



Disease Management Programs

Program	Diabetes			
	Low-Risk	At-Risk	High-Risk	Health Coaching
Vendor	Program managed by UCare.			
Referral Process	Members identified through claims and lab reports.			
UCare Contact	Lorraine Cummings 612.676.3246		Amy Christensen 612-676-3418	
Eligible Members	<ul style="list-style-type: none"> Members ages 18 - 75 yrs who have been enrolled in UCare for at least 11 months. Members who have completed all recommended diabetes lab tests and/or exams in 1 year. 	<ul style="list-style-type: none"> Members ages 18 - 75 yrs who have been enrolled in UCare for at least 11 months. Members missing ≥ 1 diabetic lab tests and/or exams in 1 year. 	<ul style="list-style-type: none"> Members ages 18 - 75 yrs. Members who have had an IP or ED event for diabetes 	<ul style="list-style-type: none"> Members ages 18 - 75 yrs who have been enrolled in UCare for at least 11 months. Members whose LDL levels are ≥ 100, regardless of risk level.
Eligible Products	All products except Select.			
Exclusions	Institutionalized members			
Description of Program Services	<ul style="list-style-type: none"> Congratulatory letter for completing all annual lab tests & exams for diabetes care: <ul style="list-style-type: none"> ✓ A1C test – 2 tests ✓ Lipid test – 1 test ✓ Microalbumin test – 1 test ✓ Eye exam – 1 test ✓ Diabetes visits – 2 visits to PCC or an endocrinologist An incentive program opportunity to self-report lab values. Educational mailings. 	<ul style="list-style-type: none"> Members receive individualized “Diabetes Care Report”. An incentive program opportunity for completion of missing tests & exams An incentive program opportunity to self-report lab values. Educational mailings. PCP receives a copy of the “Diabetes Care Report” 	<ul style="list-style-type: none"> Members receive a Diabetes Follow-Up Toolkit PCP receives a faxed copy of the Diabetes ED/IP report. Telephonic Health Coaching, if indicated An incentive program opportunity. 	<ul style="list-style-type: none"> Members receive health coaching. A care plan is developed with the member.

Mn: Minnesota Care ME: Medical & General Assistance NYHA: New York Heart Association ED: Emergency Department IP: Inpatient Hospitalization

Information Subject to Change

Version 3/09



Disease Management Programs

Program	Hypertension Initiative “Good Beats”	Heart Failure (HF)	
		Healthy Hearts	Cardiocom
Vendor	Program managed by UCare	Program managed by UCare.	Provided by Cardiocom.
Referral Process	Members identified through claims	Fill out enrollment form and fax to UCare at: 612.884.2497	
UCare Contact	Lorraine Cummings 612.676.3246	Tracy Fodstad 612.676.3401	
Eligible Members	<ul style="list-style-type: none"> Members ages 18-75 Must have been enrolled for 11 months. Must have a diagnosis of both diabetes and hypertension Must meet HEDIS diabetes criteria 	<ul style="list-style-type: none"> Weight-bearing members age ≥ 18 yrs. ≤ 1 ED/IP event in the past 15 months. Current HF symptoms cause: <ul style="list-style-type: none"> ✓ No limitation of physical activity ✓ Slight limitation of physical activity 	<ul style="list-style-type: none"> Members age ≥ 18 yrs <u>regardless</u> of weight bearing status. ≥ 2 ED/IP events in the past 15 months. Members with implanted cardiac devices. Current HF symptoms cause: <ul style="list-style-type: none"> ✓ Marked limitation of physical activity ✓ Severe limitation of physical activity MSHO members
Eligible Products	All products <u>except</u> Select.	All products <u>except</u> MSHO & Select.	All products.
Exclusions	Institutionalized members, members on dialysis or members not Medicare eligible	Institutionalized members or members on dialysis	Mn, ME: check with UCare contact for eligibility
Description of Program Services	<p>Members receive:</p> <ul style="list-style-type: none"> A wrist blood pressure device Booklet on hypertension education An incentive program opportunity <p>* this initiative does not have nursing support. Members eligible for GoodBeats material only once.</p>	<p>Members receive:</p> <ul style="list-style-type: none"> A bathroom scale HF management tools to guide self-care. Telephonic health coaching An incentive program opportunity UCare’s bi-annual Healthy Heart Herald newsletter. <p>*Less-intensive program w/ a focus on self-awareness, self-monitoring, and self-reporting of symptoms.</p>	<p>Member receives a Telescale® – a “talking scale” to assess daily weight & HF symptoms.</p> <ul style="list-style-type: none"> Telescale available in English, Hmong and Spanish CareStar® available to non-weight bearing members. Data transmitted to Cardiocom RN for assessment. Provider alerted when symptoms &/or weight outside parameters. HF education provided. UCare’s bi-annual Healthy Heart Herald newsletter. <p>*Highly-intensive program (Telemonitoring)</p>

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