

## All Products



### **Auditor Corner- Care Plan/Support Plan- Service Plan/Services & Supports**

The Service Plan/Service & Supports section summarizes a member's informal support, community organizations, assistive technology, modifications, and paid supports. With the member's help, identify the supports they use or want to use to maintain an independent life. In addition to the type of supports being furnished, the plan must also include the amount, frequency, duration, and cost of each service. In addition to formal supports and services that are provided by Medica, we ask that you also include: non-paid caregivers, other informal community supports or resources, as well as supports and services provided by other waivers, when you are aware.

Supports to consider:

- People and community organizations that support me, including informal caregivers.
- Modifications, assistive technology, and remote support, including those that do not impact the waiver budget as well as those that do.
- Services that support me and are funded by the waiver, Medicaid state plan-funded services, or Personal Care Assistant (PCA)/Community First Services and Supports (CFSS).

Following the assessment, help the member identify informal supports, including friends and family that provide support to them. This discussion should also include other members of the community and community organizations that may provide support for the person. You will want to discuss: How the specific person or community organization provides support. How often the member will receive support from the source and the area of need being addressed.

Options for areas of need

- Communication
- Meaningful activity
- Work/school
- Living environment
- Personal cares
- Household management
- Eating & meal preparation
- Movement
- Assistive technology & monitoring
- Memory & cognition
- Learning
- Health interventions
- Psychosocial health
- Self-preservation.

Following the assessment discuss modifications, assistive technology and remote supports that do not impact the waiver budget or that were previously funded and continue to be used. Assistive technology includes any item that maintains or improves a person's functional ability to retain or increase their independence. This may be items such as: augmentative devices, Tablet/iPad, Cell Phone, Medication administration box alarms. You will want to discuss: How the technology assists with needs, goals, action items, etc. How the technology helps address unforeseen events. How the device helps the person to be more independent. How frequently the device is used. How often the person receives support from the corresponding source and the area of need being addressed.

Discuss how technology could be used to meet the member's desired outcomes. A person may use technology and staff support at the same time. Items that impact the waiver budget, or are actively funded by the waiver, will be documented in "Services that support me" section of MnCHOICES.

Discuss other services that are waiver funded, Medicaid state plan-funded services, or PCA/CFSS that could be used to meet the member's desired outcomes. These services will be documented in "Services that support me" section of MnCHOICES.

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

[MedicaSPPRegQuality@Medica.com](mailto:MedicaSPPRegQuality@Medica.com)

## Chore Services Reminders

The Clinical Liaisons are reviewing chore authorization requests. This is being done to better understand the services being requested for our members and the increasing cost of those services. We have seen an increase in services that do not meet the Department of Human Services (DHS) criteria being offered by some chore providers. We understand that providers, especially in the more rural areas, are very limited.

By following these suggestions ahead of time, it will give us a better picture of what has already been done prior to our review:

- Ask yourself, if the service requested can be provided in a more cost-effective way by using another formal or informal service.
- Are the services requested covered services under chore?
- List all the chore services the provider will be providing in the Service Description/ Code section of the referral request form. Example: Packing and unpacking member belongings in preparation for a move.
- Separate seasonal chore services on different line items including estimated timelines.
  - Example: Snow removal from walkway and driveway 11/1/23-4/30/24 or Lawn care including mowing, raking, grass clipping removal 5/1/24-10/31/24
- Ask the provider questions regarding the bid.
- Question additional fees not related to the actual delivery of chore services for the member that are included on the quote.
- Obtain a second bid or clearly note why you were not able to.

Resources: [CBSM Chore Service](#)

Thank you for all the work you do to meet the needs of our members!

## Community engagement team planned events:

- 11/27/2023: Damiano Tabling (*Duluth*)
- 12/4/23-12/5/23 - Association of Minnesota Counties (AMC) Conference, Minneapolis
- 12/4/23 - Damiano Resource Distribution, Duluth
- 12/11/23 – 3000 Acts of Kindness, Minneapolis
- 12/18/23 – Damiano Resource Distribution, Duluth
- December date TBD – CAPI Holiday Festival, Brooklyn Center

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](mailto:communityengagement@medica.com)

## Denial Termination and Reduction (DTR) Reminders:

Care Coordinators (CC) complete DTR requests following the **DTR Policy** available on the CC Hub. The CC will complete the **DTR Form** and submit the DTR by faxing it to the number on the DTR form. For proper completion of the DTR Form, please reference the **DTR Form Instruction** document on the CC website. The DTR process provides with member with a formal notification of a denial, termination or reduction in services and appeal rights. Please ensure all sections of the DTR form are completed before submitting.

- When closing the members Elderly Waiver (EW), you will need to submit a DTR to close the waiver and EW services including those that do not require an authorization such as personal emergency response system (PERS), EW transportation and home delivered meals.
- Personal Care Assistant (PCA) and Extended PCA are separate services. PCA is a state plan service and eligibility is determined by the PCA Legacy Assessment or MnCHOICES. Extended PCA is an EW service is authorized separately. If you are terminating PCA and extended PCA, these are two service items on the DTR form.
- When completing a DTR to reduce or terminate PCA services, please include the details in the rationale indicting what resulted in the reduction of PCA, such as decreased dependencies in an activity of daily living or the member no longer meets a specific complex health-related need, etc.

Additionally, the below documents are needed to properly process the DTR and if not included could cause delay and affect compliance requirements.

- When submitting a PCA DTR when the PCA Legacy Assessment is completed, please include the current PCA Assessment and the previous PCA Assessment.
- When submitting a PCA DTR when using the MnCHOICES Assessment please include the following documents:
  - Supplementary Summary Charts
  - Assessment Summary
  - CFSS-to-PCA Conversion worksheet when home care rating is P, Q, or R
  - The previous PCA Assessment
- If a DTR for PCA is processed and the member states they want a new assessment or states there is a change from the assessment, the member should be referred to the appeal process. The CC should not complete a new assessment and will be in communication with Medica appeals nurse if the member appeals. Please contact [MedicaCCSupport@medica.com](mailto:MedicaCCSupport@medica.com) if you need to consult on a member's case.

## Health-related resource provided by mPulse

This is an **exciting** educational tool available to members. The site is now live (<https://medica.thebigknow.com/home/>). Any member (or staff) can sign up to review the courses covering a wide range of health topics. Signing up is as easy as clicking the “sign up” button in the screen's upper right corner and filling in the first /last name, email, and password fields (users make up their password).

The Member Academy

The academy can be accessed at:  
<https://medica.thebigknow.com>

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The screenshot shows a dark-themed interface for 'The Member Academy'. At the top, there are four course cards: 'Type 2 Diabetes Essentials' with Dr. Reed Tuckson, 'Heart Health Essentials', and 'Becoming Healthy in an Unhealthy World' with Pilar Gonzalez. Below these is a 'LESSONS' section with four numbered lessons: 1. Short and Long-Term Effects of Type 2 Diabetes, 2. Your Type 2 Diabetes Team, 3. Identifying Your Barriers, and 4. Working with a Dietician. Each lesson card includes a 'RESUME' button and a brief description of the content.

Medica

Home Education Plans Courses Instructors

LOG IN SIGN UP

# Simple steps to a healthier you

How to get stronger, move better, sleep well, and boost your well-being.

Go to Education Plan

The screenshot shows the Medica website homepage. The header includes the Medica logo and navigation links for Home, Education Plans, Courses, and Instructors. There are also buttons for LOG IN and SIGN UP. The main content area features a large image of a smiling man with a beard and glasses, wearing a denim shirt. The headline reads 'Simple steps to a healthier you' and the sub-headline says 'How to get stronger, move better, sleep well, and boost your well-being.' Below this is a white button that says 'Go to Education Plan'.

## **In-Person Visits Reminder**

The Public Health Emergency has ended along with DHS waivers of in person visit requirements. All **initial** assessments for elderly waiver (EW) services must be in-person. Annual reassessments for continuation of EW services (no PCA) may be done remotely if the member's last assessment was done in-person. All initial and annual PCA assessments must be done in-person. This is in effect even if a facility is closed or if a member sick.

You may have to get creative! Medica encourages you to plan ahead. Assessments are good for 60 days, so you may complete them up to 60 days in advance of the reassessment due date. Get creative when working with Customized Living Facilities (CLs). An in-person assessment is required; it is needed for the CL to be authorized to receive payment for services provided. Inquire if they could set up a special room for assessments to be done. During warmer weather, outdoor in-person assessments may be an option. Inquire with facilities if they have ideas for social distancing that may work within their community.

SNBC, Non-EW, and Non-PCA community members may have remote assessments. Institutional members require in-person assessments as part of our Model of Care. If this is an issue related to facility closures or member sickness please contact [MedicaSPPRegQuality@Medica.com](mailto:MedicaSPPRegQuality@Medica.com) to discuss the situation further.

Please see the October newsletter for more detailed guidance regarding in-person assessments.

## **Medica Behavioral Health (MBH) TIPS for reducing holiday stress and tapping into the spirit of the season.**

For some of us, the holidays are a truly happy time. For many, maybe even most of us, if we get too happy at all, it is mixed up with a whole lot of stress, financial impact, scheduling challenges, feelings of loneliness and a mountain of extra to-dos that make it less than happy.

Let's add the on-going impacts of the Covid-19 Pandemic, the safety concerns of our community, the recent election, and add all of that to our day-to-day stress, and we would assert that a top priority for anyone is to make a plan to stay well and work towards a less stressed holiday season.

Personal Wellness Plan Tip 1:

- Allow yourself to be where you are. You just don't have to push it right now. Give yourself some grace and let go of the self-imposed rules that are adding stress and pressure.  
<https://www.workingmother.com/run-the-dishwasher-twice-advice>

Personal Wellness Plan Tip 2:

- Get comfortable saying yes to yourself and no to others. It is so hard to do, especially if you are more practiced at saying yes to others and no to yourself. Say no to getting a tree or having a family dinner or getting on a zoom call, if you want to say no to those things this year. Say yes to pizza and no to ham, or no to champagne and yes to ignoring New Years Eve. Practice saying yes to things that prioritize your self-care and will get you the holiday season that is going to really work for you/your family and practice saying no to everything else. If that's too tall a "no" order, try it just once, and see how it works and see how it feels, then decide how far to take it. <https://www.psychologytoday.com/us/blog/the-couch/201601/why-is-it-hard-say-no-and-how-can-you-get-better-it>

#### Personal Wellness Plan Tip 2:

- If you feel more alone during the holidays than other times of the year, pick one place you can always go or one number you can always call to be in the energy of other people. Whether that's a visit to the library, a church, a coffee shop or calling a peer support warm line, if you have an option ready when those feelings take over, you're more likely to take that step to connect to others. <https://www.choosingtherapy.com/holiday-loneliness-tips/>
- If you have the opposite issue and you feel overwhelmed by people during the holidays, pick one place or one activity you can always do to increase solitude and personal peace. For you that could also be visiting a church, taking a walk, staying home but turning off your phone and not answering the door for an hour – just make a plan that will work for you and have that ready to go when the feeling strikes. <https://quietrev.com/carving-out-me-time-during-holiday-season/>

#### Personal Wellness Plan Tip 3:

- Over communicate. Talk to yourself, talk to others, write down your feelings, and record yourself asking questions that are on your mind. Getting thoughts and feelings out – in any way at all – can really offer relief. The trick here is not to problem solve or fix or make a to do list. You need good listeners, not people to correct or offer advice. Get it out and leave it there. Even if you are talking to yourself, this is an effective strategy to keep feelings fluid and moving – which is exactly what they are supposed to do. <https://www.nbcnews.com/better/health/talking-yourself-normal-here-s-how-master-it-cnca918091>

#### Personal Wellness Plan Tip 4:

- No matter how your personal wellness plan goes, no matter how happy your holiday season, try to stay mindful and catch the small victories. For me some days, just getting out of bed is worth celebrating as a real achievement because it was truly, that hard, to make myself face the day. Celebrate those victories, whether it is surviving another day, getting your teeth brushed, or having the best workday like giving a presentation or getting promoted – it's all about being right where you are, and holding on to whatever celebration there is for you – right in that moment.

<https://greatperformersacademy.com/motivation/8-simple-tips-on-how-to-celebrate-small-wins-daily>

<https://thriveglobal.com/stories/how-to-celebrate-small-wins-reach-goal-new-habit-change/>

<https://www.shawnellis.com/celebrate-little-victories/>

## **MnCHOICES – Phase 2 extended**

DHS announcement of the Update on launch of MnCHOICES revision project. The new schedule extends Phase 2 until March 29, 2024. The extension allows DHS to further enhance the system and fix more issues before Phase 3 begins.

For full announcement: [Update on launch of MnCHOICES revision project.](#)

We are encouraging our delegates to continue their work in both the revised MnCHOICES application as well as the MnCHOICES Training Zone (MTZ). As your staff feels comfortable and caseloads allow, have staff increase the work being done in the live application.

**MnCHOICES access requests:** Please keep these things in mind and provide all needed information with you are requesting MnChoices access for Medica:

- Clearly indicate what roles to assign in MnChoices
- The form asks, “how will this access be used?”
  - For example, DHS does not accept “Care Coordinator role” or whatever the role is.
  - They want a couple specific tasks the Care Coordinator or Case Aide will be doing.
- If the CC is going to be a certified assessor, provide their TrainLink ID
- If the applicant has ever had a User ID, it travels with them. It also speeds up the access process if it is listed on the form.

## **New Letter on the CC Hub**

Thanks to a delegate suggestion, Medica has developed a new *Primary Care Physician (PCP) Letter* for Care Coordinators to use after completing an Unable to Reach or Refusal assessment. It is located on the CC Hub under each product’s Letter Templates, PCP Letter- Unable to Reach or Refusal.

## **November is National Diabetes Month**

November is National Diabetes Month, a time when communities across the country seek to bring attention to diabetes. This year’s focus is on taking action to prevent diabetes health problems.

Diabetes is a disease that occurs when your blood glucose, also called blood sugar, is too high. It affects about 37 million Americans, including adults and youth. Diabetes can damage the eyes, kidneys, nerves, and heart, and it is linked to some types of cancer.



But there's also good news: Taking charge of your health may help you prevent diabetes health problems. <https://www.niddk.nih.gov/health-information/community-health-outreach/national-diabetes-month>

You can also access a variety of free educational materials and resources through the American Diabetes Association: <https://diabetes.org/tools-resources>



## Medica Sales Team

The Sales team can assist with:

- General Questions
- Enrollment in Medica
- Changing Plans
- Plan Benefit Overview
- Verifying Providers
- Verifying medication

Contact Medica Sales Consultants by phone **866-538-5608** or email [MedicaCCPSales@medica.com](mailto:MedicaCCPSales@medica.com)

## Expectations of our delegates in attending Medica trainings and meetings

Medica works hard to develop & provide both required training opportunities as well as resources for our Care Coordination delegates to succeed in their roles. Our expectation is that all staff attend these trainings and if they are not able due to scheduling conflicts, we do expect that they review the recorded/printed material provided following these sessions.

The “**Medica Meeting Training Attendance Sheet**” is located on the CC Hub <https://www.medica.com/care-coordination/training> to help track your staff attendance.





## Transportation delays possible due to weather events

As we all know, Minnesota winters are unpredictable. Please keep in mind that there may be possible delays in pick up & travel times for transportation in the coming months due to weather events. We are asking that you have discussions about this with your members when setting up both medical & waiver transportation rides, so they are somewhat prepared if rides are delayed or cancelled.

Ask members to:

- Keep an eye on the forecast for safety.
- Schedule pick up times/rides with some additional time allotted for possible delays.
- Be prepared to reschedule if needed.

## Training – Transportation questions to the CC support line

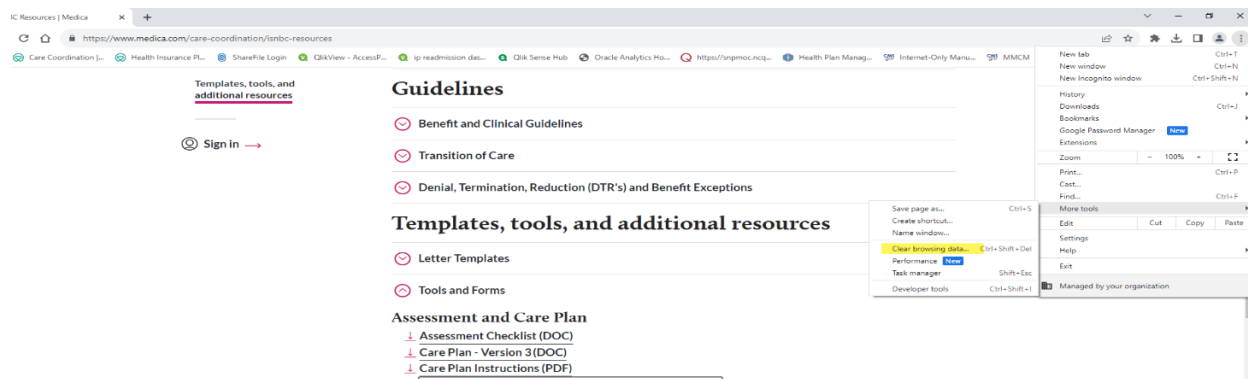
Please send your questions regarding transportation or transportation training resources to [MedicaCCsupport@medica.com](mailto:MedicaCCsupport@medica.com). All transportation related inquires will be reviewed and responded to in a timely manner, if necessary, we may need to forward your request to the Medica Transportation Team for additional information, clarification or follow-up which may take additional time to respond to your inquiry.

## Website Issues – Care Coordinator Leave-Behind Document

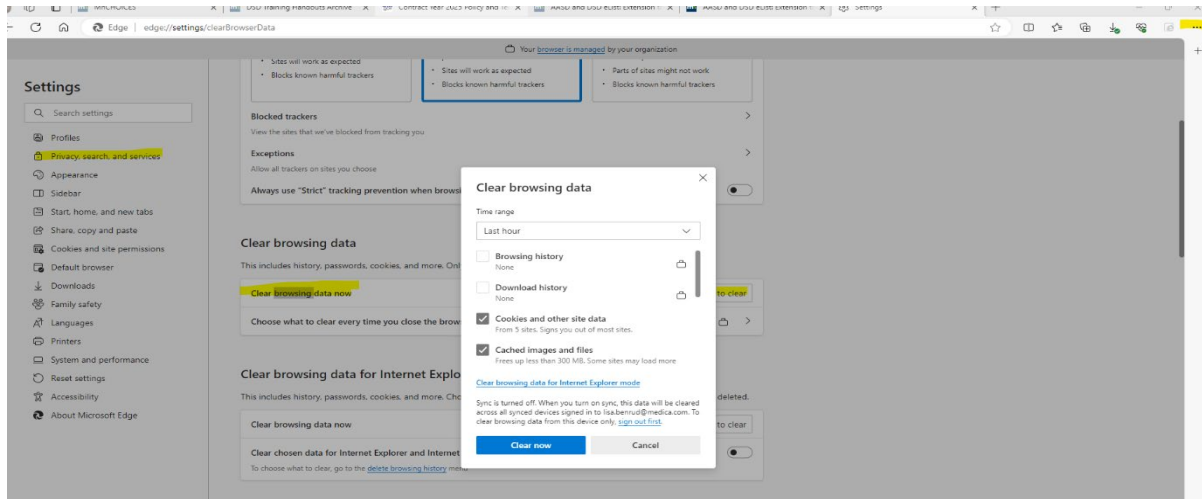
We have been made aware of some issues with the website where old versions of forms are pulling up for some individuals. We are working on the issue with our IT team. The most recent version of the Medica Leave Behind Document was emailed out to the delegates on November 10, 2023.

We have found that clearing your cache regularly can, in most cases, fix the issue. If this does not help and you remain unable to access a form on the website, please reach out to [MedicaCCsupport@medica.com](mailto:MedicaCCsupport@medica.com) and report this.

If working in Chrome:



If working in Edge:



## Special Needs Basic Care (SNBC) + SNBC Enhanced

### 2024 SNBC Enhanced Service Area Expansion

Medica is expanding the service area for its SNBC Enhanced product, featuring integrated Medicare and Medical Assistance services, by adding 11 Minnesota counties for a total of 38 counties in 2024. This aligns that product's service area with the existing SNBC product service area.

## 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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