



County News Briefs



Did you know?

UCare Mobile Dental Clinic fall dates

- Cloquet, Sept. 19-23
- Thief River Falls, Oct. 3-7
- Winona, Nov. 14-18
- View the complete [Mobile Dental Clinic schedule](#) posted on our web site.

Flu shot reminders set for the fall

- UCare will mail flu shot reminders to members in early October. A flu shot flyer also will be included in prenatal booklets mailed to pregnant members during the flu season.

Clinical Services news

- August 2011 [Clinical Services Program Update](#) for Care Coordinators.
- WebEx county training for county Care Coordinators, Monday, Sept. 26, 1-3 p.m.

County Provider training

- Billing overview for counties, Sept. 8; register with providerrelations@ucare.org, by Sept. 2.

Visit

[UCare's County Partnership](#) web page

Summer 2011 County Hotline: 1-866-457-7146 (toll free)

2011 UCare County Satisfaction Survey

Thank you, county partners, for participating in UCare's 2011 County Satisfaction Survey! Your feedback helps us measure how well we work with you in serving UCare members. We invited county partners in the 80 counties where UCare contracts for Minnesota Health Care Programs and our two Special Needs Plans to participate in the survey. We are very pleased that 76% of counties responded!

UCare values our county partners and welcome ongoing feedback throughout the year. We are pleased to share that the 2011 UCare County Satisfaction survey results show improvement in a number of areas, such as satisfaction with UCare's overall responsiveness, claims processing, and transportation services for members. There continues to be high satisfaction ratings for Health Promotion Programs, Clinical Services' audit process, and various UCare communication strategies (such as this newsletter and our County Partnership web page).



Results also helped us identify areas for improvement. These areas include improving overall satisfaction with UCare, easier identification of UCare Care Coordinators for our MSHO and Special Needs BasicCare (SNBC) members, and training/tools to participate in UCare Performance Improvement Projects (PIPs).

Survey results help us address specific issues and concerns, or provide clarification about UCare programs and services. We are contacting counties directly for further action on specific comments they provided.

Finally, the *UCare County Hotline is a direct line to UCare!* Please call us at **1-866-457-7146 (toll free)** whenever you want or need specific issues addressed, services clarified, additional training information, or answers to questions. We're here for you.



Child and Teen Check-up (C&TC) Reminders

Although UCare MHCP members between the ages of 0 and 20 are eligible to receive complete C&TC visits at no charge, many of our members experience multiple barriers to receiving these services. Thank you for prompting UCare member parents to take advantage of these important preventive services for their children.

To support this effort, we provide these incentives and reminders to our members:

- \$25 gift card for being up to date on all immunizations at age 2 years.
- \$25 gift card for lead testing at 12 months of age.
- \$25 gift card for lead testing at 24 months of age.
- Kindergarten Mailer, with C&TC reminders.
- Seventh Grade Mailer, with C&TC reminders.

You can find links to the gift card vouchers at the UCare web site: www.ucare.org/healthplans/mhcp/HealthandWellnessProgramsforChildren/Pages/C_TCRewards.aspx. Feel free to print copies to use in C&TC outreach.

We also welcome your ideas! Send your suggestions to help UCare increase member participation in C&TC to Pat Schaffner, UCare Health Educator, at pschaffner@ucare.org or 612-294-5029.

Minnesota K-12 Immunization Requirements

Full name	Shot	# of doses
Diphtheria, tetanus, pertussis	DTaP/DTP/DT/Td	3 (plus booster dose)
Polio	IPV	3
Measles, mumps, rubella	MMR	2
Hepatitis B	Hep B	2-3
Varicella (chickenpox)	VAR	2

Translated health and wellness information coming online soon!

As part of our commitment to serving non-English speaking members of our health care programs, we are stepping up efforts to offer key member materials in languages other than English.

This summer and fall, we're adding translated health promotion member materials to our web site at www.ucare.org, and to the County Partnerships page at www.ucare.org/counties. The information will be available in Hmong, Somali, and Spanish. These translated health promotion resources will be available:

- "You and UCare" Health and Wellness Programs Overview
- Management of Maternity Services (M.O.M.S.) Prenatal Voucher
- M.O.M.S. Postpartum Voucher
- Child and Teen Checkups (C&TC) Lead Test Voucher
- C&TC Immunization Voucher

Spanish-language editions of our member newsletter, *a healthier u*, have been available on our web site since last year.

We are translating the M.O.M.S. booklet and the Parents' Guide into Hmong, Somali, and Spanish. We're also investigating additional use of audio and video translations for our members from diverse communities.

Remember that there are more than 4,300 translated health resources on the Exchange web site at www.health-exchange.net. Click on Library, enter ucare as the user name and password, search by language and topic, and download materials for free.



UCare supports lead testing efforts

UCare may be able to help promote lead testing events in your high-need areas. Depending on the number of children needing lead testing, UCare will reach out to eligible members via flyers and follow-up phone/Televox calls to encourage members to have their children tested at an event.

If you are planning a lead event and seek UCare's support, please contact Tamara Sippl at tsippl@ucare.org or 612-676-3586. A minimum lead time of two weeks is required.

The Great Minnesota Get Together is Aug. 25-Sept. 5

If you're visiting the Minnesota State Fair this year, stop by UCare's information booth in the Health Fair 11 building (a.k.a. Crossroads East, at Dan Patch and Cooper Streets).

Flu shots

Health Fair 11 Flu Fighter Clinics are offering flu shots in this building between 9 a.m. and 6 p.m. daily.

Lead screenings and education

UCare is sponsoring lead screenings for children and pregnant women, and lead poisoning prevention education at our booth. Testing by CLEARCorps representatives will take place Aug. 27-29 and Sept. 3-4; results will be sent later to the parents or guardians of the children.

Seniors Day event

UCare's 9th Annual State's Largest Senior Stretch & Stroll at the Fair is on Thursday morning, Sept. 1 - Seniors Day! More than 1,000 fairgoers will fill Carousel Park for this popular event. UCare and Volunteers of America organize the program, which promotes fitness and good health among seniors.

Dental Care for U debuts at www.ucare.org

Dental Care for U (www.ucare.org/dentalcareforu) has debuted on UCare's web page. The new "one-stop shop" resource features UCare's dental programs and services to help UCare members get the most out of their UCare dental benefits.

Dental Care for U helps members:

Find a dental home. Members can use the **Find A Dentist** tool to find a dentist close to them. They can also learn about UCare's See-A-Dentist GuaranteeSM and call the appointment hotline for help setting up a dental check-up and cleaning in 30 or fewer days!



Understand their dental benefits. The site steers members to the Minnesota Health Care Programs page, where they can research their dental benefits.

Learn about UCare's Mobile Dental Clinic.

Information about UCare's new, re-designed Mobile Dental Clinic is staffed by University of Minnesota School of Dentistry dental and dental hygiene students who provide care under faculty supervision. The page offers links to the clinic's schedule.

Please visit this new page, and share this news with your county colleagues.



Health Integrated, Inc. joins behavioral health efforts

UCare has a new partnership with **Health Integrated, Inc.**, a company specializing in behavior change through a whole-person approach that considers the physical, behavioral, and social aspects of health to the overall well-being of our members.

The partnership calls for UCare to provide the services of **Synergy Total Population Health Management** to our adult UCare Medicaid members who meet eligibility requirements. Synergy is an integrated behavioral and medical chronic condition management program that takes a bio-psycho-social approach to help members better manage their daily and long-term health.

Synergy was developed from evidence-based, clinical practice guidelines that are reviewed and updated annually, or as clinically indicated. Synergy supplements the care provided by primary care physicians (PCPs) with coaching, education, and support to motivate our members to achieve greater self-efficacy and improve their health status. PCPs may be contacted as needed throughout the program by Synergy's Personal Care Coaches and Outreach Coordinator, depending on the care coordination circumstances of the member.

For additional information or if you have questions, please call UCare Customer Services at 612-676-3200 or 1-800-203-7225 (toll free).

Important new faces at UCare



Michael Lynch, M.D., joined UCare in late June as our new Associate Medical Director. Mike most recently was Medical Director for **Community Health Partnership, Inc.**, a non-profit, contracted Medicare/Medicaid care management organization based in Eau Claire, Wis.

Mike serves as a medical manager and policy advisor and assists with administering UCare's Clinical

Services, Quality Management, and Pharmacy departments. He also steers the development, implementation, and maintenance of UCare's quality improvement, utilization review, and case management activities.



UCare hired **Nancy Houlton** as the organization's Behavioral Health Services Director. Nancy previously was Manager of Long Term Care, Adult Protective Services, and Managed Care at Ramsey County Human Services.

In her new position, Nancy is responsible for the clinical quality, operational efficiency, strategic planning, and fiscal management of UCare's behavioral health services. Nancy also is responsible for UCare's business relationships with contracted and delegated behavioral service entities. If you have any questions or concerns, please contact Nancy at 612-676-3311 or e-mail: mhoulton@ucare.org.



Jessica Assefa has joined UCare's Clinical Services team as the new County Liaison and *UCare Connect* health plan navigator. UCare values the partnership we have with counties to provide coordinated care for our members. If you have any questions or concerns related to clinical services or any UCare products, please contact Jessica at 612-294-5057, or e-mail: jassefa@ucare.org.

UCare Phone List

**Clinical Services
Authorization and Intake**

612-676-6705
1-877-447-4384 (toll free)
Jessica Assefa
Clinical Product Liaison
612-294-5057

**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
(24-hour nurse line)**

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

Health Promotion

612-676-3351
1-866-243-5157 (toll free)

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)

**See-A-Dentist Appointment
Hotline**

1-800-235-0564 (toll free)

Government Relations

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Do you have a question not answered through your regular contacts? Need help untangling an issue?
Can't remember who to call? Then use our toll-free County Hotline!
We welcome your calls and questions to help you work with our UCare members.

County Hotline: 1-866-457-7146 (toll free)

