

Did you know?

- UCare has a toll-free County Hotline that county staff can call if their questions aren't answered through the normal route, or if they don't know whom to call. The hotline number is **1-866-457-7146**.
- UCare's MSHO Strong & Stable Kit received a Bronze award in the Mature Media Award's Consumer Education Program category, in which only one Gold Award and three Bronze Awards were declared. The competition is presented annually by the Mature Market Resource Center, a national clearinghouse for the senior market. The Center recognizes the nation's finest advertising, marketing, and educational materials designed and produced for older adults. We are proud to be recognized for this Kit, and are enthusiastic about the potential for improvement in our members' health.

ActiveU Fitness Program

A YMCA monthly membership is covered 100% (paid directly to the health club) for UCare's MSHO, *UCare Connect*, and *UCare Complete* members. Three additional YMCA locations have been added to this program. They include Mankato YMCA, Worthington YMCA, and Itasca County Family YMCA in Grand Rapids.

In addition, *UCare Complete* members have the option to use the fitness center or aquatic center at Courage Center (Golden Valley or Stillwater locations). Please note that transportation is not part of this benefit. Members should contact UCare's Member Services at 612-676-6868 or 1-866-280-7202 (toll free) to get a participation form. Member Services will have the most current list of YMCA locations participating in the ActiveU Program.

Members enjoy discount on Community Education

Exercise, sports, cooking, crafts, computers! UCare members may be eligible to explore them all with a \$15 discount on most classes offered by their local Community Education program. The number of classes a Minnesota Health Care Program (MHCP) member can take with the \$15 discount is unlimited. If a class is less than \$15, the member may take the class free of charge.

Members must be on UCare at the time of registration, and through the duration of the class(es). Members need to present their UCare ID number to the Community Education office when registering. This discount does not apply to the following classes: Private lessons, alcohol-related activities, high-risk activities (sky diving, rock climbing, etc.), and gambling trips.



For detailed information, members can review class schedules, locations, and times in their local Community Education catalog or by contacting their local school district. To identify their school district number, members can call United Way 211 by dialing 211 or 1-800-543-7709 (toll free).

Mental health provider survey

In order to receive feedback and information from an important stakeholder group (i.e., providers), UCare fielded our first ever mental health provider survey in mid to late 2008. The survey was sent to 750 UCare providers. UCare received 120 surveys back for about a 16% return rate.

The survey was modeled after an earlier UCare Primary Care Clinic survey. Providers were asked a number of questions related to UCare and the performance of UCare delegates, such as claims, Provider Assistance Center, network teams, credentialing, etc. Providers generally felt that UCare did a good job of meeting the mental health needs of its members and in its provider assistance. A few areas were identified that needed improvement. These included credentialing and improving the distribution of information, including the programs that UCare offers. UCare will strive to improve our scores when the survey is done again in spring 2010.

WebEx training sessions

To provide more timely training to counties, UCare is offering a series of WebEx sessions to convey general information and updates about care coordination and case management to our county partners. Sessions will occur each quarter and generally one week following the quarterly care system trainings.

The remaining 2009 schedule is as follows: Wednesday, Sept. 30, from 10 a.m. to noon. and Thursday, Dec. 17, from 10 a.m. to noon. Call-in instructions will be issued in a separate e-mail, and agendas will be issued before each session. If you have specific agenda topics you'd like addressed, please e-mail them to Mary Grina at mgrina@ucare.org, or 612-676-3254.

Four o'clock on Friday afternoon



A Public Health Nurse (PHN) had problems with a particular pharmacy and infusion service filling a prescription for Synagis. It took the pharmacy service up to three weeks to process the doctor's order. The medication is mailed to Public Health, which makes a home visit to give this injection to a premature newborn needing this medication to prevent Respiratory Syncytial Virus (RSV). What other option is there to get more timely delivery?

UCare has chosen CuraScript to provide some members with certain specialty medications with next-day delivery. CuraScript is a specialty pharmacy that offers many services to fit members' needs. They provide members with personalized care, as well as other patient services. If you have any questions, please call UCare at 612-676-3200.

UCARE PHONE LIST

Clinical Services

Authorization and Intake

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

Mary Grina, Clinical Product Liaison

612-676-3254

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)

Dental Services

See-A-Dentist Appointment Hotline

1-800-235-0564 (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

612-676-3351

Health Ride Transportation

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

Mental Health Services

Behavioral Healthcare Providers

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

MMSI

1-800-645-6296 (toll free)

County Hotline

1-866-457-7146 (toll free)

Government Programs

Carol Berg, RN, MPH
Public Health and County

Manager

612-676-3635
cberg@ucare.org

Monica Carlisle

State Government Programs
Coordinator

612-676-3517
mcarlisle@ucare.org

Pang Cha

County Relations Coordinator

612-676-3638
pcha@ucare.org