



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

---

*Hello, Case Managers and Care Coordinators.*

### Enrollees transferring between counties or care systems

To ensure continuity of community-based services, Case Managers/Care Coordinators are required to complete a Universal Transfer Form (UTF) and **fax it to the new county or case management entity**, whenever an enrollee changes his or her care coordination entity (via change of county of residence, or primary care clinic selection). Please fax the UTF to UCare **only** when UCare is the managing entity.

In addition to the UTF, UCare asks that you send a copy of the most recent LTCC and OBRA Level 1, and a copy of the most recent Medical Assistance Health Status Assessment (MAHSA) for all enrollees currently receiving PCA services. The UTF can be found by [clicking here](#). For further assistance in obtaining a phone number for the new county, contact UCare's Intake and Operations (612-676-6622 or 866-242-2497) or Mary Grina at 612-676-3254.

### Care Coordinator changes

DHS requires that all enrollees be notified of any changes in Case Manager/Care Coordinator assignments within 10 days of the change. Please document this notification in care coordination records or on the care plan.

### Update enrollee's county of residence

UCare reminds Case Managers/Care Coordinators to update county records containing enrollee addresses so that UCare receives correct address information for our enrollment lists. Please help us ensure correct addresses by taking this action when necessary. *Thank you.*

### Clinical Services e-mail alert

UCare recently posted updated forms to our web site. In particular, we recently posted our new [Comprehensive Care Plan form](#) posted.

### Product changes require assessments

All enrollees changing products (e.g., from Minnesota Senior Care (MSC) or Minnesota Senior Health Options (MSHO) to Minnesota Senior Care Plus (MSC+) are required to have an initial assessment within 30 days of enrollment. This assessment must address medical, social, and environmental health factors, and must address a review of ADLs. This can be accomplished by conducting an interim assessment using UCare's [Interim Assessment Form](#) (if the enrollee has had an LTCC within the past 12 months and the Care Coordinator is able to obtain a hard copy or access the results in MMIS), or an by conducting a new LTCC.

### Care coordination service fees

Note: Case Managers/Care Coordinators may NOT bill for care coordination services in MMIS.

## Care Coordination Manual due this spring

Look for a new on-line version of UCare's Care Coordination Manual, which will provide a one-stop place for Case Manager/Care Coordinators to access information. We plan to post it to our web site this Spring!

## Standardized Care Plans

UCare is working with the other health plans to standardize Care Plans and other forms. Look for additional updates on these Care Plans over the next few months.

## PIP Project updates

### Calcium/Vitamin D PIP (2007- 2010)

- Thanks to the efforts of Case Managers/Care Coordinators, the project measurement goal has been exceeded.

### Pneumococcal PIP (2006 – 2009)

- If we meet the measurement goal, this project is expected to end in 2009.

### New Member Utilization of Preventive Care PIP (2009 – 2012)

- This new project is due to be implemented in the 1<sup>st</sup> Quarter of 2009. It is directed at new adult members ages 21 and older in MSHO, MSC+, PMAP, and SNBC.
- The project aims to increase the new member utilization rate of preventive care visits within the first six months of enrollment.
- **Attached is an invitation to the 2009 New Member Utilization of Preventive Care PIP trainings scheduled in March for MSHO, MSC+, and SNBC Care Coordinators.**

## 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.

## More contact information

*Remember to 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)*