

All Products

Auditors Corner: Care Plan/Support Plan Goals



Care Planning/Support Planning is an essential and required task completed by the Care Coordinator (CC) with the member and/or authorized family members or legal guardian. Information obtained during the assessment is incorporated into an Individualized Care Plan (ICP) that is individualized to the member and reflective of their health care needs, goals, wishes and values. The ICP centers on the member goals and priorities as well as input received from the member’s interdisciplinary care team (ICT) with the goal to improve or maintain their health and functioning.

Required care plan/support plan:

Member Type	Legacy Tools	MnCHOICES
Minnesota Senior Health Options (MSHO)/ Minnesota Senior Care Plus (MSC+) (non-Institutional)	Collaborative Care Plan (CCP)	Support Plan
MSHO/MSC+ Institutional	Facility Care Plan Review Institutional Care Plan (Effective 1/1/2024)	NA
Special Needs Basic Care Enhanced (ISNBC)/ Special Needs Basic Care (SNBC) (All)	Care Plan (CP)	Support Plan
MSHO/ISNBC Unable to Reach (UTR)/Refusal (Ref) members	UTR/Ref Care Plan	Support Plan (Identified elements)
Transfer Member/Transitional Member	Transfer Health Risk Assessment if Care Plan, Collaborative Care Plan, Community Support Plan (CSP)/ Coordinated Services and Supports Plan (CSSP), or Support Plan are available. If not available must create CCP or CP	Transitional Health Risk Assessment, update & upload into MnCHOICES document.

Medica considers the care plan/support plan to be a “living document”. It should be reviewed according to the follow-up plan and updated as changes/transitions occur in the members’ health care needs.

Care plans/support plans must be written in a SMART (Specific, Measurable, Attainable, Relevant, and Time-bound), person centered format and include:

Identified member centered goals and member specific interventions; including action steps & who is responsible for each intervention (for example: “Jane Doe will....by the target date”; “care coordinator will....by their next follow-up”) What will the member need to accomplish the goal and how will the CC help the member achieve the goal? Use plain language when creating goals and interventions so it can be easily understood by the member, authorized family member or legal guardian. Avoid “blanket” goals like the member will not have any ER or hospitalization visits.

Target Dates/Status Date may be short term or long term, depending on the identified need. “On-going” “yes” or “no” are not acceptable target dates. Members should have at least one “active” or “open” goal on their care plan and the target date should extend to the next annual assessment. If you are creating a short-term goal, make sure you are addressing it by the identified target date.

Monitoring progress/revising support plan of each goal should occur during the 6-month contact and/or as needed throughout the year. The Care Coordinator (CC)/Case Manager (CM) should have a discussion with the member about each goal and the member’s progress & response toward meeting a goal. If a goal is not being met, identify possible barriers/issues, and consider if current interventions need to be modified to assist the member in meeting the goal.

Evaluation of goal outcomes/status of goal must, at minimum, include the final outcome of each goal at annual reassessment (e.g., goal discontinued, modified, or carried forward to next year’s care plan in MnCHOICES it would be in progress or closed). The date to evaluate outcomes/status date of goal will be the date of the next follow-up contact, identified target date, or at a minimum be the next scheduled reassessment date.

A schedule for a follow-up plan/meeting schedule and ongoing contact. The follow-up plan/meeting schedule contacts should be member specific and may occur with the member and/or authorized family members or legal guardians based on member request, identified risk, needs, and frailty. If the scheduled follow-up does not occur the CC must document the reason. Medica requires contact every 6 months minimum; following each notice of transition, or as indicated from Enhanced Care Coordination (ECC)/Impact Report.

The following additional resources can be located on the CC Hub:

Care Plan Instructions/Collaborative Care Plan Instructions (Assessment & Care Plan Section)

SMART Goal Training Series, Smart Goal Example Guide, Smart Goal FAQ (Training Section)

MnCHOICES Help Center search “support plan”

If you have questions about this audit element, please reach out to your auditor or email

MedicaSPPRegQuality@Medica.com

Chore Service reminder

When you are submitting a referral request for chore services, please include details of the chore services being requested. Medica reviews the Chore Service authorization requests to verify the service being provided, and the need for the services. We understand that chore services have expanded their scope of services over the past several years with the shortage of providers and we want to ensure that chore services are the most appropriate and cost effective means to meet the members' needs.

County Engagement planned events

August & September events:

- 8/17/23: **Unity in the Community** (*Richfield*)
- 8/20/2023: **Health Equity Event - RISE** (*Minneapolis*)
- 8/22/2023: **Operation Community Connect** (*Onamia*)
- 8/23/2023: **Pine County Operation Community Connect** (*Hinckley*)
- 8/24/2023: **CAPI Food Distribution** (*Brooklyn Center*)
- 8/25/2023: **Community Wellness Day** (*Tower*)
- 8/28-30/2023: **MN County Health & Human Services Accountants Conference** (*Breezy Point*)
- 8/31/2023: **Farmers Market** (*Brooklyn Center*)
- 9/10/23-9/13/23: **MN County Supervisors Conference** (*Breezy Point*)
- 9/12/23: **Farmers Market** (*Crystal*)
- 9/13/23: **Senior Expo** (*Buffalo*)
- 9/14/23: **Street Party of Hope** (*Buffalo*)
- 9/16/23: **Made in the Shade** (*Minneapolis*)
- 9/16/23: **CLUES Fiesta Latina** (*St. Paul*)
- 9/18/23-9/19/23: **Minnesota Coalition for the Homeless Conference** (*Duluth*)
- 9/23/23 **NAMI Walk** (*Minneapolis*)
- 9/30/23 **Alzheimer's Walk** (*Minneapolis*)

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

Dental Care Coordinator

Seeing the dentist has become more challenging since the start of the pandemic across the state. That's why we've partnered for many years with Delta Dental of Minnesota (DDMN) to provide Dental Care Coordination (DCC) available for members on all products (**SNBC, SNBC Enhanced, MSC+, and MSHO**).

DCC helps overcome dental access barriers. Our county partners and care coordinators have direct access to DCC to conference in with members in real-time. DCC helps:

- Find a dentist
- Schedule an appointment
- Get a ride and/or interpreter when needed

- Give appointment reminders
- Schedule follow-up appointments

Dental Care Coordination can be reached by calling **651-994-5198 (Toll Free 866-303-8138, TTY 711)**. DCC is available from 8am-5pm, Monday-Friday. Members can also access DCC through member service at DDMN if they've been unsuccessful finding a dentist.

DHS Update: Medicaid redeterminations/renewal process

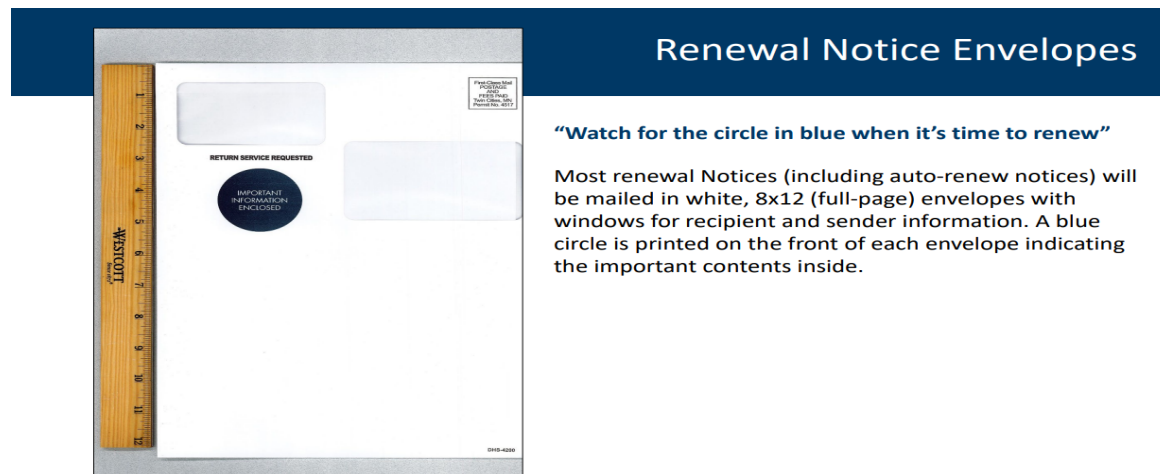
Medical Assistance renewal deadline was extended to Aug. 31 for people whose paperwork is overdue for Aug. 1 coverage.

Medicaid redetermination/renewals continue, and Care Coordinators are the face of “Medica” for our members. For some members, it has been several years since they have gone through the annual Medicaid renewal process and for other members, they are newer to Medicaid coverage and have never gone through the renewal process at all. Considering the vulnerable population, you work with, all members will require some level of assistance which is why your calls to them are so important.

Medica provides you with lists of members who will be renewing with the upcoming cohort. These lists are provided by DHS. When you reach out to members to talk to them about the renewal process, first ask them if they received something in the mail from DHS in an envelope with a blue circle on the front (most likely this is an 8x12 envelope, copy of circle is found below). It is important to note that some members are being auto-renewed, so will not receive a full “packet”, but rather a letter from DHS indicating they have been auto renewed and do not need to take additional action. Other members will receive a renewal packet. Members will receive either an auto renewal notice, or a packet in this envelope with a blue circle. We believe there are some members on the DHS list we receive who are being put through the auto renew process but remain on the lists, so they may indicate they did not get a “packet”. In these cases, ask if they got the envelope with the blue circle and a notice about auto-renewal. Regardless of if the member is going through the renewal process or the auto renew process, it is still valuable to reach out to the member to be sure they understand their next steps.

You play an important role in helping your members understand the Medicaid redetermination/renewal process, so keep up the great work!

Sample from DHS of renewal envelope:



Renewal Notice Envelopes

“Watch for the circle in blue when it’s time to renew”

Most renewal Notices (including auto-renew notices) will be mailed in white, 8x12 (full-page) envelopes with windows for recipient and sender information. A blue circle is printed on the front of each envelope indicating the important contents inside.

Gaps in Care

Gaps in Care Reports

The Care Coordinators play an important role in addressing and closing member gaps. Please take the opportunity during your annual member visits and member outreach to discuss the importance of preventive care, to include identified “gaps” in care.

Medica sends out reports to all delegates related to gaps in care for specific members. These are dropped in sharefile quarterly for county and agency delegates (last list was in July), and monthly or quarterly depending on the care system delegates. These are important lists for Care Coordinators to review as they contain information related to important preventive care items that your member is missing which you can bring up with them during your next visit or call. For example, a member may be due for a colorectal cancer preventive screening, and as their Care Coordinator you can support them by reminding them, assisting in scheduling, and arranging the transportation if that is needed.

Gaps in Care Campaigns

The Gaps in Care Campaign Medica is running through a vendor called mPulse Health. There will be seven different health promotion campaigns for Care Coordination products MSHO and SNBC-DSNP with one launching each month from April through October. Outreach to eligible members will occur through various communication channels including phone, text, and email. For telephone outreach, mPulse will call members on behalf of Medica from the following phone number: (952) 206-0166. If the call goes to voicemail, a voicemail message instructs the member to call us back at the following toll-free number: (833) 694-0614. Members can also call back at (952) 206-0166.

If you are contacted by a member related to a communication, they have received from our vendor mPulse related to these projects, please encourage them to accept the assistance offered through mPulse as closing these gaps will result in better health outcomes for the member.

Reminder: Medica is offering incentives to MSHO and SNBC-DSNP members that take specific health actions/close gaps in care on 5 of the campaigns.

Interpreter with Face to Face

Medica contracted interpreter providers are available to accompany our Care Coordinators on in-person home visits as needed. We are contracted with interpreter agencies that provide face to face service, American Sign Language and if needed, virtually. Please reach out to our call center **1-888-347-3630** for a list of contracted providers and contact information.

Member Care Coordination Satisfaction Survey

The annual MSHO, SNBC, ISNBC, and MSC+ Member Satisfaction Surveys will be mailed in August to a random sample of members. We are also offering this survey in Russian, Spanish, Hmong, Somali, and Vietnamese. The survey is designed to help Medica evaluate the effectiveness of its care coordination services from the member’s perspective. If you receive a call from a member asking about this mailing, please encourage the member to complete the one-page satisfaction survey and return it to Medica in

the self-addressed stamped envelope provided to them to share their experiences. Completion of the survey is optional, and responses are confidential. We hope for a strong response from our Medica Members and are excited to hear their feedback!

MnCHOICES Update

Phase 1 continues from July 10 to Sept. 29, 2023. All staff should be practicing in MnCHOICES Training Zone (MTZ). Delegates should have up to 10% of users (minimum of one or two users per agency) completing health risk assessments (HRAs), assessments and support plans in the MnCHOICES production environment. The remainder of your staff can continue using the legacy documents.

Phase 2 will begin October 2, 2023, and extend through November 30, 2023. During this phase, delegates will increase users in the production environment to up to 30%.

Please refer to the DHD **rolling launch schedule eList** message sent April 26, 2023.

Revised MnCHOICES application Support schedule 2023: (Medica would encourage all delegate mentors to attend these sessions.)

- Office Hours: 1st Friday of the month through June 2024.
 - Sept. 8, to accommodate time off or Labor Day weekend.
- Launch webinar: Aug. 9 and Sept.13
- MCO call-in session: Aug. 16

National Immunization Awareness Month (NIAM)

Childhood and adolescent immunization rates decreased during the initial years of the COVID-19 pandemic. Fortunately, with all the efforts of health care and public health partners, Minnesota is increasing our immunization rates to near pre-pandemic rates. Health care and public health partners play an important role in ensuring children get caught up on vaccines they need.

During **National Immunization Awareness Month (NIAM)**, here are some best practice ideas:

- Remind Medica members of the incentives available for to them for completing immunizations and other health screenings (*see fliers attached*).
- Engage staff in learning opportunities with CDC's **Immunization Education and Training**.
- Foster a culture where all staff (non-clinical and clinical) share clear and accurate information about immunization as well as create a supportive space that welcomes vaccine questions and concerns from patients and parents.
- Emphasize to parents that now is the time to check what vaccines their child may need, including COVID-19 vaccine and to schedule a vaccine or well-child appointment before heading back to school.
- Don't forget to promote that adults need vaccines too. Research shows that most adults believe vaccines are important and that a recommendation from their health care professional is the strongest predictor of adults getting vaccinated.

Newsletter notification reminder

We have made a change to our current process. Instead of emailing the actual CC newsletter, we will just be emailing our delegate leadership a notice monthly once the newsletter has been posted to CC Hub. **It is important to share this notice with staff.** It is the responsibility of our delegates to review the newsletter each month for important updates and communications. The newsletter typically will be posted on or before the 28th of each month.

Transportation referrals Welcome

We realize transportation providers can be very limited in some of our more rural areas of the state. Medica has added transportation providers to our network based directly on CC referrals. Keep them coming!

Training Modules

We are excited to introduce the new Training Modules that are now available on the **Care Coordination HUB**. Please continue to check back as new modules are being developed and posted.

- Training Module #1 – Assessed Need and Concern Documentation
- Training Module #2 – Timeliness (Member Contact, assessments, and follow up)

Upcoming September Meetings

Quarterly CC Meeting – September 5th, 2023, 9-11am

IDT consults – September 20th, 2023, 9-12pm

Advance Care Planning with Light the Legacy – September 25th, 2023, 12-1pm

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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