

All Products

April is National Autism Awareness Month

National Autism Awareness Month raises awareness for autism and Asperger's syndrome during April. Autism is a complex brain disorder that often inhibits a person's ability to communicate, respond to surroundings, and form relationships with others.

While the month of April also celebrates the stories and lives of those with autism, it's also important to remember that autism is a lifelong condition with varying degrees of severity. It's important to continue to support research for treatment and therapies that will improve the lives of those with autism.



Care Coordinator (CC) Success Stories

Care Coordinators are having a positive impact in our member's lives every day and we want to hear about it. Success looks different to all of us so we would encourage you to think outside the box. Examples of success stories may look like:

- The Care Coordinator that provided assistance to help their member successfully secure housing.
- The Care Coordinator providing education about available resources & supports to empower the member to advocate for their own health care.

- A member receiving equipment or supplies that allowed them to be more independent and remain in their chosen living setting.

Take credit for the amazing work you are doing. We would love to share these stories internally with our leadership.

Reminder: The CC whose story is chosen to be shared at our quarterly meeting will get some Medica swag.

Please submit stories to MedicaCCSupport@medica.com.

Care Plan Updates – New Versions Posted on Medica Care Coordination Hub

We have made minor updates to the Collaborative Care Plan, Special Needs Basic Care (SNBC) Care Plan, and their instructions. Updates include:

- Removed the language block [not necessary on care plans since they must always be provided with the Medica Post-Visit Letter which includes the language block]
- Added section to document that the Medication Safe Disposal handout was shared with the member [required for Minnesota Senior Health Options (MSHO) and Special Needs Basic Care Enhanced (I-SNBC) only]

The most current versions of the Care Plans have been posted on the CC Hub.

Please ensure that you are using the most current version of all Medica letters/forms, as posted on the CC Hub. As a reminder, anything that is mailed to a member on behalf of Medica has been pre-approved by Department of Human Services (DHS) and cannot be altered.

The posted letters/forms also have content intended to help Care Coordinators meet Centers for Medicare & Medicaid Services (CMS) requirements (e.g., the Medica Leave Behind Document, Unable to Contact Letter, Refusal Letter, and Primary Care Physician Letter). Using the most current version ensures we are compliant with both CMS and DHS requirements.

Community Engagement Team upcoming events

April planned events:

- 4/6/2023: CAPI Spring Health Fair (*Brooklyn Center*)
- 4/16/2023: Chinese Community Center (CCC) Minnesota Vaccine Event (*Bloomington*)
- 4/17/2023: 2023 Wellness Expo (*Prior Lake*)

- 4/18/2023: Project Community Connect (*Mankato*)
- 4/22/2023: 2023 Early Childhood Family Fair (*Buffalo*)
- 4/26-28/2023: **Minnesota Autism Conference** (*Minneapolis*)
 - Medica is Silver Sponsor for this conference.

We welcome Medica colleagues to attend and participate in our events! If you are interested in attending an event or learning more about our team's outreach work, please contact us at communityengagement@medica.com.

DHS Updates

Case management face-to-face requirements resume Nov. 1, 2023

Beginning Nov. 1, 2023, lead agencies must meet minimum case management face-to-face requirements for people using the Alternative Care (AC) program, Brain Injury (BI) Waiver, Community Access for Disability Inclusion (CADI) Waiver, Community Alternative Care (CAC) Waiver, Developmental Disabilities (DD) Waiver, Elderly Waiver (EW) and Essential Community Supports (ECS) program. This applies to people whose waiver year ends on or after Nov. 1, 2023.

For more, read the [Aging and Adult Services Division \(AASD\) and Disability Services Division \(DSD\) eList announcement](#)

Medical Assistance (MA) Renewals

What we know:

- With the end of the public health emergency (PHE), all persons on Medicaid must complete renewal paperwork.
- For MOST members, renewals will take place based on the anniversary month of the members original application for coverage.
- Medica will receive lists from DHS as to who due for renewals in each month. DHS is referring to each month's list as a "cohort".
- DHS will be sending members a pre-renewal notices in the mail, approximately 6 weeks prior to when their renewal forms will be mailed, to alert them that their renewal is imminent.
- Members will receive their renewal packets about two months in advance of when their renewal is due.
- Example of member in first cohort, renewal month July 2023:
 - Members will receive a letter in April and a renewal packet in May.
 - Medica will receive the member list in May and provide this to Care Coordinators.
 - Medica will conduct outreach using mailed letter, text/email (if able) in May to members.

- Medica will provide list of members to assigned Care Coordination entity for outreach.
- If the member does not complete their renewal, they will lose eligibility on 6/30/23.

Renewal month	Pre-renewal notice mailed by	Renewal form mailed by
July 2023	April 2023	May 2023
August 2023	May 2023	June 2023
September 2023	June 2023	July 2023
October 2023	July 2023	August 2023
November 2023	August 2023	September 2023
December 2023	September 2023	October 2023
January 2024	October 2023	November 2023
February 2024	November 2023	December 2023
March 2024	December 2023	January 2024
April 2024	January 2024	February 2024
May 2024	February 2024	March 2024
June 2024	March 2024	April 2024

Medica Support:

- Medica will be sending DHS approved letters, texts, and emails to members
- Medica will have educated all member-facing roles on the Medicaid redetermination process such as the Member Call Center, Case Management, etc.
- Medica will be posting information on the Medicaid redetermination process on social media and in our provider newsletters for general awareness
- Medica will provide Care Coordinators with information pertaining to the process, DHS posted resources and examples of materials sent by Medica

Care Coordinator Support:

- Care Coordinators are being asked to support members in the following ways:
 - Make sure addresses are updated at the county (address change process)
 - Timely review of lists of members in each monthly cohort sent by Medica
 - Conduct telephonic outreach to all of the members on the cohort list to ensure they understand that they need to take action and provide the support needed for them to complete their renewal

- Refer members who need extra support to community resources (navigators, etc)

Minnesota Health Care Programs (MHCP) updates

DHS updated the [Medical Supply Coverage Guide \(PDF\)](#)

DHS updated the Minnesota Health Care Programs (MHCP) Provider Manual – Equipment and Supplies – **Diabetic Equipment and Supplies** – Under the **Point of Sale Diabetic Testing Supply program** and **Noncovered Services** headings, we explained therapeutic continuous glucose monitors are covered as Healthcare Common Procedure Coding System (HCPCS) codes A4239 and E2103 only in the point of sale diabetic testing supply program effective Jan. 1, 2023. Removed therapeutic continuous glucose monitor codes K0553 and K0554 as they are no longer covered.

Revised MnCHOICES Application

DHS announced 4/6/23 that they would pause the launch of the revised MnCHOICES application. The launch did not occur on April 10, 2023 and the new launch date will be announced at a later date. The pause allows DHS time to finalize post-launch plans to respond to feedback from lead agencies.

For more information, go to the full announcement: [Pause on launch of MnCHOICES revision project.](#)

2023 Additional Benefit Update

Lunds & Byerlys has been fully certified for Healthy Savings. Medica members are now able to use their Healthy Foods Discount benefit at Lunds & Byerlys locations.

Upcoming Meetings

MSHO/MSC+ Office Hours – May 10th, 2023 1 - 2 p.m.

Interdisciplinary team (IDT) consults – May 17th, 2023 9:00 a.m. - Noon

SNBC/SNBC Enhanced Office Hours – May 24th, 2023 1 - 2 p.m.

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

MSHO Supplemental Benefit Spotlight: CogniFit®

- Up to 12 months of access to the CogniFit® web-based brain training program per plan year. CogniFit® tools assess and train the brain with scientifically validated cognitive tests and training programs. Members are able to measure their cognitive ability and train cognitive skills.
- Members must access CogniFit® on a computer or mobile device app (Apple App Store or Google Play)
- There are many benefits to cognitive training including: enhancing learning ability, boosting confidence, enhancing comprehension, and improving problem-solving skills.

Please share this valuable benefit information with your 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.

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