



April 2009

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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](http://www.ucare.org/providers/provforms.html).

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*Happy Spring, from UCare Clinical Services.*

### Care Coordinator contact lists now available online

The newly posted [Care Coordinator Contact List](#) provides county and care system phone numbers to call if UCare help is needed when you transfer MSHO and MSC+ members between counties and care systems.

The list is posted on our [UCare web site](#) under Providers/Forms. If you need help identifying the managing entity, please contact UCare's Case Management Central Intake at 612-676-6622 or 1-866-242-2497 (toll free), or call Mary Grina at 612-676-3254 to obtain the fax number you need to submit the Universal Transfer Form.

### Audit season is coming

The UCare audit staff is now scheduling audits of our counties and care systems, and expects to finalize this schedule by the end of May. Thank you in advance for your cooperation with audits this year!

### UCare to hold WebEx training sessions

To provide more timely training to counties, UCare is offering a series of WebEx sessions to provide general information and updates about care coordination and case management for our county partners.

Sessions will occur each quarter and generally one week following the quarterly care system trainings. Here's the 2009 schedule: Thursday, June 11, from 1-3 p.m.; Wednesday, Sept. 30, from 10 a.m.-12 p.m.; and Thursday, Dec. 17, from 10 a.m.-12 p.m. Agendas will be issued before each session. If you have specific agenda topics you'd like addressed, please e-mail them to Mary Grina at [mgrina@ucare.org](mailto:mgrina@ucare.org), or call her at 612-676-3254.

### Ask a Question

- Q.** What are the Care Coordinator/Case Manager's responsibilities for MSHO, MSC+ or UCare Connect members who are on a CADI, DD, or TBI waiver?
- A.** MSHO and MSC+ Care Coordinators/Case Managers have three main responsibilities:
- Ensuring that a health risk assessment is completed, and that preventative care and medical needs are being addressed.
  - Conducting the health risk assessment using UCare's Interim Assessment Form. The Care Coordinator/Case Manager must document the assessment on the member's chart on an annual basis, and document periodic check-ins with the CADI, DD or TBI case manager.
  - Verifying that a comprehensive assessment was conducted by the county case manager, and

must work with the county to coordinate services as needed. |

Note that UCare Care Coordinator/Case Managers are *not* responsible for conducting the LTCC or other comprehensive assessment related to CADI, TBI, or DD waiver services -- only the health risk assessment.

### *UCare's MMIS Liaison*

If you need assistance accessing MMIS on behalf of UCare, please contact Carri McGauley at [cmcgauley@ucare.org](mailto:cmcgauley@ucare.org) or call her at 612-676-3254.

## *~ Reminders ~*

### **Billing for EW case management in MMIS**

This is a reminder to counties who provide care coordination for UCare MSHO and MSC+ members that counties should NOT bill for EW Case Management through MMIS. This will prevent the need for adjustments.

### **Caregiver assessments for family members**

Please remember to complete the caregiver assessment when family members are the primary caregivers. DHS clarified that family members who are primary caregivers but provide some PCA hours should be assessed as an informal caregiver based on the time they are not paid. They may receive support for the time they are not paid; e.g., they may receive respite care.

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

*Please share this newsletter within your organization.*

If others in your office should be added to our mailing list, please e-mail their names and e-mail addresses to Jenny Yearneau at [jyearneau@ucare.org](mailto: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](mailto:mgrina@ucare.org).

### **UCare contacts:**

*For enrollment-related questions, please call UCare Enrollment prior to calling the County Hotline or the Clinical Services Consultation line.*

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***

Contact [Ceil Boesche](#), Clinical Analysis and Compliance Manager, Clinical Services, or call her at 612-676-3348 with your clinical care coordination questions, or questions about the MSHO, MSC+, or SNBC programs.

Case Managers and Care Coordinators at the counties should contact [Mary Grina](#), Clinical Product Liaison, at 612-676-3254 or email: [mgrina@ucare.org](mailto:mgrina@ucare.org).