



April 2, 2009

## Email Alert!

### Hello to UCare Care Coordinators and Case Managers!

#### This is an email alert from UCare Clinical Services.

As you know, in January 2009 we transitioned 920 members from Minnesota Senior Care (MSC) to Minnesota Senior Care Plus (MSC+). UCare would like to thank you for your efforts in helping to make this transition as smooth and seamless as possible for our members.

- Please remember that enrollees with an effective date of April 1, 2009 or later should have initial assessments conducted within **30 calendar days** of their enrollment date.
- Enrollees with an effective date of January 1, February 1, or March 1, 2009 should have initial assessments conducted within **90 calendar days** of their enrollment date.

We also would like to thank you for your efforts in communicating with other care coordinators and case managers when our enrollees transfer between agencies. UCare requires you to forward transfer information to the next care coordinator/case manager, including the following:

- ◆ Universal Transfer Form
- ◆ Plan of Care
- ◆ LTCC
- ◆ Interim assessment form, if applicable

Please help other care coordinators and case managers by communicating enrollee information once enrollment with the new managing agency is confirmed. If you need to know which agency will be managing a transferred enrollee, please call UCare Clinical Services Case Management Intake at 612-676-6622 to get the name and phone number of the managing agency. You may also access this information on UCare's website [www.ucare.org](http://www.ucare.org) if you know the name of the next managing agency.

Please do NOT send transfer information to UCare unless UCare will be the next managing agency. We forwarded these documents during the MSC+ transition, but will NOT forward these documents to other managing agencies on an ongoing basis.

### MSHO Renewals and Future Terminations

UCare is asking you to help our enrollees retain their Medical Assistance (MA) eligibility by submitting their MA paperwork to the State in a timely fashion. UCare receives two reports on a monthly basis- the MSHO Member Renewals report, and the MSHO Future Termination report.

The **MSHO Member Renewals** report indicates enrollees who are at risk of losing their MA eligibility because they have not submitted their MSHO renewal paperwork to the State. The renewals report indicates the month that their renewal is due.

The **MSHO Future Termination** report indicates MSHO enrollees who have Medicare, have not submitted their renewal paperwork to the State, and will lose their UCare eligibility on the date listed on the report (usually three months from the report date).

UCare will fax these reports to your agency on a monthly basis. We ask that you do the following:

1. Contact the enrollee by phone or in-person, to advise them that they are at risk of losing their MA eligibility.
2. Remind the enrollee to submit their paperwork, and/or offer to help them complete appropriate paperwork to maintain eligibility.
3. Document this contact on the report and fax the report to CLS at 612-884-2496 by the 10<sup>th</sup> day of the month following the month of the report. All calls should be completed by the date the report is faxed back to us.

Thank you again for your assistance with this.

Please contact Ceil Boesche at 612-676-3348 if you have questions about any of this information. Thank you.