



August 2011

---

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](http://ucare.org).

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

Direct your UCare **County** and **UCare Connect** Clinical Services questions to Jessica Assefa, Clinical County Liaison, at 612-294-5057, or e-mail at [jassefa@ucare.org](mailto:jassefa@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).

---

### ***Summer Greetings, Care Coordinators!***

#### **Mark your calendar for the next care system meeting, county WebEx trainings**

The next **care system training** is scheduled for Thursday, Sept. 22, from 8:30-11 a.m. The **county WebEx session** is scheduled for Monday, Sept. 26, from 1-3 p.m.

Agendas will be e-mailed prior to the scheduled meetings.

#### ***Connect Corner***

#### **Transition to Lutheran Social Service**

UCare continues to transition case coordination for *UCare Connect* members in select Greater Minnesota counties to [Lutheran Social Service](http://lutheran-social-service.org).

Members in Cottonwood, Houston, Le Sueur, Lincoln, Lyon, Murray, Nicollet, Nobles, and Watonwan counties will be transitioned to Lutheran Social Service on Aug. 1, 2011. These shifts mark the last in the series of sequenced transitions of *UCare Connect* members to Lutheran Social Service for care coordination.

Counties affected by this transition were notified on April 1, 2011.

## Falls in the Elderly - Part III

The final article in this series discusses environmental hazards as they relate to falls.

According to the article "[Preventing Falls in the Elderly.](#)" at least one-third of all falls by elderly people involve environmental hazards in the home. The most common hazard is tripping over objects on the floor. In addition, poor lighting, loose rugs, and lack of grab bars or railings also are home hazards that can contribute to falls.

Care Coordinators can help members reduce home hazards by:

- Conducting a visual inspection when visiting a member's home. Look for carpet, rugs, or furniture that may present hazards.
- Reminding members to make sure they have good lighting, use rugs with non-skid tape, and reduce clutter.
- Facilitating the installation of an emergency response system, if needed. All UCare's MSHO and MSC Plus members on a waiver are eligible to receive an emergency response system. If you are considering ordering a system, make sure that this service is noted on the member's care plan and that the expense is within their case mix cap.
- Ordering a [Strong & Stable Kit](#) from UCare if the member does not have one. The Strong & Stable Kit contains a DVD about preventing falls, tub grips for the bathtub or shower, a nightlight, and a medication box.

In summary, there are five risk factors to be aware of: osteoporosis, lack of physical activity, impaired vision, medications, and environmental hazards. Facts to keep in mind are:

- The risk of falling increases with age.
- At least one-third of all falls in the elderly involve environmental hazards in the home.
- Two-thirds of those who experience a fall will fall again in six months.
- A decrease in bone density contributes to falls and resulting injuries.
- Failure to exercise regularly results in poor muscle tone, decreased strength, and loss of bone mass and flexibility.

UCare offers several programs and services to help members decrease their risk of falls. These choices include offering UCare's MSHO members the opportunity to participate in the [Active U fitness program](#) (for UCare's MSHO members), and [community education discounts](#) (UCare's MSHO and MSC Plus members). [Strong & Stable Kits](#) also are available.

## UCare's 2010 Report to the Community now available

UCare has published its *2010 Report to the Community* ([click here to view](#)).

The report's words and photos showcase highlights from a very busy 12 months at UCare. Colorful pages offer examples of UCare's work with communities, and ways we have encouraged and enabled members to make healthy choices. The report presents UCare's efforts to secure quality in all aspects of its work and the care of members, how we reached out to meet needs, and examples of our strong organizational and community leadership.

Abbreviated versions of the report were published earlier this year in *PrimeTime*, UCare's newsletter for our Medicare members, and in *a healthier U*, published for UCare members of Minnesota Health Care Programs and Special Needs Plans.

## - Reminders -

### Check UCare, Department of Human Services web sites often

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

### Sending Universal Transfer Forms (UTFs)

We ask care systems and counties to send UTFs for UCare's MSHO, MSC Plus, *UCare Connect*, and nursing home members who are transferring to a new care system or county 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 entity staff receives the new enrollment rosters.

Additionally, Care Coordinators are asked to 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) serves several purposes

The Lead Agency Case Manager/Worker Communication Form ([DHS-5181](#)) is a mandatory form for communication between lead agency Case Managers and workers who determine eligibility for Medical Assistance (MA) payment of long-term care (LTC) services. The form helps ensure that an eligibility determination is made as quickly as possible when an MA applicant or enrollee requests MA payment of LTC services

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.
- Inform the county financial worker that a member has passed away.

### Visit the secure FTP web site account to keep it 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 at least once per quarter, 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, please delete it off the web site.

Please also note that only 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, Clinical Services, 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.

## Future termination lists

UCare periodically sends a Future Termination report to Care Coordinators. This report indicates dually eligible enrollees who are at risk of losing their MA eligibility because they have not submitted their MA paperwork to the state.

The “end date” on this report indicates the date their eligibility will terminate. Care Coordinators are encouraged to remind members to submit their renewal paperwork in order to maintain their MA eligibility. Care Coordinators are not required to send documentation to UCare regarding this list.

## Find us on Facebook!



UCare is now on Facebook!

We're easy to find at

[www.facebook.com/UCarehealthplan](http://www.facebook.com/UCarehealthplan). If you

have a Facebook account, click "Like" and

connect with us to receive regular postings about UCare's health, wellness, and community activities.



## Mobile Dental Clinic serves UCare members in Minnesota

UCare has a brand new [Mobile Dental Clinic](#) (MDC)!

Our clinic travels about 15,000 miles each year to communities where our members have limited access to dentists. The fully accessible “dentist’s office on wheels” is colorful and roomy. It is staffed by faculty-supervised University of Minnesota School of Dentistry dental and dental hygiene students. The team offers dental check-ups, cleanings, and simple restorative care to eligible UCare members experiencing access barriers to quality dental services.

The MDC regularly visits several sites in the Twin Cities and Greater Minnesota. Eligible UCare members in communities surrounding host locations are notified by mail and phone of upcoming visits so they can make an appointment as needed.

The current schedule of visits is [posted on UCare's web site](#). All UCare members are eligible to receive services on the Mobile Dental Clinic (though some limitations apply). However, members must be able to sit in a regular dental chair for a period of time and experience standard treatment procedures.

To schedule an appointment, please call **651-455-1555** or **1-866-451-1555 (toll free)**. Hearing-impaired members are to call the Minnesota Relay at 711 or 1-877-627-3848 (speech-to-speech relay service).

## UCare contact numbers:

**UCare Customer Experience Center** (*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.

\*For members who designate a Mayo Clinic as their primary care provider, authorization requests should be directed to **MMSI** (*MSHO and PMAP, and Medicare Advantage Utilization and Review claims or billing-related questions*): 1-800-645-6296, option "3".

**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.

\*For members who designate a Mayo Clinic as their primary care provider, authorization requests should be directed to **MMSI** (*MSHO and PMAP, and Medicare Advantage Utilization and Review claims or billing-related questions*): 1-800-645-6296 option "3".

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

Is there a topic you'd like covered in this newsletter? Please send it via e-mail to Bobbi Jo Glood at [bjglood@ucare.org](mailto:bjglood@ucare.org) or to Jessica Assefa at [jassefa@ucare.org](mailto:jassefa@ucare.org).

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