

## Did you know?

- UCare members can visit their health care provider or attend a community flu shot clinic to receive a free flu shot. UCare encourages members to protect themselves and to protect others by getting a free flu shot this season. To find an available flu clinic in their area or for more information, members can call the Customer Services phone number listed on their UCare ID card.
- New Medicare guidelines allow members to enroll in MSHO at the first of the month during which they turn 65, rather than waiting until the first of the following month to enroll. This began with effective dates of 10/1/08.
- Doral has hired Theresa Kiros as the Provider Relations Field Representative in Minnesota. Theresa will conduct site visits in order to meet face-to-face with providers and to cultivate relationships with these offices. She will also assist the Doral team with continuity of dental care issues and serve as a resource to counties.

## Meet the new Clinical Product Liaison

Welcome, Mary Grinal! Mary joined the Clinical Services Department at UCare on Oct. 20, 2008, as the Clinical Product Liaison. Mary is a Registered Nurse with an extensive background in health care management. In this role, Mary will replace Shelley Wagner as the key contact for county inquiries about different UCare products and care coordination processes, and will provide clinical training as needed. She can be reached at 612-676-3254 or [mgrina@ucare.org](mailto:mgrina@ucare.org). She is looking forward to getting to know our county partners!



## Promoting topical fluoride is an important prevention strategy

As you know, the application of topical fluoride is a covered benefit (Dental Code D1206) for members on Medical Assistance and MinnesotaCare. Credentialed dentists and hygienists are able to perform the application and submit claims to Doral. In an effort to ensure all members receive this beneficial service, UCare has taken some additional measures. UCare has informed its contracted medical providers that they may also perform the topical application of fluoride and submit for reimbursement at the same rate received by dental providers. UCare reimburses health care professionals, including Public Health, for the application of topical fluoride varnish to pediatric patients to prevent caries. UCare published an article about this in the Spring/Summer 2007 issue of UCare's *health lines* provider newsletter. It explained that any staff member who has completed training for this procedure can perform the service and the clinic (including Public Health clinics) can bill for it using code D1206. This code does not require prior authorization and no limits apply to this service.

In 2007, UCare provided funding to Dr. Amos Deinard, who has been instrumental in providing training throughout the state for Public Health staff to perform dental varnish applications. A number of counties also used some UCare year-end funding to develop and support their dental varnish program.

UCare Tooth Care (UCare's Mobile Dental Unit) travels extensively throughout the state providing examinations, preventive services, and primary care restorative services. Dental varnishes are also provided routinely on the MDU as needed. The MDU advertises when it's coming to cities in the metro area and out-state Minnesota six weeks prior to arrival, and encourages UCare members to make appointments. Members can call 1-866-451-1555 (toll free) to make an appointment on UCare Tooth Care.

## Mental Health Children's Residential Treatment

Effective Jan. 1, 2009, all health plans will be responsible for the treatment costs associated with mental health children's residential treatment. Although the actual number of children utilizing these services in the past has been quite small, there will be a need for an extensive amount of coordination between the health plans and counties.

UCare is currently developing a process and defining and clarifying the process to be used in these situations. UCare will meet with a few counties, but welcomes input from any county on this process. Once developed, the guidelines will be shared with all counties. If you have questions, issues, comments, or concerns, please feel free to contact John Kowalczyk, UCare Behavioral Health Program Manager, at 612-676-3287 or [jkowalczyk@ucare.org](mailto:jkowalczyk@ucare.org).

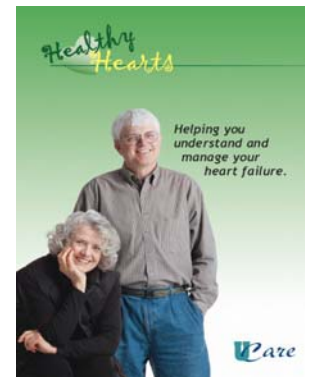
## Healthy Hearts and Cardiocom

Heart Failure (HF) is a clinical syndrome where the heart does not pump or fill as well as it should to meet the body's needs. It is a condition that affects more than 5 million American men and women. The condition can affect anyone at any age; however, it is most prevalent in those over age 60 because of age-related changes that weaken the heart and because disorders that damage cardiac muscle are likely present. HF is a serious condition with no cure – but despite the grim picture, people can learn to live normal, healthy lives with proper management and education.

UCare has developed two programs for members who have been diagnosed with HF: Healthy Hearts and Cardiocom:

### Healthy Hearts

Healthy Hearts is a telephone-based program that offers comprehensive HF education to low-risk members. Program participants receive *Healthy Hearts*, an educational book developed by UCare, as well as a bathroom scale, and a series of calls from UCare's Complex Care nurse. Members are encouraged to weigh themselves daily, monitor HF-related symptoms, complete a HF action plan or care plan with their health care provider, and report significant weight loss or gain directly to their heart care provider.



### Cardiocom

Cardiocom is a telemonitoring program designed for high-risk members with HF. Participants receive an in-home device or **Telescale** that monitors daily weight and/or HF-related symptoms. The information is instantly transmitted over a telephone line to a nurse at Cardiocom. As needed, the Cardiocom nurse will call to verify the reported weight and/or symptoms. The nurse also will contact the member's doctor to report any significant symptoms. A device called **CareStar** is available for members who cannot use a Telescale.



To qualify, members must meet UCare's program criteria. Program participation is voluntary and offered at no cost as part of UCare's benefit coverage. If you would like additional information about UCare's HF programs, please contact Tracy Fodstad, RN, PHN, at 612-676-3401 or 1-866-457-7144 (toll free). If you are hearing impaired, please call our TTY line at 612-676-6810 or 1-800-688-2534 (toll free).

## Performance Improvement Program (PIP) Project Updates

### Aspirin PIP (2008-2011):

- 2008 Care Coordinator Q&A document is now available and is posted on the UCare Quality Initiatives web site.
- ASA risk lists will be sent to Care Coordinators monthly.
- A new member mailer will be sent this fall.
- Translated fliers ready by the end of the year.

### Calcium/Vitamin D PIP (2007-2010):

- Great news! UCare exceeded the goal of five percentage points set by the collaborative to have members fill OTC prescriptions for Calcium/Vitamin D.
- A new member mailer will be sent this fall.

### Pneumococcal PIP (2006-2009):

- Data results just in: Thanks to the efforts of Care Coordinators, we exceeded the five percentage points set as the project goal.
  - The PPV Baseline Rate – 24.95% members had a PPV vaccination.
  - PPV Measurement 2 Period Rate – 37.25% of members had a PPV vaccination (12.30% increase over the baseline).
- This year is the final push to continue to increase PPV vaccination rates for MSHO members by five percentage points.
- Please encourage new members to get a PPV vaccination along with a flu vaccination this fall.

For more information on the MSHO projects, please visit UCare's web site at: <http://www.ucare.org/providers/qualityinitiatives.html>

## Four o'clock on Friday afternoon



A mom comes in to a dental office with her 16-year-old son who needs an evaluation for braces. She has contacted several local dentists but their client base is full and they are not currently taking new patients. The family hasn't seen a dentist recently, and mom wonders what they should do.

In recent years, the number of individuals choosing a career in dentistry has been declining. UCare's dental vendor, Doral Dental, has more than 900 dental providers statewide to serve members. Doral helps members find providers and arranges for their appointments when asked. In the case above, Doral can arrange for an evaluation for the child with a specialist to determine the need for braces. Once Doral receives the paperwork and the need for orthodontic services is confirmed, Doral will authorize services and help the member find an orthodontist. With Doral providing assistance in locating both providers, the authorization process is seamless.

## 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)

### Doral Dental

1-800-896-2372 (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

#### 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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