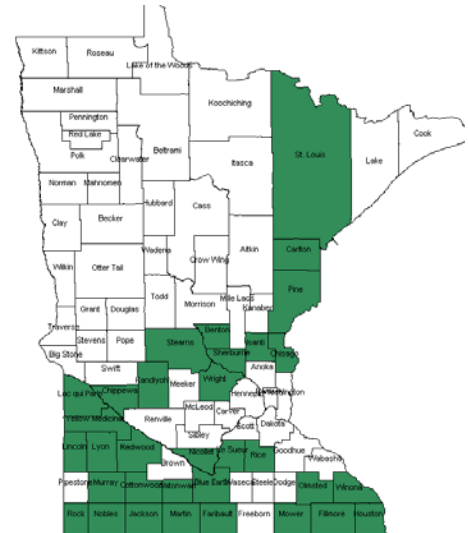


UCare Connect care coordination

UCare is pleased to offer *UCare Connect*, our Special Needs BasicCare (SNBC) product, for the second year. *UCare Connect* provides Medicaid and Medicare basic services, (Part D coverage, if eligible) for members with a physical disability, developmental disability, and/or mental illness.

UCare contracts with 34 counties (see counties shaded in green on map) to help coordinate each member's care plan, secure access to preventive medical and dental care, and support transitional care needs. Please note that UCare does not have care coordination contracts with Chippewa, Kandiyohi, Mille Lacs, Pine, Rice, and Wright counties.



As part of our contractual relationship with counties, UCare pays the county a capitation fee for each *UCare Connect* member the county agrees to support. We look forward to strengthening the *UCare Connect* care model with our county partners.

If you have any questions about your county's role and responsibilities, please contact the County Hotline at 1-866-457-7146.

It's not too late to change

Beginning in 2009, some \$0 premium Part D Plans (PDPs) began charging a premium. Members in a plan that began charging a premium in 2009 received a letter from Medicare in November 2008 communicating this change.

The letter described the following:

- Member's current PDP was going to charge a Part D premium as of Jan. 1, 2009.
- If the member took no action, CMS would auto enroll the member into the new PDP identified in the letter.
- Members could opt to stay with their current PDP by contacting the PDP before Dec. 31, 2008.
- Members could opt to select another PDP on their own.

UCare's Minnesota Senior Health Options (MSHO) product is an attractive alternative to stand-alone PDPs because there is no member premium to join; members may join or leave MSHO whenever they like; MSHO combines Medical Assistance, Medicare, and Medicare Part D benefits; members are assigned to a care coordinator; and many other benefits.

If you would like more information or have any questions, please contact UCare's MSHO Sales at 1-800-707-1711.

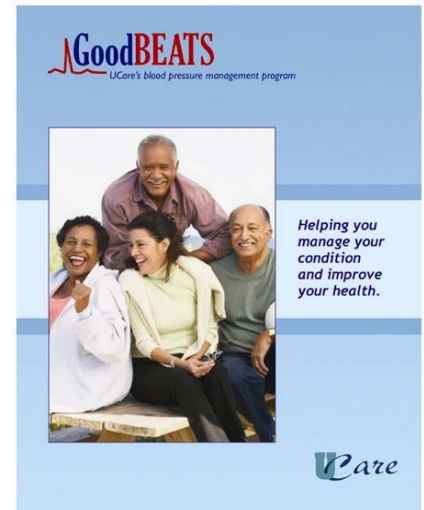
UCare's blood pressure management initiative – Good Beats

Good Beats is UCare's blood pressure management initiative for Medicare members. Eligible members must have diabetes and hypertension, be ages 18-75, and be continuously enrolled with UCare for 12 months. Exclusions include members without Medicare, institutionalized members, members on hospice, members with end-stage renal disease (ESRD), or members who have opted-out of UCare's disease management programs.

The goal of Good Beats is to create awareness of high blood pressure (BP). Members will track their BP readings, learn how to keep their BP in control, and be active in self-management. They will receive a home BP wrist monitor and a spiral-bound booklet containing educational measurement and management materials. Once they have visited their health care provider and discussed a self-care plan, UCare will reward members with a \$10 gift card.

Claims data is used to identify members for this initiative; therefore there is no referral process for Good Beats. UCare sends a Good Beats opt-in brochure to a select group of eligible members each year. This program is offered at no cost to members, and participation is voluntary. Members are only identified once for this initiative and can only receive one Good Beats kit.

If you would like more information or if you have any questions about Good Beats, please contact Lorraine Cummings, UCare Disease Management Program Coordinator, at 612-676-3246, or call UCare's Disease Management Message Line at 612-676-6539 or 1-866-863-8303.



Emergency Room (ER) dental program

All PMAP, GAMC, and MinnesotaCare members are receiving a mailing this month from UCare and Doral Dental, UCare's dental network provider, regarding the importance of oral health. Members who have used the ER for dental procedures within the past two years will receive an additional postcard about the importance of avoiding the ER and preventive oral care.

Throughout 2009, UCare will regularly identify members who use the ER for dental reasons. Doral will call these members to determine if they have scheduled a follow-up appointment with a dentist. If not, Doral will offer to connect the member directly to a dentist to schedule an appointment. Doral and UCare will work together to track ER utilization trends.

The program objectives are to educate members on the proper way to handle dental emergencies and get follow-up care; to establish dental homes for more UCare members; to lower the utilization of the ER and urgent care settings for dental care; and to decrease medical costs.

If you would like more information or have any questions, please contact the County Hotline at 1-866-457-7146.

Discontinued Benefits

Medicare Part B buy down

In 2008, on behalf of UCare's MSHO members, UCare contributed \$47 toward members' \$96.40 Medicare Part B premium. UCare received feedback from county professionals and community outreach workers that our Part B buy down benefit was confusing for members and, in fact, many members didn't realize UCare paid down members' Medicare Part B premiums. Some members complained the buy down interfered with the way their spend-down was calculated and had the potential to threaten program eligibility.

Therefore, this year, UCare discontinued the Part B buy down. Instead, UCare now offers benefits members may find more valuable. For instance, MSHO members are eligible for YMCA membership, Lifeline Medical Alert Service, nurse visits, and foot care (above and beyond what is normally covered through Medicare and Medical Assistance).

Independent Living Skills (ILS)

ILS has been part of UCare's MSHO program in the past; however, for 2009, the federal Centers for Medicare & Medicaid Services (CMS) determined that ILS benefits did not meet appropriate criteria to be covered as a benefit. **Note that benefit exception requests can be made on a case-by-case basis.** UCare will consider a benefit exception request only upon receipt of documentation that supports a medical cost offset by using ILS services.

If you would like more information or have any questions about the ILS benefit, please contact the County Hotline at 1-866-457-7146.

UCare's plan benefit changes for 2009

Minnesota Senior Health Options (MSHO)

- **ActiveU fitness program** – A YMCA monthly membership is covered 100% (paid directly to the health club). Members need to contact UCare's Member Services to receive a pre-populated enrollment form, which they then must take to their YMCA. Transportation to and from the YMCA is not part of this benefit.
- **Electronic monitoring devices** – Electronic monitoring devices (e.g., Lifeline) are provided for community-based members who do not have coverage under Elderly Waiver (EW) services. DHS rules continue to apply for members who receive 24-hour, customized-living services.
- **Nursing visits** – Nursing visits not normally covered under Medicare and/or Medicaid are covered, but limited to 12 visits per calendar year. Examples of covered visits include medication set-up and monitoring (if a sole service), routine foot care, and routine blood pressure checks.
- **Caregiver resources** – Community-based members can access training and education for themselves, as well as friends and relatives who spend significant time as caregivers. Examples of circumstances for which training coverage is provided include new chronic conditions, a diagnosis of dementia, and a new complex medical regimen.
- **Strong & Stable Kit** – This kit is filled with resources to help prevent falls and improve fitness in older adults. The kit contains tub grips, a night light and pill box, along with information and a DVD to help members increase strength and balance, manage medications, and make their home safer. Members can receive one kit per calendar year. All orders are placed through their care coordinator, at no charge to the member.

UCare's plan benefit changes for 2009 *(continued)*

UCare Complete (Minnesota Disability Health Options – MnDHO)

- **ActiveU fitness program** – UCare covers monthly YMCA or Courage Center membership fees for *UCare Complete* members, paid directly to the selected YMCA branch or to Courage Center. The member must select one YMCA branch or Courage Center location for membership. Prior to visiting the fitness location, members need to contact UCare's Member Services to request an enrollment form, which will be mailed to their home. They must bring this blue form to the selected YMCA or Courage Center in order to sign up for the free monthly membership. There is no minimum visit requirement to receive this benefit. Transportation to and from the YMCA or Courage Center is not included for this fitness benefit. *UCare Complete* is available in Anoka, Carver, Dakota, Hennepin, Ramsey, Scott, and Washington counties.

UCare Connect (Special Needs BasicCare – SNBC)

- **ActiveU fitness program** – UCare covers monthly YMCA membership fees for *UCare Connect* members, paid directly to the YMCA. The member must select one YMCA branch for membership. Prior to visiting the selected YMCA, members need to contact UCare's Member Services to request an enrollment form, which will be mailed to their home. They must bring this blue form to the YMCA to register for the free monthly membership. There is no minimum visit requirement to receive this benefit. Transportation to and from the YMCA is not included for this fitness benefit.
- **Connect to Fitness Kit** – Members will receive an order form in the mail to request a free Connect to Fitness Kit. The kit is tailored for people with disabilities and includes a fitness DVD, a Thera-band stretch band, fitness instructions with photos, an activity log book, and materials to help members keep track of their fitness progress.

UCARE PHONE LIST

Clinical Services

Authorization and Intake
612-676-6705
1-877-447-4384 (toll free)
612-676-3254, Mary Grina

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

Health Connection

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

Health Promotion

612-676-3351
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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