



# County News Briefs



Summer 2010 County Hotline: 1-866-457-7146 (toll free)

## Did you know?

- UCare MinnesotaCare members may now book rides to colonoscopy and/or mammography appointments. In addition, future rides may now be scheduled into the next month for eligible UCare members. To arrange transportation, members should call Health Ride at 612-676-6830 or 1-800-864-2157 (toll free).
- Although the Minnesota Department of Human Services (DHS) now only requires health plans to produce and distribute two updated Provider Care Network Listings (PCNLs) a year, UCare will continue to distribute them on a quarterly basis to counties. To request a change in PCNL quantities for your county, please call the toll-free County Hotline at 1-866-457-7146.

## UCare Tooth Care mobile dental unit meets member needs

Research shows a direct correlation between the status of oral health and general health. The **Centers for Disease Control and Prevention (CDC)** recently reported associations between oral infections – primarily gum infections – and diabetes, heart disease, stroke, and pre-term, low-weight births.



The good news is that tooth decay and many oral diseases are preventable.

That's why UCare is addressing this growing and vital health care need with creative oral health outreach programs for our underserved populations. UCare is the **only** Minnesota health plan with a mobile dental unit (MDU) able to bring dental care to areas with limited services.

UCare Tooth Care is a 37-foot, fully outfitted “dentist office on wheels” with three dental chairs. We launched UCare Tooth Care in 2002 with our partner, the University of Minnesota School of Dentistry, to initially serve members in the metropolitan area. We expanded its reach to Greater Minnesota in 2003. UCare Tooth Care travels 47 weeks each year, logging about 15,000 miles across the state to serve our members.

Despite a shortage of dentists willing to see patients eligible for Medicaid, getting enough members scheduled for preventive and simple restorative procedures on the unit is sometimes very challenging. It takes the efforts of a half-time staff person and thousands of promotional postcards to fill the MDU for a five-day site visit.

“That’s where our county partners may have some valuable insight,” commented Margie Lindberg, UCare’s MDU point person. “Without the local support, we will continue to struggle to get the schedule filled.”

Lindberg says the site selection process requires careful analysis and has already begun for 2011, when we will ask our host counties to help us identify UCare members most in need of dental services. Counties



with lower-than-average preventive care utilization will be considered first, and will be contacted in early summer to establish a collaborative partnership that will bring UCare's dental van to them. Of course, we also will evaluate a county's interest in working with us, as well as applying our standard criteria of member access to dental services.

To view the 2010 MDU schedule please [click here](#). For more information or questions, please contact Margie Lindberg at [mlindberg@ucare.org](mailto:mlindberg@ucare.org).

### Strong & Stable Kit available in three languages

The Strong & Stable Kit is now available for UCare's Minnesota Senior Health Options (MSHO) and Minnesota Senior Care Plus (MSC Plus) members. We have added English-captioning and Hmong and Somali versions to the original English version; all are on one DVD. All other kit contents remain the same (tip sheets, tub grips, nightlight/flashlight, and a medication pill box).

To order a kit for a member, please use the order form on the provider web site by [clicking here](#). The updated form includes a check box for language and, based on your selection, we will include a welcome letter in Hmong, Somali, or English.

For more information or questions, please call Debbie Hanka at 612-676-3350.



### Free asthma and diabetes camps for kids

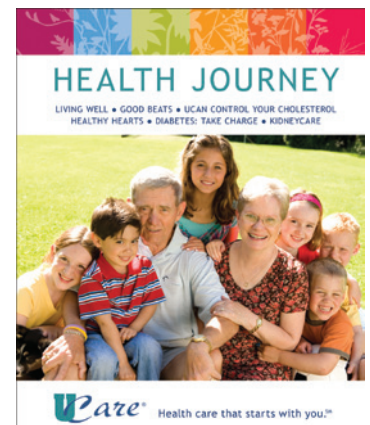
In 2010, UCare is again partnering with asthma and diabetes camps across Minnesota to offer young members the chance to attend camp at no cost!

These special camps help children learn how to better manage their medical condition while enjoying the fun summer camp offers. Experienced health care professionals are on hand to take care of medical needs.

To attend the camps at no cost, children must be UCare members who are 5 to 16 years old at the time of registration and during the days of camp. Eligible kids will receive information in the mail. For more information on the **asthma camp**, members can call 651-268-7587; for more information on the **diabetes camp**, members can call 1-888-342-2383, ext. 6593.

### UCare's Health Journey Program

Health Journey is a new health coaching program from UCare's Disease Management for adult members with one or more of the following conditions: heart failure, hypertension with diabetes, diabetes with high cholesterol, and/or chronic kidney disease (CKD) Stages 1 – 4. Launched in September 2009, Health Journey offers motivational interviewing, goal setting, and chronic disease education to eligible members. The program is telephonic and there is no cost to the member to participate.



Members are identified for the program by claims data, emergency department/inpatient data, and referrals from primary care clinics or case managers. A Certified Health Coach (CHC) RN learns from the member what he or she wishes to attain for good health. The CHC also determines the member's readiness to change. The member identifies specific goals to achieve and the CHC encourages him or her to take small steps to accomplish the goals. The primary care provider's plan of care is followed and the provider is updated with the member's status.

To determine program eligibility, [click here](#). To refer members with heart failure, please send a completed **Health Failure Program Patient Enrollment Form**. For referrals to UCare's other disease management programs or for more information, please leave a message on the Disease Management Message Line at 612-676-6539 or 1-866-863-8303 (toll free).

## Ready, Get, Fit! Kit for UCare MinnesotaCare members

UCare wants to promote physical fitness among our MinnesotaCare (MnCare) members. The *Ready, Get, Fit!* Kit is a home fitness option for them.

Members can choose ONE of the three kit options:

1. **Family Kit** – A family fitness fun book, inflatable fitness dice to roll and play, collapsible frisbee, jump rope set, and a choice of one DVD (ages 2 – 7 years, ages 8 – 13 years, and ages 10 – 17 years).
2. **Yoga Kit** – A yoga mat and carrying case, water bottle, workout towel, and Rodney Yee's *Yoga for Beginners* DVD.
3. **Walking Kit** – A high-quality pedometer, water bottle, two 1-lb. walking-ball weights, and Leslie Sansone's walking DVD.

County partners can request the *Ready, Get, Fit!* Kit order form by calling the County Hotline at 1-866-457-7146 (toll free).

## UCare becomes text4baby outreach partner

UCare is now an outreach partner for text4baby ([www.text4baby.org](http://www.text4baby.org)), a free mobile information service designed to promote maternal and child health.



We encourage our county partners to promote text4baby to all pregnant and new mom-members of UCare's Medical Assistance and MinnesotaCare programs.

There is no cost to the user, even if she does not have a text message plan with her mobile service provider. If user does have a text plan, text4baby will not deduct from the total number of texts she pays for with her regular plan. Women can simply sign up for text4baby by texting "BABY" or "BEBE" in Spanish to 511411.

Enrolled women receive free text messages each week, timed to their due date or baby's date of birth. Messages address a variety of maternal and child health, including birth defects prevention, immunization, nutrition, oral health, and safe sleep. text4baby messages also connect women to national prenatal, infant care services and other resources. Because it's not an interactive program, members are to discuss any questions or concerns with their health care provider.

## Preferred diabetes blood glucose testing supplies for UCare members

As of April 1, 2010, the following blood glucose meters and their corresponding test strips are preferred for all UCare members: CONTOUR® Meter (Bayer HealthCare), BREEZE® 2 Meter (Bayer HealthCare), OneTouch® Ultra® 2 Meter (LifeScan, Inc.), OneTouch® UltraSmart® Meter (LifeScan, Inc.), and OneTouch® UltraMini® Meter (LifeScan, Inc.).

UCare members currently using other meters/strips will be encouraged to switch to a preferred product. They should have received a letter from UCare with instructions explaining their options for obtaining a new blood glucose monitoring kit at no charge to them. UCare members who are new to blood glucose testing will be required to use one of the products listed above.

By partnering with specific diabetic supply manufacturers, UCare can lower its net costs, which help to keep the member premium and co-pay low. Thank you for supporting our efforts to provide diabetic members with access to needed supplies

### Electronic claims submission requirement

Effective July 1, 2010, UCare will no longer accept the submission of professional and institutional paper claims; this is according to the **Minnesota State Statute 62J.536**. Health care providers, as defined in the statute, must follow the requirements set forth in the Minnesota Uniform Companion Guide and the Administrative Uniformity Committee (AUC) Best Practices to avoid return of paper submitted claims and processing delays.

If you have any questions or concerns, you may call UCare’s Provider Assistance Center at 612-676-3300 or 1-888-531-1493 (toll free).

### 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)

**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)

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U1329 (06/10)

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)**