



April 2009

Hello to all UCare Case Managers and Care Coordinators!

Here are a few updates from UCare Clinical Services:

Home and Community Based Services Directory:

UCare has developed a Home and Community Based Services (HCBS) Provider Directory for case managers and care coordinators to use to provide members with a choice of providers. We have attached this directory in a PDF file for your use. Our overall goal is to give members the choice of providers and allow them to select the provider that best meets their needs. Please note that members can also choose providers that are NOT on this list, because UCare does not contract directly with HCBS providers.

UCare is required by the Minnesota Department of Human Services (DHS) to provide members with appropriate choices between nursing facilities and/or waiver services to meet the individual needs of members who are found to require a Nursing Facility level of care. In addition, we are required to provide members with an adequate range of Home and Community Based Service providers.

We require that you remind members that they have a choice of providers, and provide this choice in one of the following ways:

- Print the HCBS directory and keep a copy with you for reference in setting up waiver services for members.
- Keep a copy of the PDF online and use it for reference in setting up waiver services for members.

We also require that you document on the care plan that the member has been given a choice of providers.

New members who are on a waiver at the time of enrollment will receive a copy of the HCBS Provider Directory in their new member packets. Please direct members to call UCare Member Services at 612-676-6868 or 1-866-280-7202 for MSHO, MnDHO, and UCare *Connect*, and 612-676-3200 or 1-800-203-7225 for MSC+ if they have any questions.

Health Risk Assessments:

DHS requires that MSHO, MSC+, and MnDHO members receive a health risk assessment within 30 days of enrollment. The assessment should address medical, social, environmental and mental health factors, as well as a review of Activities of Daily Living (ADLs). UCare requires that the LTCC to be conducted as the health risk assessment within 30 days of enrollment if no evidence of an LTCC within the past 12 months is available, either in the member's case management record, via transfer paperwork, or viewable in MMIS. DHS has clarified that for MSHO and MSC+ members, the LTCC must be clearly labeled in the member's case

management record as “**Health Risk Assessment**”, in addition to being labeled as the LTCC. If the Interim Assessment tool is used as the health risk assessment, then no additional labeling is needed.

For MnDHO members, the LTCC may be conducted up to 60 days prior to enrollment, and then a health risk assessment must be conducted within 30 days after enrollment. This assessment should be clearly labeled as “**Health Risk Assessment**”.

If a MSHO, MSC+, or UCare *Connect* member is also on a CADI/TBI/ DD waiver and has had an LTCC done by the county waiver case manager, the UCare case manager/care coordinator (CM/CC) is not required to conduct a new LTCC within 30 days of enrollment. In this instance, the UCare CM/CC must do the following:

- Verify the results of the LTCC conducted by the county waiver case manager and document this review in case management notes as such: (“LTCC done on (date) by waiver case manager”).
- Obtain a copy of the plan of care, or develop a plan of care.
- Conduct a health risk assessment using the Interim Assessment form and document the results in the member’s case management record.
- Work with the county waiver case manager to coordinate care for the member.

Updates to Case Management/ Care Coordination Requirements Grids on UCare website:
 UCare has made the updates to the following case management and care coordination materials posted on the UCare website at www.ucare.org :

UCare Product:	Material	Action or Change
Medicare Advantage - <i>UCare for Seniors</i>	Case Management Requirements Grid	New to website
	Comprehensive Care Plan	New to website
	Telephonic Assessment Form	New to website
	Case Management Tracking Grid	New to website
MSHO	Care Coordination Requirements Grid	Updated
	Institutional Care Coordination Documentation Form	Updated
	Interim Assessment Tool	Updated
MSC+	Care Coordination Requirements Grid	Updated
	Institutional Care Coordination Documentation Form	Updated
	Interim Assessment Tool	Updated
MnDHO	Care Coordination Requirements Grid	New to website
	Institutional Care Coordination Documentation Form	Updated
Special Needs Basic Care - <i>UCare Connect</i>	Care Management Requirements Grid	New to website
UCare Secure	Case Management Requirements Grid	New to website