PRODUCTS AFFECTED
- Medica DUAL Solution® – for Minnesota Senior Health Options (MSHO) enrollees
- Medica Choice CareSM – for Minnesota Senior Care Plus (MSC+) enrollees
- Medica AccessAbility Solution® – for Special Needs Basic Care (SNBC) enrollees

DEFINITIONS
Advanced Directive: A written instruction, such as a living will or durable power of attorney for health care, recognized under Minnesota law relating to the provision of health care when the individual is incapacitated.

Culturally Appropriate: Our society embraces a variety of cultural, social, racial, religious, and ethnic groups. Although professional Care Coordinators are not expected to know every aspect of every group’s practices, they are expected to be sensitive to variations and develop a plan of care that is consistent with cultural and ethnic needs.

PURPOSE
To assure that all Care Systems, Agencies, and Counties that provide Care Coordination for Medica members have a policy and/or procedure that requires Care Coordinators to facilitate a discussion with the members about the Advanced Directives on an annual basis, if deemed culturally appropriate.

POLICY
Care Systems, Agencies, and Counties that provide Care Coordination for Medica members are required to have procedures in place to guarantee that Advanced Directive planning is discussed with the member and/or authorized family members or guardians during the Initial Health Risk Assessment and any subsequent assessments. Advanced Directive planning shall be based on individual member’s needs and cultural considerations.

Medica does not require a specific document be used as the Advanced Directive. Care Systems, Agencies, and Counties may develop their own procedures as long as their
procedure results in the Advanced Directive being discussed annually or being noted as inappropriate with the member.

Medica will audit Care Plans and Health Risk Assessments for the presence of an Advanced Directive discussion annually.

PROCEDURE

1) All members of Care Coordinated Products are given a copy of the Advanced Directives materials upon enrollment in their new member packet.

2) During the Initial Health Risk Assessments, the Care Coordinator will determine if the member has an existing Advanced Directive.

3) If the member does have an Advanced Directive, the Care Coordinator should note who the document has been shared with.

4) If the member does not have an Advanced Directive, the Care Coordinator should facilitate a conversation about Advanced Directives.

5) The member has a right to refuse discussion or completion of Advanced Directives. If the member and/or authorized family members or guardians indicates the topic is not culturally appropriate; the Care Coordinator must document the discussion in the Care Plan. The Care Coordinator should not bring up the discussion again.

6) For Nursing Home Enrollees, Advanced Directives may be addressed at Nursing Facility care conferences.

7) For all Medica members, an annual effort is made to facilitate the Advanced Directive conversation, document conversation in the Care Plan, and encourage discussion of the details with the member’s physician.

8) If the member and/or authorized family members or guardians wishes to create an Advanced Directive, the Care Coordinator may provide culturally appropriate tools and assistance towards completion.
   a) This may include, but is not limited to:
      i) Advanced Directive forms in the member’s language
      ii) Coordination with the member and/or authorized family members or guardians
      iii) Scheduling an appointment with the member’s physician to answer questions

9) Additional copies of the culturally appropriate Advanced Directives materials may be obtained from Medica Care Coordination Products Operations staff.

10) The Care Coordinator will encourage the member and/or authorized family members or guardians to have a discussion with the member’s physician as to the details of the Advanced Directive and include the Advanced Directive in the member’s medical record.

11) The Care Coordinator will revisit the Advanced Directive annually or with changes in condition.
Cross References
MSHO/MSC+ Contract
SNBC Contract

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