

Did you know?

- There is a new toll-free County Hotline that county staff should call if their questions aren't answered through the normal route or if they are unsure who to call. The hotline number is **1-866-457-7146**.
- UCare now partners with Edgepark Medical Supplies to provide home delivery of medical supplies to all of our members. For more information, please contact Leslie Modrack at 612-676-3395.
- UCare has hired a consultant to provide clinical support to county case managers for *UCare Connect* members (see *UCare Connect* article on page 2). You can initiate these services by calling our confidential request line at 612-676-6655 or 1-866-457-7147.
- Doral has hired a Provider Relations Field Representative in Minnesota. This representative will conduct site visits in order to meet face-to-face with providers and their office staff and to cultivate relationships with these offices. The representative will also assist the Doral team with continuity of dental care issues and serve as a resource to counties.

Many thanks from Quality Management

UCare's Quality Management Department extends its thanks to all county care coordinators who are assisting with many MSHO Performance Improvement Projects (PIPs). Currently we have three MSHO PIPs underway:

- **Pneumococcal PIP (2006-2009)** – Has entered the final measurement year. This year will be a final push to meet our goal to increase PPV vaccination rates for MSHO members by five percentage points.
- **Calcium Plus Vitamin D PIP (2007-2010)** – Is in the second measurement year. This fall we'll look at the first year's data to see how we are performing on this project.
- **Aspirin PIP (2008-2011)** – Our newest MSHO project. It kicked off in April with our first set of action lists being sent out to the care coordinators.

We appreciate the hard work and extra time care coordinators spend on these PIPs. Without the help and support of the care coordinators, UCare would not be able to accomplish the important goal of the PIPs – improving care for our members.

New Quality Management staff members

The Quality Management Department has two new staff members working on the MSHO projects. **Melissa Deuschle, RN, BSN**, works part-time as the Performance Improvement Coordinator and has clinical and managed care experience. She can be reached at 612-676-3534 or mdeuschle@ucare.org. **Holly Heisler, MPH**, is the new Project Manager and has spent the last several years working with immigrant populations in the Twin Cities and at the University of Minnesota in an academic health setting. She can be reached at 612-676-3589 or hheisler@ucare.org.

Low Income Subsidy (LIS) outreach

Social Services Coordinators, Inc. (SSC) works on behalf of UCare by screening UCare members for the Low Income Subsidy (reduces Part D co-pays) and Medicare Savings Programs (pays for Medicare B premiums). SSC does outreach via telephone and letters to members. It assists members in filling out the applications for these programs. LIS applications are submitted to Social Security, and MSP applications are submitted manually to the appropriate county Medicaid office for approval. SSC has the special ability to put an application on hold while members collect all the information and documentation needed for submission. It also assists UCare members in renewing their LIS annually. On occasion, SSC does file releases of information to the county for member information.

If you have any questions about how SSC works on behalf of UCare, call the County Hotline at **1-866-457-7146**.

Spanish-language M.O.M.S. booklet now available

UCare's booklet for pregnant members eligible for the Management of Maternity Services (M.O.M.S.) Program is now available in Spanish. This colorful booklet has been culturally adapted and covers information on prenatal care, car seats, breast pumps, perinatal mental health, nutrition, and much more! The booklet will be mailed to all identified pregnant members who speak Spanish. To view a copy of the booklet online (English and Spanish), please click:

<http://www.ucare.org/members/healthandwellness/pregnancy/view/moms.html>

For more information about the M.O.M.S. Program and this booklet, contact Elyse Chadwick at 612-676-3548.



\$25 gift card incentive aims to reduce smoking during pregnancy

Research has shown that smoking during pregnancy increases the risk of pregnancy complications and adverse birth outcomes, such as premature delivery and low birth weight. Smoking is also one of the most common risk factors among pregnant UCare members. This is why UCare is offering a \$25 gift card incentive to pregnant members who complete an initial phone counseling session with the Mayo Clinic Tobacco Quitline (MCTQ). Also eligible for this incentive are members who have given birth, up to one year postpartum.

Members can call the MCTQ at 1-888-642-5566 to start counseling. Through the MCTQ, UCare covers the cost of nicotine patches, gum, or lozenges. For more information on the incentive, members can call UCare Customer Services at 612-676-3200 or 1-800-203-7225 (toll free). Hearing impaired members can call 612-676-6810 or 1-800-688-2534 (toll free).

UCare Connect targets people with disabilities

The Minnesota Department of Human Services introduced a new health care program for people with disabilities in January 2008. This new program is called Special Needs BasicCare (SNBC). UCare's "brand name" for SNBC is *UCare Connect*. It is for people with a physical disability, developmental disability, and/or mental illness, ages 18 to 64, who are eligible for Medical Assistance (without Medicare), or who have Medicare Parts A and B. They also must live in the 34-county service area: Benton, Blue Earth, Carlton, Chippewa, Chisago, Cottonwood, Faribault, Fillmore, Houston, Isanti, Jackson, Kandiyohi, Lac Qui Parle, Le Sueur, Lincoln, Lyon, Martin, Mille Lacs, Mower, Murray, Nicollet, Nobles, Olmsted, Pine, Redwood, Rice, Rock, Sherburne, Stearns, St. Louis, Watonwan, Winona, Wright, and Yellow Medicine.

UCare Connect is a voluntary program that includes basic care services, Medicare-covered health care services, and Medicare prescription drug coverage. It does not include home and community-based waivers, county case management, personal care assistant services, private duty nursing, or ICF/MR services.

The benefits of *UCare Connect* include:

- A network of specialists and primary care physicians with experience in providing care to individuals with disabilities.
- Advanced Practice Nurse consultation for county case managers to help with health care questions.
- Access to a 24-hour nurse line.
- Dental access, including UCare's See-A-Dentist Guarantee.
- All health care services that members currently receive through Medicaid and/or Medicare.
- Various health and wellness programs.

For more information, please contact Archie Eliason at 612-676-3542.

Introducing UCare's MSHO Strong & Stable Kit

A new falls prevention kit is available for UCare's MSHO members. The Strong & Stable Kit contains items like tub grips and an instructional DVD to help members increase strength and balance, manage medications, and to make their home safer. These resources will help members be strong, stable, and less likely to fall. Kit orders are placed by the member's care coordinator.

Kit order forms are available online at:

<http://www.ucare.org/providers/provforms.html> under "Minnesota Senior Health Options (MSHO)."



For more information, contact Adrea Martine at 612-676-3281.

Four o'clock on Friday afternoon



Sometimes members have medical questions that arise when their clinic is not open. UCare's **Health Connection** helps answer those questions 24 hours a day, seven days a week, including holidays. Health Connection's nurses help members with a full range of questions about injuries or illnesses, such as colds, fevers, sprains, or falls. They can also help members decide if they need to be seen right away at an urgent care center or hospital, or what to do to alleviate symptoms until members can be seen at their primary care clinics. Members can call Health Connection at 1-800-942-7858 or 1-800-728-3311 (TTY/hearing impaired).

UCARE PHONE LIST

Clinical Services

Authorization and Intake
612-676-6705
1-877-447-4384 (toll free)

County Hotline

1-866-457-7146 (toll free)

Customer Services/Enrollment

612-676-3200 (State Public Programs)
1-800-203-7225 (toll free)
612-676-6868 (Special Needs Plans)
1-866-280-7202 (toll free)

Eligibility Verification

612-676-6824
1-800-203-7225 (toll free)

Health Connection

1-800-942-7858 (toll free)
TTY: 1-877-728-3311 (toll free)

Health Promotion

612-676-3355
1-866-610-7213 (toll free)

Health Ride Transportation

612-676-6830
1-800-864-2157 (toll free)

Mental Health Services

Altru
1-866-232-7792 (toll free)

Behavioral Healthcare Providers

763-525-9919 (Metro)
1-800-361-0491 (Greater MN)

MMSI

1-800-645-6296 (toll free)

See-A-Dentist Appointment Hotline

1-800-235-0564 (toll free)

Government Programs

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