



October 15, 2009

Email Alert- Clinical Services Extra!

Hello to UCare Case Managers, Care Coordinators, and Case Coordinators! This is an email alert from UCare Clinical Services.

Hello.

UCare would like to ask our care coordinators, case managers, and case coordinators to use extra diligence in identifying whether or not purchases of **supplies and equipment that our members have in their homes are appropriate, are supported by the member's care plan, and are supported by the doctors who are seeing the members.** The cause for concern has been the finding of medical equipment and supplies provided by certain agencies directly soliciting members and without appropriate evaluation by care managers.

- We ask that you pay particular attention to the presence of hospital beds and/or mattresses in the home.
- We ask that you evaluate the DME purchases prior to and after each visit, as appropriate.
- If you identify situations where they question the appropriateness of supplies and/or equipment that UCare has paid for, we ask that they contact UCare's Corporate Compliance hotline at 612-676-6525.

Thank you for your attention to this matter. Please disseminate this information within your organization as appropriate.

Ceil Boesche, Clinical Analysis and Compliance Manager, UCare.