



June 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.

First WebEx training session complete, next is Sept. 30

Many thanks to our county partners who participated in our first WebEx training on June 11. If you took advantage of this learning opportunity, please help us improve upcoming sessions by completing the attached feedback form. We really do appreciate your ideas and suggestions.

Note that the next WebEx training will be **Wednesday, Sept. 30, from 10 a.m. to 12 p.m.** It again will provide county personnel with general information and updates about UCare's care coordination and case management activities. Agendas will be issued before the session. If you have specific agenda topics you'd like addressed, please e-mail them to Mary Grina at mgrina@ucare.org, or call her at 612-676-3254.

Waiver obligation issue actions

UCare recently identified that we have not applied waiver obligations for UCare's Minnesota Senior Health Options (MSHO) or Minnesota Senior Care Plus (MSC+) members for January, February, March, or April 2009. UCare is taking steps to correct this, and as a result, members will be billed by the end of June for waiver obligations dating back to January 2009. We apologize for this error.

If members call you with questions related to the waiver obligation issue, please be sure to:

- Acknowledge the member's concerns.
- Identify alternative services, if needed.
- Help these members locate providers as needed.
- Refer members to UCare Complaints, Appeals, and Grievances (CAG) if they want to file an oral grievance (612-676-6810 or 1- 800-688-2534, toll free).

If providers have questions relating to the waiver obligation issue, please have them call the UCare Provider Assistance Center (PAC) at 612-676-3300 or 1-888-531-1493.

New Universal Service Approval and Denial Logs are ready for use

UCare has posted a new Universal Service Approval Log and a new Denial Log on the [Forms page](#) found on the UCare web site. We have included additional items on each log that will help us track the new required elements for CMS Part C Reporting.

Examples of changes on the logs include the inclusion of UCare Product Codes, designation of approvals vs. partial approvals, and the removal of columns for expedited reviews. The Universal Service Denial Log includes a column for waiver vs. non-waiver services.

These logs replace existing denial/DTR and approval logs, and should be used for all services, including waiver services, with the exception of Notice of Medicare Non-Coverage (NOMNC) logs. The NOMNC logs remain on the website and should be used for denial or termination of ongoing skilled nursing facility, comprehensive outpatient rehabilitation, or home health agency services. Please begin using the two new logs for July approvals and denials.

Changes made to Long-Term Care Consultation (LTCC) forms

Several changes have been made to the [Long-Term Care Consultation Services Assessment Form](#) and the [Long-Term Care Consultation Services Assessment Form: SW](#). Changes include the addition of a question regarding Current Program License, and the expansion of “interpreter” to include Interpreter English and Interpreter ALS (American Sign Language). Please note that these additional questions caused the numbering to change.

When using any forms, be sure to get the most current forms from either the [UCare forms web page](#) or the [DHS web site’s forms page](#).

ActiveU fitness benefit now available at the Mankato YMCA

The long-awaited partnership with [Mankato Family YMCA](#) is complete. Members of UCare’s MSHO, *UCare Connect*, and *UCare Complete* products may now take advantage of this 75,000-square-foot facility at 1401 S. Riverfront Dr. in Mankato; the phone number is 507-387-8255. See the attachment for other YMCA partnership locations.

Ask a Question

Q. Do UCare’s MSHO members have to pay a waiver obligation for the Lifeline benefit?

A. If the member is **Community Well**, then the benefit is applied as a supplemental benefit from Medicare and no spend-down/waiver obligation should be applied. Providers should bill using code A9280.

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

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

UR Corner

UCare has developed a new form called the [Care Coordinator UR Communication Form](#). This form can be used for communicating Personal Care Attendant (PCA) and Home Health Services requests and changes to UCare. The form is easy to use and has boxes for all of the information you will need to request the start, extension, reduction, or termination of services. The form is posted on [UCare’s online forms page](#).

~ Reminders ~

Discontinue billing for EW case management in MMIS

Attention counties that provide care coordination for UCare’s MSHO and MSC+ members: Please **DO NOT bill for Elderly Waiver (EW) Case Management through MMIS**. By stopping this practice, you prevent the need for adjustments.

Elderly Waiver span closures

Please remember to close the Elderly Waiver (EW) span when a member dies or goes into 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.