



County News Briefs



Did you know?

2012 MSHO Part D Prescription Drug Co-pay news

- Effective Jan. 1, 2012, UCare's MSHO program members who are Nursing Home Certifiable and open to Elderly Waiver (EW) will NOT have co-pays for Part D prescription drugs. This change applies to the UCare Part D formulary drugs for members with limited incomes (community-based); who live in long-term care facilities; or have access to Indian/Tribal/Urban (Indian Health Service) providers.

Mobile Dental Clinic visits in 2011

- Winona County, Nov. 14-18.
- Chippewa County, Dec. 5-9.
- Visit [UCare's Dental Care for U](#) page for more details.

End-of-year drawing to encourage lead testing

- Details on page 3.

Visit

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

Fall 2011

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

UCare announces 2011 UCare Fund grants

Five Minnesota counties were among 23 organizations receiving **UCare Fund** grants, announced in September.

Established in 1998, the UCare Fund is a community-directed initiative. Grant-making focuses on programs and initiatives that improve the health of underserved populations in the Twin Cities and throughout Greater Minnesota with innovative services, education, community outreach, and research.

The UCare Fund gave special attention to grant requests addressing:

- **Obesity reduction**, including intervention, prevention, and weight education in communities across Minnesota.
- **Preventive health care**, with emphasis on screening and outreach activities to individuals.



In addition, preference was given to grants that focus initiatives on seniors, individuals with disabilities, or diverse populations.

A total of \$935,940 was awarded in this year's grant cycle. The following counties received grants:

Fillmore County Public Health, Obesity Reduction and Preventive Health Care – Reduce the incidence of obesity-related diseases by targeting associated risk factors of nutrition, physical activity, access to preventive health care, and screenings; also enact policy, system, and environmental changes to improve outcomes.

Becker, Clay, Otter Tail, and Wilkin counties' Partner SHIP 4 Health Project – Partner with schools to enhance and strengthen school wellness policies, and provide technical assistance to help incorporate changes that will provide healthy eating and physical activity for students.

(cont. on page 2)



(cont. from page 1)

Ramsey County Community Human Services – Target wellness interventions to improve frequency and specificity of physical health interventions with Assessment Community Treatment teams to help clients achieve reductions in obesity as measured by Body Mass Index, and improve monitoring of wellness activities and interventions with clients.

City of Bloomington, Division of Public Health – Expand the availability of evidence-based and research-supported interventions to address issues of obesity reduction and preventive health care; integrate evidence-based practices related to obesity reduction and preventive health care into public health nursing strategies; and increase the ability to track client outcomes and program effectiveness.

Blue Earth County Public Health – Reach out to about 350 UCare members in community and waiver MSHO and MSC Plus programs in Blue Earth County and North Mankato to help enroll members in tai chi classes, yoga, water exercise, Pilates, bicycling, and health and wellness classes. Also complete pre- and post- assessments to measure health outcomes and/or improvements.

For information about remaining community and research grantees, [click here](#) to view the UCare news release with UCare Fund grant details.

Changes coming to UCare Connect in 2012

An e-mail describing changes in 2012 to UCare's Special Needs Plan, *UCare Connect*, was sent Sept. 28 by our County Team to all UCare county contacts, including department directors and supervisors.

Here is a summary of key points your county team members should note:

- **UCare Connect will no longer integrate Medicare benefits in 2012.**
- Effective Jan. 1, 2012, *UCare Connect* will be a Medical Assistance/MA-Only program (and no longer combine Medicare and Medical Assistance benefits).

- A CMS model letter was sent Sept. 26, 2011, to *UCare Connect* members.
- A letter from UCare was mailed to *UCare Connect* members on Oct. 6, 2011.
- Member meetings will be held in early November.
- Lutheran Social Service and county WebEx trainings occurred Oct. 11 and Oct. 19.

Call UCare's toll-free County Hotline at 1-866-457-7146 with any questions.

News about Walgreens Pharmacy and Express Scripts, Inc.

You might be aware that UCare's contracted Pharmacy Benefits Manager, Express Scripts Inc. (ESI), and Walgreens continue discussions about whether Walgreens will be in ESI's pharmacy network in 2012.

UCare mailed a letter to members explaining that if Walgreens and ESI do not arrive at an agreement, members may need to find a new pharmacy. Note that Walgreens pharmacies must fill prescriptions through Dec. 31, 2011.

Members can call UCare Customer Service at 612-676-3200 if they cannot get services from their Walgreens pharmacy. Members also can easily find a pharmacy online at www.ucare.org; click on "Find a Pharmacy."



Supporting pregnant members

Thanks to strong county partners, UCare’s low birth weight and pre-term birth rates are lower than the Minnesota and national average for all births. We value all that our partners do to help achieve these positive outcomes!

	LBW	Premature	Cesarean Birth Rate
UCare	5.16%	7.96%	21.6%
Minnesota ¹	6.6%	9.6%	27.7%
National ²	8.16%	12.18%	32.9%
Healthy People 2020 Goals ³	7.8%	11.10%	N/A

¹MN Data: “Vital Signs January 2011”, Minnesota Department of Health

²US Data: “National Vital Statistics Report: Births – Preliminary Data Sources: Data for 2009, CDC web site, December 2010

³Healthy People 2020 Goals: HealthyPeople.gov
(NOTE: No Healthy People goal for overall Cesarean Rate.)

We’ve recently received questions about UCare’s prenatal education and breast pump programs. The following is a look at how these programs and our overall UCare’s Management of Maternity Services (M.O.M.S.) program support pregnant members:

- **Prenatal booklet:** Once UCare learns a member is pregnant, we mail a booklet that includes resource information about prenatal care and other UCare programs.
- **Incentives:** A member may receive a \$25 gift card for her first prenatal visit **and** a \$25 gift card for a postpartum visit. If the pregnant member is a smoker, she can receive a \$25 gift card if she completes an initial assessment.
- **Prenatal Education** is provided free of charge to pregnant members on PMAP and MinnesotaCare. Prenatal education includes both childbirth and breastfeeding education. Members can take these classes from any

enrolled hospital or clinic (physician, community, or public health).

Classes should be taught by an enrolled provider or, if the clinic is directed by an enrolled provider, by a health educator with at least a bachelor-level degree in health education or national certification for prenatal education. Acceptable certifying bodies are ICEA (Childbirth Education), NCHEC (Lamaze), or IBCLC (Lactation). Prenatal education is a billable service (CPT Codes: S9442 for Birthing Classes and S9443 for Lactation Classes). However, if a class is offered free of charge to the public, providers may not bill for these classes. Transportation and interpreter services are available to members for this benefit.

- **Telephonic nurse teaching:** UCare contracts with a vendor to provide telephonic outreach for prenatal education and referral services in select counties.
- **Public Health home visits:** UCare sends referral lists to Public Health to offer prenatal and postpartum home visits.
- **Breast pumps** (electric or manual) are available at no cost for eligible members when authorized by their health care provider. There is a limit of one breast pump every three years. Members interested in receiving a breast pump can call UCare Customer Services (612-676-3200) for help locating a breast pump supplier.
- **S.E.A.T.S. Program:** Free car seat and education on how to appropriately use the seat.

For more information, contact Pat Schaffner, Health Educator, at 612-294-5029 or pschaffner@ucare.org.

End-of-year drawing to encourage lead testing

Three \$100 Visa gift cards are being offered via an end-of-year drawing for members who get lead tests before Jan. 1, 2012.

These gift cards are in addition to the \$25 gift card incentive



(cont. on page 4)

(cont. from page 3)

for getting lead tests and submitting signed vouchers. An insert with details about this offer is included in the lead test vouchers now being mailed to eligible members age 9 – 30 months who have not had a lead test in past 12 months. To be eligible for the drawing, the parent(s) of the young member being tested **must mail the signed voucher to UCare between Oct. 1 and Dec. 31, 2011**, for tests done during that same time frame. The drawing will be held during the first week of January 2012, and UCare will directly contact the winners.

Performance Improvement Project updates

UCare's Performance Improvement Projects (PIPs) help improve the health of our members. Here are results of two PIP projects we conducted with other health plans:

- The *New Member Utilization of Preventive Care* PIP sought to increase the number of members who had a preventive visit within the first six months of enrollment into UCare. The goal of a 5% increase was met for the PMAP and MinnesotaCare populations, but was not met for the UCare's MSHO, MSC Plus, and SNBC populations due to a number of barriers.
- The *Aspirin Therapy* PIP sought to increase the aspirin prescription fill rate of UCare's MSHO and MSC Plus members with ischemic heart disease and/or diabetes. This PIP improved the rate by 15.85%, well over the goal of a 5% improvement. The final reports include a "sunset plan" to continue sustained improvement.

More information about these projects can be found on the [Stratis Health](#) web site.

The current *Diabetes and Blood Pressure Control* PIP seeks to increase awareness of the importance of blood pressure management for diabetic patients, their providers, and clinic staff. This PIP impacts UCare's MSHO, MSC Plus, PMAP, MinnesotaCare, and SNBC populations. To increase awareness of Diabetes and BP control, UCare will:

- Send Medication Therapy Management (MTM) letters this fall to eligible members

informing them about MTM services and encouraging them to use the services of a MTM pharmacist.

- Send an educational BP medication postcard encouraging members to talk with their primary care provider about a BP goal, tips for self-management, and BP medication management. The postcard includes a tear-off BP medication awareness card to record BP medication information.

Some care coordinators will be sent biannual "Risk Lists" of members with diabetes who may not be adhering to their blood pressure medication regimen. Care coordinators will be asked to follow up with providers for potential referral of these members to MTM services (if they are eligible) and about diabetes and blood pressure management of these members.

For more information on this PIP, contact Lorraine Cummings at lcummings@ucare.org.

In 2012, UCare will begin two new PIPs:

- The *Breast Cancer Screening* PIP, is a UCare-only project. This PIP seeks to improve breast cancer screening rates in UCare's MSHO, MSC Plus, and SNBC members, ages 40-69, by increasing care coordination efforts for non-compliant members.
- The PMAP and MinnesotaCare PIP, *Reducing Non-Urgent Emergency Department Use*, is a collaborative project that seeks to reduce the number of non-urgent emergency room visits for 0-5-year-olds with a comprehensive family education intervention through Head Start agencies, and using the book "[What to Do When Your Child Gets Sick.](#)"

Questions about these two projects can be directed to Lindsay Kohn at lkohn@ucare.org.



Falls Prevention Awareness information available year 'round

Help your MSHO care coordinators serve your older clients with UCare's **Strong & Stable Kit**.

The fear of falling is a major concern for older adults because falls can cause serious injury and other health problems.

Here are some helpful tips to pass along to your clients to help them prevent falls:

- Have your eyes checked at least once a year.
- Make your home safer by removing falls hazards such as throw rugs and electrical and phone cords, and clearing clutter from walkways.
- Improve the lighting in your living space by placing lamps next to the bed; using nightlights in the bathroom, hallways, and bedroom; and turning on lights before entering a room.
- Have your medications reviewed regularly by your pharmacist or doctor. Some medications may cause dizziness or drowsiness.
- Choose footwear that has non-slip soles, fits your feet, and has low heels.
- Use assistive devices such as handrails, grab bars, a raised toilet seat, nonslip treads or tape in the bathtub and on slippery flooring, and a cane or walker when traveling a long distance or walking in a large crowd.
- Keep moving. Walk around a shopping mall, exercise at a health club or local community center.
- Exercise at home.
- The Strong & Stable Kit is available at no cost to UCare's MSHO and MSC Plus members. [Click here](#) to review the kit.
- Order Strong & Stable Kits for your clients using [this link](#).

For more information on falls prevention, please check out:

- The [Minnesota Falls Prevention](#) web site.
- Centers for Disease Control and Prevention's "[Injury Prevention & Control: Home and Recreational Safety](#)" page.



UCare's Strong & Stable Kit.

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)

