

## All Products

### **NEW! The Care Coordination Hub: Find Helpful Information and Resources**

The Care Coordination website has been launched and was effective for use starting September 14, 2022. Trainings were held for care coordinators. We are hoping this site will be easier for CC's to navigate and are excited for the new change. Note the old site will become inactive Friday September 23rd. Please begin using the new site [www.medica.com/care-coordination](http://www.medica.com/care-coordination).

### **Care Coordinator Concern Form**

This online form is available to care coordinators as a way to share any concerns about experiences working with healthcare providers, service providers or vendors.

The form can be found on the [Care Coordination Hub](#), choose any product, and under Templates, Tools and additional resources open Tools and Forms. The form is listed under Miscellaneous and is titled "Submit a Care Coordinator Concern".

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. Examples may be if you have been unable to obtain a covered DME item that is a covered within the benefit set or have concerns about the quality of service being provided by an in network provider.

This form should 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.

For more information about this process, please reference the Provider and Vendor Concern Reporting Policy, previously named Vendor Oversight Policy.

## COVID-19 Updates

### Situation Update for COVID-19

The Minnesota Department of Health (MDH) Situation Update includes Minnesota information on:

- Cases and Variants
- Hospitalization and Capacity
- Mortality (Deaths)
- Vaccine Breakthrough Data
- Setting Specific Data
- Situational Awareness

All data is preliminary and may change as cases are investigated. Updated weekly on Thursdays at 11 a.m.

### COVID-19 Vaccine Data

The Vaccine Data Dashboard tracks Minnesota's progress on:

- Distribution of COVID-19 vaccine throughout the state
- Doses of COVID-19 vaccine administered
- Who's getting vaccinated

There is a delay between a vaccine being given and when it is reported to the Minnesota Department of Health. This happens because the state must validate and process the data before reporting.

## Sales Team Update

Hello, my name is Slava Livshitz and I am a Medicaid Sales Manager at Medica and work with the Minnesota Senior Health Options (MSHO), Minnesota Senior Care Plus (MSC+), Special Needs Basic Care (SNBC) and Integrated Special Needs Basic Care (ISNBC) products. I have been with Medica since 2005 in various roles and have always been actively involved with our Medicaid population. I look forward to working with you in new opportunities and growing partnerships. I lead a team of individuals who are dedicated to ensure support for our Medicaid population.

With the annual health plan selection approaching, we know you may receive questions from your members. If you have a member who is interested in enrolling with Medica or changing their type of product for example, switching to MSHO from MSC+ or to ISNBC from SNBC, you can email us at

**MedicaCCPSales@medica.com.** This email box is monitored by our dedicated Medicaid Sales Team. Please note, at any time a member wishes to make changes you can email our team and we will be happy to assist them.

For referrals, please include Clients Name, Date of birth (DOB), Address (if available), Patient Master Index (PMI), and best contact information.

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

### **Home Care Rating and Personal Care Assistance (PCA) units Reminders**

- Always assure the home care rating you assigned the member is accurate. If a yes is given for a Complex Health Related Need, this will affect the home care rating and additional units are added to the base rate (unless the member is an LT home care rating). Level I behavior is the only behavior that affects the home care rating. Level I behavior is physical aggression towards self, others or destruction of property that requires the immediate response of another person. If a member has behaviors other than Level I behaviors it does not affect the home care rating, however it may result in additional units, if criteria is met.
- Please always thoroughly review to confirm the home care rating and units have been correctly calculated. It may be beneficial to have a coworker or supervisor review as well prior to authorizing PCA services or submitting Denial, Termination and Reduction (DTRs).
- Refer to Department of Human Services (DHS) and Medica PCA Overview Trainings as needed. Links to these trainings are available on the **Care Coordination Hub**, choose either MSHO or MSC+, and open Personal Care Assistance under Guidelines.

If you have questions or need to consult on a PCA Assessment, please reach out to **MedicaCCSupport@medica.com**.

### **Out-of-Network (OON) Personal Care Assistance (PCA) Provider Resources on Medica.com**

Members who enroll with Medica who have been receiving PCA services at the time of the enrollment can continue to receive their PCA services and can use an OON PCA provider for up to 120 days from the date of enrollment with Medica. Care Coordinators will need to continue to communicate with the out of network provider to obtain documentation such as the PCA Assessment and

authorization. You can reference details in the [July Newsletter](#).

We understand as the Care Coordinator you work directly with OON PCA providers and may get asked questions about billing for services. To address questions and provide guidance, Medica recently developed an [Out-of-Network PCA Setup Training](#) on Medica.com. This is a short, just under 7 minute training that summarizes the process to get set up so Medica can accept their claims.

Additionally, there is a document that reviews the billing process for OON PCA. This information is on the [provider page on Medica.com](#). The document is at the bottom of the page listed as “[Non-Participating PCA Provider Billing Process for MSHO and MSC+ Members](#)”.

As always, you can refer providers to Medica Provider Service Center (1-800-458-5512) with questions related to set up and claims. Thank you for your continued work with PCA providers and coordinating PCA services for Medica members.

## 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](mailto:MedicaCCSupport@medica.com).

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