



January 2008

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.

Hello, Case Managers and Care Coordinators.

Updates and Reminders

Members transferring between counties or care systems

To ensure continuity of community based services, anytime a member moves to a new county, the care coordinator needs to complete a Universal Transfer Form (UTF) and fax it to the new county. The care coordinator also needs to update the address and county in ???

In addition to the UTF, please send a copy of the LTCC and OBRA Level for all enrollees currently receive waiver services and a copy of the most recent MAHSA for all Enrollees currently receiving PCA service.

The UTF can be found (Link: Provider/Forms/MSHO/.....) If you need assistance in obtaining a phone number for the new county either contact Intake and Operations (612-676-6705 or 877-447-4384) or Mary Grina at 612-676-3254.

Care Coordinator Changes

Just a reminder, when there is a coordinator change that the member needs to be notified of this change within 10 days. The care coordinator also needs to update the address and county in ???

The UTF can be found (Link: Provider/Forms/MSHO/.....)

Clinical Service Email Alert

In the January 2009 alert, it mentioned that the MSHO and MSC+ care plan forms would be posted to the website. We apologize that this was not done. We should have it posted by ????.

If someone in your office is not receive this newsletter or alerts, please email Jenny Yearneau at jyearneau@ucare.org with the person's name and email.

Ibuprofen inhalers that will remain on the market use hydrofluoroalkane (HFA) as a propellant, rather than CFC.

Assessments

Reminder: Any member changing from MSC+ to MSHO needs to have either an interim assessment (if the member has had an LTCC within the past 12 months

MSHO Renewals

Care Coordination Manual

Be on the look out for a new on-line version of the Care Coordination Manual. It will be on the website and have an appearance similar to the Provider Manual. This on-line version will allow easy access to coordinator information. Most of the forms are already on the website but this will be a one-stop place to get the information. Expect to have this by the end of March.

If there are topics you would like included, please email Mary Grina at mgrina@ucare.org with your suggestions.

Standardized Care Plans

UCare is working with the other health plans to try and standardize Care Plans and other forms. We should have some additional updates in the next few months. that demonstrates the control of blood sugar, blood pressure, and cholesterol for members with diabetes, and cholesterol and blood pressure control for patients with heart disease.

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 Intake: 612-676-6622, or 1-866-242-2497.

UCare Clinical Intake and Operations: 612-676-6705, or 1-877-447-4384.

UCare Clinical Intake and Operations 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

For information concerning authorizations for services that require medical necessity review, please contact UCare Clinical Intake and Operations at 612-676-6705 or 1-877-447-4384.