



July 2009

Issues of *Clinical Services Program Update* often refer to several different UCare forms. Note that *all* UCare forms can be found at www.ucare.org/providers/provforms.html.

For UCare Clinical Services questions please contact Mary Grina, Clinical Product Liaison, at 612-676-3254, or e-mail Mary at mgrina@ucare.org.

Happy Summer, from UCare's Clinical Services.

Update: MSHO renewal notification

There have been several changes in MSHO's renewal notification process that resulted from decisions made during the 2009 legislative session. Effective July 1, 2009, the Minnesota Department of Human Services (DHS) is no longer sending monthly renewal lists for MSHO members to UCare. Therefore, Case Managers and Care Coordinators will not receive renewal lists from UCare and will not be required to make calls to members regarding these renewals until further notice from UCare.

Provider billing for Elderly Waiver (EW) services

As a reminder, if an MSHO or MSC+ member is managed by a county in Greater Minnesota and has a service agreement in MMIS, then all claims for EW services should be billed through MMIS, not UCare, with the exception of care coordination. Care coordination should never be billed through MMIS or UCare.

Spotlight on Disease Management

UCare's Disease Management (DM) program is experiencing exciting growth! It currently offers health management programs to members with the chronic conditions of asthma, hypertension (HTN), heart failure (HF), diabetes (low, moderate and high risk programs), and LDL cholesterol for diabetic members. A new chronic kidney disease (CKD) program will debut this fall.

While you can check the [Disease Management Programs Grid](#) for more specific information about the programs, here are brief "snapshots" about our programs.

The **Asthma Program** currently has more than 100 members ages 5 - 56 years. The Asthma Program targets both at-risk and high-risk members. UCare contracts with [Children's Physician Network \(CPN\) Triage Services](#) to provide trained case managers to make routine telephone check-ins, send asthma educational materials, and encourage members to follow up with their health care providers. UCare works closely with the St. Paul Public Schools to help our school age members in that district.

In the fall of 2001, UCare established the **Heart Failure Program**. UCare contracts with [Cardiocom](#) to provide services to the approximately 390 high-risk UCare members enrolled in this program. Additionally, the "Healthy Hearts" program targets low-risk heart failure members. It is managed by UCare's Disease Management Complex Care Nurses, who work closely with its 90 members.

“**Good Beats**”, UCare’s HTN program, assists approximately 380 enrollees who have co-morbid conditions of diabetes with high blood pressure.

UCare’s **Diabetes Program** was established in the fall of 2003. This program identifies members with diabetes as low-risk, at-risk, or high-risk. There currently are 288 low-risk, 203 at-risk, and 13 high-risk members enrolled.

Our **LDL Cholesterol Program** was launched this spring and presently serves 12 members. It helps UCare’s diabetic members with an LDL cholesterol of ≥ 100 improve their score. This program is only available to our diabetic population at this time.

Development of our **Chronic Kidney Disease Program** is underway for a September 2009 start. This program will focus on UCare’s members with uncontrolled diabetes and HTN, with or without CKD, in an effort to prevent or stop the progression of CKD.

For more information, contact the DM Team by calling UCare’s Disease Management Line at 612-676-6539 or 1-866-863-8303 (toll free).

UCare’s Strong & Stable Kit and “Good Beats” book receive awards

UCare’s Strong & Stable Kit received the 2009 National Mature Media Bronze Award in the Consumer Education category for excellence in advertising, marketing and educational materials produced for older adults. You can obtain a Strong & Stable Kit for your MSHO member by using the [MSHO Strong & Stable Kit order form](#).

The “Good Beats” kit won a Merit Award in the Patient Education Information-Book category of the 16th annual National Health Information Awards, which recognizes the nation’s best consumer health information programs and materials.

Each of these resources provides valuable information and materials for keeping our members healthy.

~ Reminders ~

Waiver obligations and Lifeline items

UCare provides the Lifeline benefit for Community Well members who do not have coverage under an elderly waiver (EW). Because Lifeline is a supplemental benefit from Medicare, no waiver obligation should be applied when the member is Community-Well. Providers should use the A9280 billing code in this instance.

If the member is Community Nursing Home Certifiable, then the benefit is applied as a waiver benefit, and any waiver obligation would apply. Providers should use billing code T2029.

Members can only be eligible for one benefit at a time based on their living status/rate cell.

Elderly Waiver span closures

Please remember to close the Elderly Waiver (EW) span when a member dies or moves to a nursing home for long-term care. Closing a member’s waiver span allows for appropriate billing and payment. If you have questions about closing the waiver span in MMIS, please contact the DHS Help Desk at 651-431-2450.

The more the merrier: We invite e-mail addresses!

Please share this newsletter with others in your organization.

If your colleagues should be added to our mailing list, e-mail their names and e-mail addresses to Jenny Yearneau at jyearneau@ucare.org. If there are topics you would like covered in this newsletter, we welcome your suggestions via an e-mail to Mary Grina at mgrina@ucare.org.

UCare contacts:

UCare Enrollment: 612-676-6500 (ask for Enrollment), or 1-800-707-1711.

UCare Case Management Central Intake: 612-676-6622 or 1-866-242-2497.

UCare Clinical Authorizations for Services Phone: 612-676-6705 or 1-877-447-4384.

UCare Clinical Authorization for Services Fax: 612-884-2499.

For claims or billing-related questions, please refer to UCare's Provider Assistance Center at 612- 676-3300, or toll free at 1-888-531-1493.

To identify SNBC Care Coordinators: 612-676-6622 or 1-866-242-2497.

More contact information

Mary Grina is the Clinical Product Liaison for Clinical Services at UCare, and is the designated Clinical Services contact person for UCare's county and care system partners, Please contact her with any clinical care coordination questions, or questions about the MSHO, MSC+, or SNBC programs. You may also contact [Ceil Boesche](mailto:Cecil.Boesche@ucare.org), Clinical Analysis and Compliance Manager, Clinical Services, via email at cboesche@ucare.org, or call her at 612-676-3348.