



August 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/Pages/Forms.aspx.

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.

Mark your calendars for upcoming training sessions

The next **Metro-area Care System meeting** will be held **Thursday, September 24, from 8:30 a.m. to 11:30 a.m.** Agendas will be emailed prior to the meeting.

The next **WebEx training for county case managers/care coordinators** will be held **Wednesday, Sept. 30, 2009, from 10 a.m. to 12:30 p.m.** Call-in information and an agenda will be e-mailed to you before the meeting.

These sessions will provide general information and updates about UCare's care coordination and case management activities. They also will focus on many of the recent legislative changes and their impact on care management activities.

UR Corner

The [UR Communication Form](#) has been updated. It enables you to notify UCare when an agency change has been made. You will find the "change of agency" box at the top of the form, and the "Service Request" section provides a place for you to document the new agency. The UR Communication Form can be used to communicate Personal Care Attendant (PCA) and Home Health Services requests and changes to UCare. It's easy to use and has boxes for everything you need to request the start, extension, reduction, or termination of services. The form is posted on [UCare's online forms page](#).

MSHO Aspirin PIP risk lists

The MSHO Aspirin PIP risk lists have been posted to the new secure web site. Please visit the secure web server to retrieve your lists.

Further information about the MSHO Aspirin PIP initiative can be found on [UCare's web site](#) in the Providers Section under [Quality Initiatives](#). You also received information about the new secure web site in a July 24, 2009, "Clinical Services Alert," which also is attached to this newsletter.

UCare Fund grants for 2009 announced

UCare's [UCare Fund](#) recently announced the awarding of 19 grants totaling \$266,400 to Minnesota organizations working to reduce obesity and promote healthy lifestyles among people of all ages. A \$100,000 grant also was made to a program that offers companion services to seniors in order to help

them maintain optimal health and live independently.

You can read the list of grant recipients by [clicking here](#).

The UCare Fund is a community-directed initiative of UCare. Established in 1998, the Fund provides grants and staff support to projects that advance [UCare's mission](#) to improve the health of UCare members through innovative services and partnerships across communities, and reduce health disparities for disadvantaged populations in the Twin Cities and throughout Greater Minnesota.

UCare Fund grant criteria in 2009 focused on two major goals:

- **Obesity reduction:** Projects addressing obesity intervention, reduction, and prevention in communities across Minnesota.
- **Promoting healthy lifestyles:** Projects with a goal of addressing wellness issues, especially those that deal with physical activity, healthy nutrition, and lifestyle behavior changes.

“The UCare Fund supports innovative efforts by health care, social service, and community based organizations to address pressing health issues,” says Ghita Worcester, Senior Vice President of Public Affairs and Marketing, UCare. “We’re pleased to distribute grants this year to programs that help people avoid a wide range of life-disrupting diagnoses and costly care by increasing their physical activity, learning about healthy nutrition, and making positive lifestyle and behavior changes.”

Grant applicants must be Minnesota-based organizations; private nonprofit or public tax-exempt 501(c)(3) organizations; city, county, and other governmental agencies eligible to receive funding; tribal governments and agencies; and research and faith-based organizations addressing the needs of underserved populations. The next funding cycle occurs Sept. 1, 2009-Aug. 31, 2010.

~ *Reminders* ~

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.

Provider billing for Elderly Waiver (EW) services

Please remember that if a UCare Minnesota Senior Health Options (MSHO) or Minnesota Senior Care-Plus (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.

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:cboesche@ucare.org), Clinical Analysis and Compliance Manager, Clinical Services, via email at cboesche@ucare.org, or call her at 612-676-3348.