



Disease Management Programs

Program	Diabetes		
	Low-Risk	At-Risk	High-Risk
Vendor	Program managed by UCare.		
Referral Process	Members referred via claims identification and lab reports.		
UCare Contact	Nan Wikstrom 612-676-3450		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 <u>all</u> 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 diabetes lab tests and/or exams in 1 year. 	<ul style="list-style-type: none"> Members ages 18 - 75 yrs. Members who have had an ED or IP event for diabetes
Eligible Products	All products except Select.		
Exclusions	Members in Long Term Care facilities, are on hospice or have a diagnosis of End Stage Renal Disease (ESRD)		
Description of Program Services	<ul style="list-style-type: none"> Educational mailing to member. Member eligible for incentive. 	<ul style="list-style-type: none"> Member receives an individualized "Diabetes Care Report". Primary care provider receives a copy of the "Diabetes Care Report" Educational mailing to member. Member eligible for incentive. 	<ul style="list-style-type: none"> Member receives a Diabetes Follow-Up Toolkit Primary care provider receives a faxed copy of the Diabetes ED/IP report. Telephonic health coaching with member , if indicated Member eligible for incentive.



Disease Management Programs

Program	Hypertension Initiative “Good Beats”	Heart Failure (HF)	
		Healthy Hearts (Lower intensive heart failure program)	Cardiocom (High intensive heart failure program)
Vendor	Program managed by UCare	Program managed by UCare.	Provided by Cardiocom.
Referral Process	Members referred via claims identification.	Fill out enrollment form and fax to UCare at: 612-884-2497	
UCare Contact	Nan Wikstrom 612-676-3450	Tracy Fodstad 612-676-3401	
Eligible Members	<ul style="list-style-type: none"> Members ages 18-75 Members must have a diagnosis of both diabetes and hypertension. Members must be Medicare eligible. Members must have been enrolled for 11 months. Members must meet HEDIS criteria. 	<ul style="list-style-type: none"> Weight-bearing members Ages 18 – 89 years old. ≤ 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 <u>regardless</u> of weight bearing status. Ages 18 and older. ≥ 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 – <u>Regardless of Utilization</u>
Eligible Products	RI, MS and Connect.	All products <u>except</u> MSHO & Select.	All products except Select.
Exclusions	<ul style="list-style-type: none"> Members not Medicare eligible. Members in Long Term Care facilities, on hospice or have a diagnosis of End Stage Renal Disease (ESRD) 	<ul style="list-style-type: none"> Members in Long Term Care facilities, on hospice or have a diagnosis of End Stage Renal Disease (ESRD) or on dialysis. 	<ul style="list-style-type: none"> Members in Long Term Care facilities, on hospice or have a diagnosis of End Stage Renal Disease (ESRD) or on dialysis. Mn, ME and MSC+: Check with UCare contact for eligibility.
Description of Program Services	<ul style="list-style-type: none"> Member receives: <ul style="list-style-type: none"> ➢ Wrist blood pressure device. ➢ Booklet with hypertension education. Member eligible for incentive. This initiative does not have nursing support. Members eligible for Good Beats material only once. 	Member may receive: <ul style="list-style-type: none"> A bathroom scale. Wrist blood pressure device. HF management tools to guide self-care. Telephonic health coaching. Booklet with heart failure education. 	Member receives: <ul style="list-style-type: none"> Telescale® – a “talking scale” to assess daily weight & HF symptoms. Telescale available in English, Hmong and Spanish CareStar® available to non-weight bearing members (English and Spanish). 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.

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



Disease Management Programs

Program	Asthma: UCare's Asthma Action Program SM	
	At-Risk	High-Risk
Vendor	Regency HomeCare	
Referral Process	Members referred via claims identification.	
UCare Coordinator	Nan Wikstrom 612-676-3450	
Eligible Members	<ul style="list-style-type: none"> Members ages 5-50 yrs who have been enrolled in UCare for at least 11 months. Must Meet the HEDIS criteria for asthma, based on utilization and pharmacy history. 	<ul style="list-style-type: none"> Members ages 5-50 yrs who have been enrolled in UCare for at least 11 months. Recent ED/IP event for asthma.
Eligible Products	ME, MN, and Connect	
Description of Program Services	<ul style="list-style-type: none"> Annual Asthma Action Plan (AAP) mailing. Telephonic IVR educational calls. Educational mailing to member. Member eligible for incentive program. 	<ul style="list-style-type: none"> Annual Asthma Action Plan (AAP) mailing. Face-to-face or telephonic asthma care management (depending on locality). Educational mailing to member. PCP notified of ED/IP events. Member eligible for incentive program.



Disease Management Programs

Program	Chronic Kidney Disease (CKD) “KidneyCare”
Vendor	<i>Program managed by UCare</i>
Referral Process	Members referred via claims identification.
UCare Contact	Naomi Johnson 612-676-3581
Eligible Members	<ul style="list-style-type: none"> • Members ages 18-75. • Must have a diagnosis of chronic kidney disease (CKD) – stage 1-4.
Eligible Products	All products except Select
Exclusions	Members in Long Term Care Facilities, are on hospice or have a diagnosis of End Stage Renal Disease (ESRD)
Description of Program Services	<p>Members receive:</p> <ul style="list-style-type: none"> • Wrist blood pressure device – if they do not already have one. • Bathroom scale – if they do not already have one. • Booklet with hypertension and diabetes education.