

SNBC Delegate Webinar

March 30th, 2022



Today's Agenda

**this meeting is being recorded*

- Welcome & Introductions
- Miscellaneous updates
- Care Plan Audit
- Care Coordination Satisfaction Survey Results
- Opioid Outreach
- DHS
- Coverage: *COVID home tests & Asthma benefits*
- RideCare

Updates

- SNBC Stakeholder Meeting May 19th 3-4pm via Teams
 - invites will be sent out to all mbrs next month
- 2022 member materials
 - [Brochure](#)
 - [Member Handbook](#)
 - [Vouchers for gift card incentives](#)
- Keep an eye out for new trainings posted to portal page
 - Next month we'll be launching a Behavioral Health training series that will be posted to the portal page
 - April's training will focus on *“how to talk about mental health”*

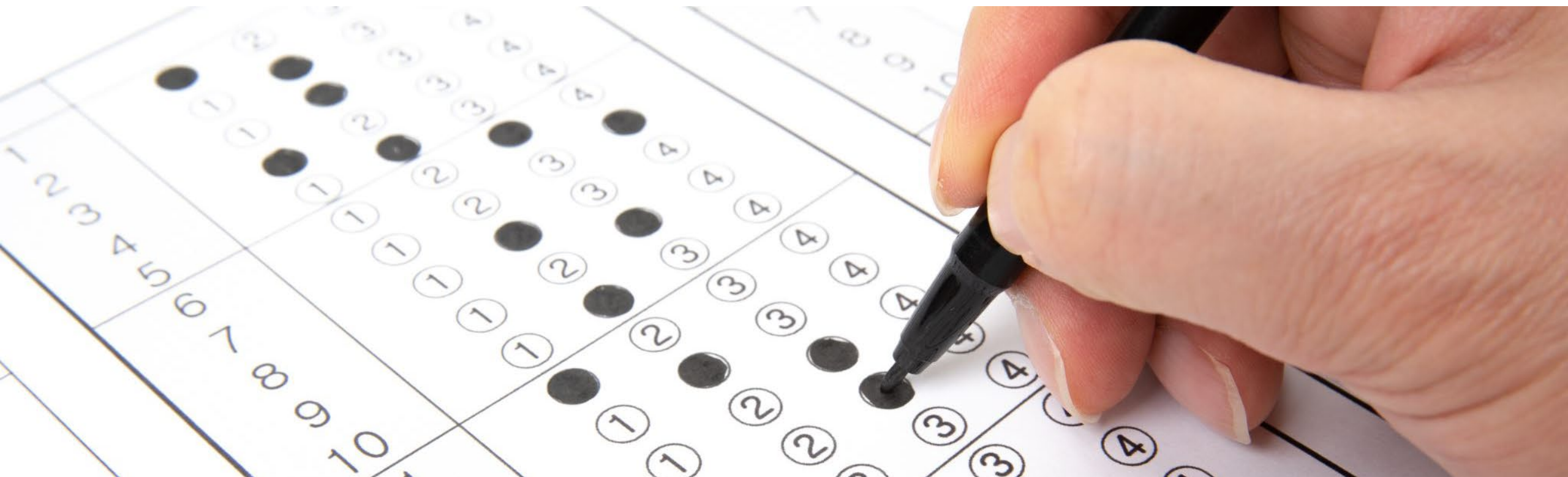
2022 Care Plan Audit of 2021 Charts

- High performers have been asked to complete & return attestation form
- Delegates who did not receive high performer attestation will be contacted within the next week to schedule audit
 - Audits will be done via desktop (aka NOT onsite, same as past 2 years)
 - Focusing on month of May for completion
 - Only first 8 charts need to be prepped for audit day
 - Additional 22 charts will be requested for a separate day if needed

2021 Care Coordination Satisfaction Survey Results

Background

- Last survey was in 2019
- Survey only goes out to members assigned to CC, includes delegates
- Response rate was 20%, up 9% from prior survey



SAMPLING RESULTS:

	Full Year 2021	Full Year 2019
Response Rate	20%	11%

RESPONSE RESULTS BY QUESTION:

Survey Question	2021 Full Year Results														2019 Full Year Results	
	Strongly Agree			Agree			Disagree			Strongly Disagree			Not Sure	No Response	Strongly Agree / Agree <small>(Goal: ≥ 90%)</small>	Strongly Agree / Agree <small>(Goal: ≥ 90%)</small>
1. My care coordinator seemed informed and up-to-date about the care I received from my doctor and other health care professionals.	132	182	73%	44	182	24%	3	182	2%	3	182	2%	5	1	97%	94%
2. My care coordinator treated me with respect.	146	187	78%	37	187	20%	2	187	1%	2	187	1%	1	0	★ 98%	96%
3. I received information and resources that were helpful to me.	123	185	66%	51	185	28%	8	185	4%	3	185	2%	3	0	94%	93%
4. My care coordinator paid attention to what is important to me.	140	184	76%	37	184	20%	4	184	2%	3	184	2%	4	0	96%	95%
5. My care coordinator helped me make choices about my care and treatment.	122	181	67%	50	181	28%	5	181	3%	4	181	2%	5	2	95%	93%
6. It was easy for me to contact my care coordinator.	128	182	70%	48	182	26%	5	182	3%	1	182	1%	3	3	★ 97%	89%
7. My care coordinator helped me take steps I can follow to maintain or improve my health.	126	181	70%	47	181	26%	6	181	3%	2	181	1%	4	3	96%	94%
8. Overall, I am satisfied with the service I received.	138	183	75%	39	183	21%	4	183	2%	2	183	1%	3	2	97%	93%

“She's always helped me no matter what.”

“XXXX does an amazing job! She never misses a team meeting. She follows up on emails and other communication. Having a competent and stable care coordinator that knows and is part of my son's team is invaluable.”

“XXXX does an amazing job! I couldn't ask for a better care coordinator!”

“XXXX is an excellent person to work with, she is very involved in my care. I am recommending her for a promotion, that's how good she is.”

“XXXX has gone above and beyond and should receive recognition for this. She has been amazing and not only helps with my needs but her positive friendly spirit makes me feel more upbeat on some of my worst days when we speak.”



Opioid Outreach

Background: outreach stemmed from the 2018-2020 Opioid Performance Improvement Project that focused on reducing chronic opioid use

Members identified as having refilled of their Opioid prescription
(excluding those with cancer or on hospice)

Weekly list of members is generated and sent to Care Transition Nurse, who outreaches to members

Care Transition Nurse may reach out to Care Coordinators too as needed

Care Transition Nurse:

- Discuss risks, benefits & alternative options to opioid use
- Safe disposal options
- Refer to MTM if appropriate
- Assess for other needs

Outreach has also addressed:

- RideCare education
- Social determinants of health
- HRA completion & care coordination support



“The Minnesota Department of Human Services (DHS) received notification from the Centers for Medicare and Medicaid Services (CMS) that the federal public health emergency was extended on **Jan. 16, 2022**. The extension is effective until **April 16, 2022**.

We anticipate that the federal public health emergency will be extended after April 16, but will end sometime in 2022.”

MnCHOICES



Will not launch prior to Quarter 4 of 2022



No need to continue with training until closer to launch



Next Launch Webinar will be in August



DHS is still hosting monthly Office Hours
conference calls

9:30 to 11 a.m. on the first Friday of every other month
Mentors will receive emails with call-in instructions



[Questions asked by MCOs about the launch of the revised MnCHOICES application](#)

DHS Fact Sheets *via Edocs*



[HOUSING SUPPORTS](#) (FORMERLY KNOWN
AS GROUP RESIDENTIAL HOUSING OR
GRH HOUSING)



[CADI WAIVER](#)



[PCA SERVICES](#)

COVID Home Test Coverage

- **With a prescription, each eligible plan member has coverage for up to eight at-home diagnostic test packages per month.**
- **To use your at-home testing coverage, bring your prescription to a durable medical equipment (DME) provider in your network.** Many pharmacies in your network are also DME providers.
- Mbrs must present their prescription when purchasing test packages. When they do, their HP insurance will be billed and the mbr will not have any out-of-pocket costs.
- Mbrs can't get reimbursed for test packages purchased over the counter or without a prescription.
- For more questions about coverage, call Member Services



NEW! Asthma benefit

Eligible Members

SNBC members under the age of 21 who are diagnosed as having poorly controlled asthma. The Minnesota Legislature has defined a person as having poorly controlled asthma when they have experienced one of the following:

1. A hospital emergency department visit for asthma at least one time in the past year,
- or**
2. A hospitalization for the treatment of asthma at least one time in the past year.

Covered Services

All covered products require an order from a physician, physician assistant, nurse practitioner or clinical nurse specialist.

MHCP will cover the following allergen-reducing products:

- Allergen encasements for mattresses, box springs and pillows
- An allergen-rated vacuum cleaner, filters and bags
- A dehumidifier and filters
- A HEPA single-room air cleaner and filters
- Integrated pest management, including traps and starter packages of food storage containers
- A damp mopping system
- A waterproof hospital-grade mattress (*if the member does not have access to a bed*)
- Furnace filters (*for homeowners only*)

MHCP does not require prior authorization for any allergen-reducing products

There is no dollar limit for these items

The following providers may provide allergen-reducing products:

- Federally qualified health center (FQHC)
- Home health agencies
- Indian health services
- Medical suppliers
- Pharmacies
- Rural health clinic
- Public health nursing clinics
- Durable medical equipment providers

RideCare 2022

What's new & What's changed

<https://prezi.com/view/xIFZO8EztEH2hyWF9DN9/>



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