

All Products

Clinical Liaison Office Hours

The Clinical Liaisons will be hosting “Office Hours” for Care Coordinators monthly.

Office hours will be twice a month: one day for Minnesota Senior Health Options (MSHO)/Minnesota Senior Care Plus (MSC+) and one for Special Needs Basic Care (SNBC)/Special Needs Basic Care Enhanced.

- MSHO/MSC+ will be from 1-2pm the 2nd Wednesday of the month
- SNBC/SNBC Enhanced will be from 1-2 pm the 4th Wednesday of the month

The purpose of these hours is for CC’s to ask questions about care coordination process and policy. Specific member issues should be addressed in an Interdisciplinary Team (IDT) or consult with one or both of the Clinical Liaisons.

Invites will be forthcoming.

Department of Human Services (DHS) Updates to Policy about Reassessments for Changes in Condition

On March 7, DHS issued an eList announcement regarding updates to the policy for change-in-condition reassessments. The update is effective April 3, 2023, and coincides with the launch of the revised MnCHOICES application.

See the full announcement [here](#).

In light of this announcement, Medica wants to remind Care Coordinators of their responsibilities when a member has a change in condition. Care Coordinators must evaluate if a reassessment is needed to address a change in

the member's needs and, if so, conduct an early reassessment. If a full reassessment is not necessary, Care Coordinators should use the other tools as outlined in the DHS announcement (e.g., a functional needs assessment for Elderly Waiver (EW) members or realignment of resources within the member's current support plan).

Medica will be updating its Assessment Schedule Policy to incorporate this update.

Updated Gaps in Care Report Coming Soon

Medica has updated the Gaps in Care Report you have been receiving monthly and associated resources. Updates include:

- A smaller number of priority measures so the report is easier to navigate and act upon
- Inclusion of Minnesota Senior Care Plus (MSC+) and Special Needs Basic Care (SNBC)
- Updated talking points for each of the measures
- Reposting "Paper Clip" documents that provide additional talking points for some of the measures on the report
- Changing the cadence to quarterly

Timing of the Gaps in Care Report

Going forward, all delegates will receive a Gaps in Care report on a quarterly basis. Counties, Agencies, and the internal Medica Care Coordination team will receive the updated Gaps in Care Report described above, with the first report for quarter 1 2023 available in mid-April. Care Systems will continue to receive the quarterly Gaps in Care reports they have been receiving to date with the addition of a report for SNBC members, as applicable.

Where to Find the Gaps in Care Report

All Gaps in Care reports will continue to be shared via ShareFile.

Where to Find the Updated Gaps in Care Resources

An updated Gaps in Care Resource document and the Paper Clip documents will be posted on the [Care Coordination Hub Training resources page](#) under the heading "Gaps in Care".

Upcoming Training

We plan to do a training on the Gaps in Care Report later this year. We will send out details on the training at a later date.

March is Social Work Month!

The theme for Social Work Month 2023 is ***Social Work Breaks Barriers***. During Social Work Month take time to learn more about the many positive contributions of the profession and celebrate the social workers you know. Thank you to all the social workers who work with our Medica members! You are appreciated for your hard work and compassion.



Oral Health Considerations for People with Diabetes Webinar

Medica is part of the Managed Care Organization (MCO) Diabetes Performance Improvement Collaborative that aims to improve the comprehensive diabetes care and services for seniors and SNBC members, focusing on closing the gaps in health care disparities within our populations. Care Coordinators have an essential role in educating, support and assisting members in setting and achieving health goals to improve their diabetes care.

We hope you will join us for this upcoming webinar on April 24th!

Oral Health Considerations for People with Diabetes

Monday, April 24, 2023

Noon – 1:00 p.m. CST

[Register Here](#)

Topic:

The focus of this webinar is Oral Health Considerations for People with

Diabetes. Discussion will include clinical and management factors such as: systemic impacts of hypoglycemia/hyperglycemia, considerations during dental appointments, Diabetes and periodontal health, oral side effects of medications, and oral hygiene and dietary recommendations.

Presenter: Dr. Jesse Grantz, DDS

Dr. Jesse Grantz is a full-time general dentist at Apple Tree Dental's newest center for dental health in Fairmont, MN.

Who should participate/Audience:

Minnesota Senior Health Options (MSHO)/ Minnesota Senior Care Plus (MSC+) and Special Needs Basic Care (SNBC)/ Special Needs Basic Care Enhanced (SNBC Enhanced) Care Coordinators, nurses, nutritionists, Diabetes educators, public health, health educators, social workers, therapists, Community Health Workers, and anyone who interacts with individuals with Diabetes.

Objectives:

- Interpret how Diabetes medications can impact oral health
- Identify the impacts of Diabetes on teeth, gums, and oral health
- Be able to recommend healthy habits that can prevent mouth problems for people with Diabetes
- Understand unique dental care needs for someone with Diabetes

CEU: Participants should contact their relevant licensing board to determine if this program will meet continuing education requirements and CEU values.

All webinars will be posted on the Stratis Health website under **Health Plan Performance Improvement Projects**.

Revised MnCHOICES Application

DHS will be implementing a phased launch of the MnCHOICES revision from April 3, 2023 through August 31, 2023.

- Delegates should be working on developing their workflows and MnCHOICES implementation plans.
 - With the phased launch, delegates should develop a plan for all of their CCs to begin work in the Revised MnCHOICES application on April 3, 2023 and gradually increasing workflow in that system so they are all becoming familiar with the new system.
 - Delegates should develop processes regarding who will be entering assigned members (enrollment) from Medica into MnCHOICES, and how much time you will allot for assessments, caseload sizes, and workflows .

Mentor recommendations:

- Mentors should continue attending all launch calls and mentor office hours.
 - Mentors should use this time to ask questions and develop an organizational plan for roll out.
 - Submit “Help Desk Form” with questions or issues you are having with functionality
- Mentors are responsible for training their organizations staff and tracking training.
 - Make sure all required TrainLink trainings are completed by your staff
 - Encourage staff to practice in the MnCHOICES Training Zone (MTZ)
 - Utilize the Help Center training resources in MTZ (Smart guides, practice guides, and Micro-learning)
- Mentors should plan to attend all Medica and DHS post-launch support meetings

Medica Behavioral Health (MBH)

Pre-purchased behavioral health appointments available!

Medica knows how important prompt access to behavioral health care is for our members. Therefore, Medica Behavioral Health has pre-purchased psychiatry and medication-assisted treatment (MAT) appointments available. In addition, pre-purchased appointments are available for post discharge follow-up care following mental health or substance use disorder. These appointments can help promote successful treatment outcomes, reduce hospital stays and increase member’s ability to remain in the community after discharge. Appointments are available in various regions of the state and virtually to support all members (children, adolescents, and adults).

To access these appointments, members or their care team can contact Medica Behavioral Health at 1 (800) 848-8327.

Support Specialist Reminders

When County Waiver Case Managers (other than Elderly Waiver) are completing the DHS 5841 (Recommendation for State Plan Home Care Services), they are faxing it to Medica. Medica in turn sends it to the Care Coordinator or Delegate. If the worker doesn’t receive a signed copy from the Care Coordinator faxed back to them, or a phone call, they resend the form to Medica.

- Please follow up with the Case Manager as soon as possible so the Case Manager is aware that you have received this notice. This should help limit additional back & forth with Medica.

Medica has Enteral Nutrition Supply providers faxing in Prior Authorizations for Nutritional Supplements. These are also forwarded to the delegate or Care Coordinator. If the providers are not getting a call back or correspondence from the Care Coordinator, they are also resending the forms to Medica.

- Please follow up as soon as possible with these providers when receiving this notice so they are aware that you are working on this.

If Care Coordinators are sending documents securely to the Medica Referral Request mail box SNPReferralCommunications@medica.com, please be sure to differentiate your emails either in the subject line (add member initials), or make sure your attachment has an unique name.

Upcoming Meetings

Delegate Supervisory Meeting – April 11, 2023 9 - 10:30 a.m.

MSHO/MSC+ Office Hours – April 12, 2023 1 - 2 p.m.

SNBC/SNBC Enhanced Office Hours – April 26, 2023 1 - 2 p.m.

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

Added Benefit Spotlight: Healthy Savings

Medica offers members on all Minnesota Health Care Programs access to Healthy Savings. Members get a Healthy Savings card in the mail when they become a Medica member. Registering for emails or downloading the app allows members to see what items are promoted each week. They simply shop for promoted items and scan their Healthy Savings card or barcode from the app at checkout at stores in the Healthy Savings network. New promotions are added weekly including healthy staples such as lean meats, cheese, whole-grain bread, cereal, produce, milk and more! With increased food prices it helps members and their families eat nutritiously and save money on groceries.

Grocer update: Hy-Vee will remain in the Healthy Savings network of grocers. Care Coordinators, counties and members should continue to use the search feature on the Healthy Savings site to find the current list of eligible locations. See more information on the Medica website here:

medica.com/wellness/group/healthy-savings-program.

Learn more at: [How to Start Saving](#)

Guide for [2023 Medica Additional Benefits](#)

Personal Care Assistance (PCA) Temporary Waiver Ending

Please review Department of Human Services (DHS)'s recent announcement regarding the end of the Public Health Emergency and the end of the temporary waiver allowing certain family members to be paid for providing PCA services.

If you have members receiving PCA services from the listed types of family members, notably spouses, please contact the member or responsible party and the provider to find another PCA. A benefit exception inquiry (BEI) can be completed for an out-of-network PCA provider if an in-network provider is not available. If needed, other appropriate services may be utilized such as home health aide, Individual Community Living Support (ICLS), and homemaker assistance with personal cares. The CC is responsible for assuring home care and waiver service criteria are met prior to authorizing services.

End of temporary waiver allowing certain family members to be paid for providing PCA services

During the COVID-19 federal public health emergency, personal care assistance (PCA) agencies were temporarily allowed to hire the following types of family members to be paid to provide PCA services to individuals enrolled in Minnesota Health Care Programs (MHCP):

- Parents
- Stepparents
- Spouses
- Legal guardians of minors

The federal government has announced that they are ending the public health emergency on May 11, 2023.

What this means for PCA agencies and family members who have been providing PCA services:

- After **May 11, 2023**, PCA agencies can no longer pay the family members previously listed to provide PCA services to members enrolled in MHCP to receive PCA care.
- MHCP is directing PCA agencies and families to work together with the lead agency (county, tribal government, or managed care organization) to

develop an alternative plan for providing PCA services.

PCA agencies who have additional questions can contact the MHCP Provider Resource Center at (651) 431-2700 or (800) 366-5411 or use the **Disability Services Division Contact Form** to submit an inquiry.

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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