



April 1, 2011

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Issues of *Clinical Services Program Update* often refer to several different UCare forms. Please note that *all* UCare care management forms can be found on the on the [UCare web site](#).

Direct your UCare **Care System** and **County** Clinical Services questions to Bobbi Jo Glood, Clinical Care System Liaison, at 612-676-3688, or e-mail at [biglood@ucare.org](mailto:biglood@ucare.org).

Direct your **UCare Connect** questions to Ceil Boesche at 612-676-3348, or e-mail at [cboesche@ucare.org](mailto:cboesche@ucare.org).

Direct your **enrollment** questions to Choua Xiong at 612-676-6622, or by e-mail at [cxiong@ucare.org](mailto:cxiong@ucare.org).

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*Hello case managers, case coordinators, and care coordinators!*

### Distribution of Member Bill of Rights

Care coordinators, case managers, and case coordinators are not required to hand out the Member Bill of Rights to members at their initial and annual assessments. UCare will ensure that members receive the Bill of Rights on an annual basis.

### Have you had difficulty opening forms on the UCare web site?

In order to ensure that all forms are accessible, UCare will begin converting all forms on the [UCare web site](#) to a fillable PDF format over the next 2 months. This conversion hopefully will eliminate the difficulties some may have in opening the forms. In order to access the PDF forms, care systems and counties will need to make sure that they have Adobe Reader installed on their computers. If you have difficulty accessing these new PDF forms or don't have the Adobe Reader, please contact your agency's information specialist.

### Updated forms: Notice of Medicare Non-Coverage and Notice of Denial of Medical Coverage for UCare for Seniors

Updates for 2011 have been made to the Notice of Medicare Non-Coverage and the Notice of Denial of Medical Coverage forms. They're both located on the [UCare web site](#). Please discard old forms and begin using these updated forms.

### CAC, CADI, DD, and TBI assessment form

The CAC, CADI, DD, and TBI (CCDT) assessment form is posted on the [UCare web site](#). Care managers and case coordinators should use this form for the initial assessment and reassessment for members who are on a CAC, CADI, DD, or TBI waiver. Care Coordinators should work with the CAC, CADI, DD, or TBI waiver case manager to coordinate assessments and services.

### UCare Healthy Hearts and Cardiocom referrals

**Healthy Hearts** is a lower risk heart failure program for members on all UCare products except MSHO and Select. **Cardiocom** is the high risk Heart Failure telemonitoring program for members of all

UCare products except Select. The UCare heart failure referral form (for the Healthy Hearts program or Cardiocom) should be used for UCare members only. Please do not fax the UCare heart failure referral form to Cardiocom for members on other health plans.

The Healthy Hearts and Cardiocom referral form is on the [UCare web site](#). Please direct any questions to the UCare Disease Management phone line at 1-866-863-8303.

### Keep your secure FTP web site account active

Be sure to log into the UCare Secure FTP web site at least once per quarter to access your authorization, admission and discharge reports. *If you do not log in, your access will deactivate.* If this happens, you no longer will receive notification of reports that have been uploaded on this secure site. Please download and save the report each time you access it. After saving the report, we ask that you delete it off the web site.

Please remember that two people from each care system or county can have access to the secure web site. The person who receives notification should be looking at the information and passing the information along to the appropriate parties.

Contact Louann Daniels at [ldaniels@ucare.org](mailto:ldaniels@ucare.org) if:

- Your password becomes inactive.
- You need additional access or if you wish to change the person having access.

## Connect Corner

### **UCare Connect assessments for note re: new enrollees or transferred enrollees**

UCare Connect members enrolled with UCare on or after April 1, 2011, must receive their assessment within 30 days of enrollment.

### **MMIS online learning module for UCare Connect case coordinators in Greater Minnesota**

A new online learning module for SNBC is available on the DHS website, under [TrainLink](#): **MMIS for Special Needs Basic Care (SNBC)**.

This module covers [MMIS for SNBC](#) for case coordinators who enter documents into MMIS for UCare Connect members in Greater Minnesota. This training is *not* intended for care systems.

The course will guide case coordinators through:

- Entry of screening documents in MMIS.
- Where information is stored.
- Skills necessary to navigate in MMIS.
- Required fields of entry in the MMIS system.

### **Connect to Fitness Kits for UCare Connect members**

UCare Connect members can get a free [Connect to Fitness Kit](#) to help them get fit and feel good. The kit features information and these tools:

- A Thera-Band® Resistance Band to help increase strength.
- The *First Step to Active Health Manual* to help the member start his or her exercise routine. Pictures show how to use the Thera-Band.

- A fitness DVD: Choose from versions titled “Walking”, “Tai Chi” , “Sit and Become Fit”, and “Ease into Fitness”.

UCare Connect members can call the UCare Customer Service at 612-676-6868 or 1-866-280-7202 (toll free) to order a kit.

## Quality Connection

### UCare’s MSHO member reminder calls

In April and May, UCare will call UCare’s MSHO members who are due for preventative screening services, including colorectal cancer screening and diabetic eye exams. Members will be encouraged to talk with their doctors about these services.

Please help us with this outreach effort by encouraging members who you know are due for these screening exams to connect with their provider.

### ~ Reminders ~

### Check UCare, Department of Human Services (DHS) web sites often

Please check the [UCare web site](#) regularly for updated forms and contact lists. Also visit the DHS [eDocs web site](#) for the current DHS forms.

### Sending Universal Transfer Forms (UTFs)

We ask care systems and counties to send UTFs no later than the 15<sup>th</sup> of the month and not to send UTFs to the new case management entity before enrollment rosters are released.

Sending UTFs early can cause confusion with the new case management entity, as the entity may not be aware of the member’s assignment until they receive the new enrollment rosters.

If you are faxing multiple members transferring to a care system or county, please fax each UTF *separately*. Some care systems and counties receive the faxes electronically in a “mail box” and may not look past the first page to see if there are multiple members. Faxing UTFs separately will ensure that no members are missed.

### DHS Lead Agency Case Manager/Worker Communication form (DHS-5181)

Please use this form to communicate to a county financial worker about:

- Eligibility for Elderly Waiver services (EW).
- Closing of EW services due to the member’s choice, entering a long-term care facility, change of waiver program, or the member’s disenrollment.
- Change in member address.
- To change a member’s living status from community to institutional, or from institutional to community.

### Completion of Medical Assistance paperwork for UCare’s MSHO, MSC Plus, and UCare Connect members

Please continue to remind members about the importance of getting their Medical Assistance (MA) renewal paperwork to their county financial worker in a timely fashion so their coverage doesn’t

terminate.

## **Transition of Care brochures**

Please remember to hand out the Transition of Care brochure to members at their initial or annual assessment. We ask that care coordinators, case coordinators, and case managers have a conversation with members about the transition process and when members should notify them. Extra copies of this brochure are available. Please contact Bobbi Jo Glood at [bjglood@ucare.org](mailto:bjglood@ucare.org) if you need more.

## **UCare contact numbers:**

**UCare Customer Service** (*Clinic changes, contact information changes, questions on benefits*): 612-676-3200 or 1-800-203-7225.

**UCare's Health Ride Transportation** (transportation to medical appointments for members): 612-676-6830 or 1-800-864-2157.

**UCare Case Management Central Intake** (*enrollment questions*): 612-676-6622 or 1-866-242-2497.

**UCare Clinical Authorizations for Services:** 612-676-6705 or 1-877-447-4384;  
fax: 612-884-2499.

**UCare Clinical Authorizations for PCA Services:** 612-676-3459; fax: 612-884-2094.

**Behavioral Healthcare Providers (BHP)** mental health and chemical dependency services: 763-525-9919 or 1-800-361-0491.

**UCare's Provider Assistance Center (PAC)** (*claims or billing-related questions*): 612- 676-3300, or 1-888-531-1493.

*If there are topics you would like covered in this newsletter, we welcome your suggestions via an e-mail to Bobbi Jo Glood at [bjglood@ucare.org](mailto:bjglood@ucare.org).*

*Please share this newsletter with others in your organization.*