attestation, please do so now by clicking on the attestation link and completing the online form.

Updated Medica Care Coordinator Leave Behind Document (New)

We have updated the Care Coordinator Leave Behind Document with new branding and the updated Minnesota Department of Human Services (DHS) Language Block. The updated version is posted on the Care Coordination Hub under the Templates, tools, and additional resources section for each product. Click on the Tools and Forms drop down and you will find it under the

“Assessment and Care Plan” section (**Templates, tools, and additional resources > Tools and Forms > Assessment and Care Plan**). Please start using the updated Care Coordinator Leave Behind Document as soon as possible but no later than 1/1/2023.

Updated Primary Care Provider (PCP) Letters (Reminder)

As noted in the October Newsletter, updated PCP letters are posted on the Care Coordination Hub. We updated the letters to emphasize the PCP’s role on the Interdisciplinary Care Team and to encourage the PCP to reach out to the Care Coordinator with questions or input about the member’s health care needs or care plan. Find the updated letters on the Care Coordination Hub under the **Templates, tools and additional resources > Letter Templates** section for each product. Please start using the updated PCP letters as soon as possible but no later than 1/1/2023.

Questions? Email the Regulatory Quality mailbox at MedicaSPPRegQuality@medica.com.

Training Opportunity: Meeting the challenges of Diabetes – Working with non-English speakers with Diabetes (12/6/22)

A diagnosis of diabetes can be overwhelming. When you don’t speak the primary language of the health care system, it can be especially daunting to learn about your condition and understand all the recommended steps patients should take to stay healthy. This webinar will review the basics of working with interpreters; how language and cultural differences impact care, create misunderstandings and jeopardize appropriate follow-through and common points where misunderstandings can happen. The presenters will share tips from their years of experience working directly with people with diverse languages and cultures.

Presenters:

- Hilda Herrera – CHI/CHW, CHW Solutions
- Marianna Gutierrez – CHW and Clinic Administrator, Our Lady of Guadalupe Free Clinic, Worthington, MN
- Marie Sherwood – Health Coach Disease Management, UCare Diabetes Health Journey Program and Migraine Management Program

This webinar is **free** and takes place on **Tuesday, Dec. 6 from 12 pm to 1 pm**, but space is limited. [Click here to register](#).

This webinar is presented by a collaboration of Minnesota health plans working to improve diabetes healthcare in Minnesota. Thank you to Blue Plus, HealthPartners, Hennepin Health, Medica, South Country Health Alliance and UCare for their commitment to this issue.

Upcoming Meeting

Care Coordinator Quarterly Meeting via WebEx Events for ALL products,
Tuesday Dec. 13 from 9 a.m. to 11 a.m.

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

Energy & Utility Assistance

Cooler weather is upon us. Please remember the important resource of the Energy Assistance Program, which pays up to \$2000 towards heat, power and water costs, and is free for all eligible households. Medica Care Coordinators and Medica Member Services are available to help members access Energy Assistance. Local CAP agencies are another avenue for support in applying for energy assistance (your local agency can be [found here](#)). More information can be found at mn.gov/commerce/consumers/consumer-assistance/energy-assistance.

Medica knows how important utilities are to our members' health, housing stability, and general wellness. Therefore, in 2023, we are including a supplemental benefit for our MSHO members of **\$100 a month toward utility bills** through our Healthy Savings program. Most members qualify for these extra money saving benefits, which are part of a special supplemental program for those with qualifying chronic conditions.

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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