

GENERAL NEWS

Medica Foundation announces provider grant recipients *2019 behavioral health grants totaled \$450,000*

The Medica Foundation has concluded its behavioral health grantmaking, awarding program grants totaling nearly \$450,000 to nine nonprofit agencies. This cycle of grant-making focused on programs that help people with serious mental illness and addictions recover and lead productive lives in their communities. Program grants were awarded to several provider groups:

- JustUs Health (St. Paul, Minn.) – to expand trauma-informed care for LGBTQ+ communities, communities impacted by HIV, communities impacted by substance use, and communities of color
- St. Mary's Health Clinics (St. Paul) – to provide free mental health services and integrate mental and primary care for low-income patients who are uninsured, Spanish-speaking Hispanic/Latino immigrants
- Wayside Recovery Center (St. Louis Park, Minn.) – to expand mobile counseling and assessment services to increase access for high-risk individuals including women in crisis and mothers who are pregnant, parenting and postpartum
- Canvas Health (Oakdale, Minn.) – to provide chemical health treatment for people in the Chisago County Jail and transition them to appropriate care upon their release

Two of the Nebraska grants for community health noted last month, both located in Omaha, were also focused on behavioral health: for Charles Drew Health Center and for Children's Hospital and Medica Center Foundation. [See more about them.](#)

For more about grant recipients, funding opportunities, giving guidelines and application deadlines, refer to medicafoundation.org.

Focus on opioids:

New guide for patients helps them understand pain management

Helping patients understand and successfully manage their pain is important and can be challenging. A new resource called “Pain Management and Opioids Guide for Consumers” is now available for patients. This guide, located on the Stratis Health website, is intended to be shared with patients as providers see fit. It can also be printed for consumer ease. [See the guide.](#)

Medica is part of a Managed Care Organization (MCO) Collaborative that aims to reduce the rate of chronic opioid use in Minnesota. The Pain Management and Opioids Guide for Consumers provides information about pain, pain medication, and ways to manage pain with self-care. A second section of the guide aims to provide information on opioids: side effects, risks, and how to store and dispose of opioids properly. The guide is written in person-centered plain language.



“We’re pleased to be a key contributor to this important work,” said Stacy Ballard, MD, MBA, senior medical director at Medica. “This new resource promises to be helpful for patients who need it.”

Due by March 15, 2020:

Annual ‘Disclosure of Ownership’ forms needed soon

(This applies to Medica direct-contracted providers only.)

Each year, providers must submit an updated “Disclosure of Ownership” form in accordance with regulatory agency requirements. Providers should complete and return their **Disclosure of Ownership Statement** as soon as possible, but no later than March 15, 2020. The form can be sent to Medica by e-mail at ProviderCertifications@medica.com.

This requirement is necessary for Medica to comply with contracts it holds with both the Centers for Medicare and Medicaid Services (CMS) and the Minnesota Department of Human Services (DHS). More details about this compliance requirement are available in the **Medica Provider Administrative Manual**.

Medica wishes to thank providers for their prompt response to this obligation.

CLINICAL NEWS

Effective April 20, 2020:

Medical policies and clinical guidelines to be updated

(This applies to Medica leased-network providers as well as direct-contracted providers.)

Medica will soon update one or more utilization management (UM) policies, coverage policies and clinical guidelines. These upcoming policy changes will be effective April 20, 2020, unless otherwise noted.

These policies apply to all Medica products including commercial, government, and individual and family plan (IFB) products unless other requirements apply due to state or federal mandated coverage, for example, or coverage criteria from the Centers for Medicare and Medicaid Services (CMS).

Monthly update notifications for Medica’s policies are available on an ongoing basis. **Update notifications are posted on medica.com** prior to their effective date. The medical policy update notification for changes effective April 20, 2020, is already posted. Changes to policies are effective as of that date unless otherwise noted. (“Medical policy updates” notifications are available at medica.com under For Providers, “Policies and Guidelines,” then “Updates to Medical Policies.”)

The medical policies themselves will be available online or as a hard copy:

- **View medical policies and clinical guidelines at medica.com** as of their effective date; or

- Call the Medica Provider Literature Request Line for printed copies of documents, toll-free at 1-800-458-5512, option 1, then option 8, ext. 2-2355.

Note: The next policy update notification will be posted in March 2020 for policies that will be changing effective May 18, 2020. These upcoming policy changes will be effective as of that May date unless otherwise noted.

PHARMACY NEWS

Effective April 1, 2020:

Medica outlines upcoming changes to MHCP drug list

(This applies to Medica leased-network providers as well as direct-contracted providers.)

As noted last month, Medica will be making changes in coverage status to the 2020 Medica List of Covered Drugs for Minnesota Health Care Programs (MHCP) effective April 1, 2020. The changes to this formulary (member drug list) are now posted online: **See changes** to the MHCP drug list. These upcoming changes are determined by the Minnesota Department of Human Services (DHS), since Medica follows the DHS drug list.

("Summary of Changes" notifications for drug lists are available at Medica.com under For Providers, "Pharmacy," then respective member type.)

ADMINISTRATIVE NEWS

Provider administrative training topic for March

(This applies to Medica leased-network providers as well as direct-contracted providers.)

Medica offers educational sessions on various administrative topics. The following class is available by webinar for all Medica network providers, at no charge.

Training class topics

"Claim Appeals, Adjustments and Record Submission"

Claim appeals and adjustments are important options to ensure proper claims payment. This webinar will review the process for submitting appeals, adjustments and supporting documentation to Medica. It will focus on the different avenues for submission, and when each is appropriate; when appeals and adjustment requests are appropriate; where to find the necessary forms on Medica's website; tips for making sure that an appeal or adjustment request contains the information that supports the desired outcome in an accessible format; and the options available if providers disagree with a decision on an appeal or adjustment request.

Class schedule

Topic	Date	Time
Claim Appeals, Adjustments and Record Submission	March 12	1-2 p.m.

For webinar trainings, login information and class materials are e-mailed close to the class date. To ensure that training materials are received prior to a class, providers should sign up as soon as possible.

The times reflected above allow for questions and group discussion. Session times may vary based on the number of participants and depth of group involvement.

Registration

The registration deadline is one week prior to each class date. [Register online for the session above.](#)

Special Needs Plans 'Model of Care' e-learning available *Annual provider training required by CMS*

(This applies to Medica direct-contracted providers in Minnesota.)

Medica has posted a "Model of Care" e-learning regarding the Medica DUAL Solution® and Medica AccessAbility Solution® Enhanced products, for enrollees in the Minnesota Senior Health Options (MSHO) and the Special Needs BasicCare (SNBC) Dual Special Needs Plan (DSNP) programs. [See the training at medica.com](#), under "Additional E-Learnings."

Providers who see Medica DUAL Solution or Medica AccessAbility Solution Enhanced members are required by the Centers for Medicare and Medicaid Services (CMS) to take this self-guided training to learn about Medica's Special Needs Plan Model of Care, what these products offer, and the importance of the provider's role as part of each patient's interdisciplinary care team.

MSHO is a fully integrated program for Medicaid, Medicare, Part D and elderly waiver benefits, which for Medica DUAL Solution members are managed by Medica. SNBC DSNP is a dual special needs plan, where all Medicaid, Medicare and Part D benefits are managed by Medica. CMS requires that special needs plans like Medica DUAL Solution and Medica AccessAbility Solution Enhanced have a Model of Care, considered a vital quality improvement tool and an integral component for ensuring that unique needs of each beneficiary enrolled are identified and addressed.

Effective May 1, 2020:

Medica to no longer cover continuous passive motion devices

(This applies to Medica leased-network providers as well as direct-contracted providers.)

Effective May 1, 2020, Medica will no longer cover continuous passive motion exercise devices for commercial and individual and family business (IFB) members. This change in coverage will apply to the following codes:

- E0935 (Continuous passive motion exercise device for use on knee only)
- E0936 (Continuous passive motion exercise device for use other than knee)

As a result, beginning with May 1 dates of service, claims with these codes for this durable medical equipment (DME) item for these members will be denied as member liability.

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