



May 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.*

### **Audit season has arrived**

The UCare audit staff has begun the audit process for 2009. Thank you in advance for your cooperation with this annual activity!

### **Interim Assessment form revised**

Clinical Services has revised our Interim Assessment form! Changes were made to allow better documentation of a health risk assessment for our members.

[Click here](#) to reach the Forms page, where you'll find this new MSHO/MS+ Interim Assessment form under both the Minnesota Senior Health Options and Minnesota Senior Care Plus (MS+) headings. Please begin using this form.

### **Waiver Obligations**

UCare recently identified that we have not applied waiver obligations for MSHO or MS+ 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. Please direct members to call UCare Member Services at 612-676-6868, or 1-866-280-7202 if they have questions.

### **Healthy Hearts Heart Failure Program**

The [Healthy Hearts heart failure action plan](#) is now available on the UCare web site. Eligibility for the heart failure program can be found on the [Disease Management Grid](#).

The [Heart Failure Management Program](#) guide and the Heart Failure Program Patient Enrollment Form can be found on the web site at [www.ucare.org](http://www.ucare.org), Providers/Forms/Clinical Services/Disease Management/Heart Failure Program Patient Enrollment Form, as well. For questions or further program information, please call Tracy Fodstad, RN, at 612-676-3401, or call the Disease Management Line at 1-866-863-8303 (toll free).

### **UCare to hold WebEx training sessions**

To provide more timely training to counties, UCare is offering a series of WebEx sessions to convey general information and updates about care coordination and case management to 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. Call-in instructions will be issued in a separate e-mail.

## ActiveU fitness benefit

Two additional YMCAs – in Itasca and Worthington – have been added to the ActiveU network (see the attached list for all current ActiveU YMCA locations). ActiveU is UCare's new fitness benefit for members of UCare's Minnesota Senior Health Options (MSHO) and two other products. MSHO enrollees enjoy 100 percent coverage of monthly dues at participating YMCAs and have no minimum attendance requirement.

## Performance Improvement Project (PIP) updates

### General PIP information:

- PIP projects:
  - Improve health outcomes and member satisfaction, and implement evidence-based best practices.
  - Assess and improve processes within health plans and health care systems.
- Are clinical or administrative (non-clinical).
- Satisfy regulatory requirements for the [Centers for Medicare & Medicaid Services](#) (CMS) and the [Minnesota Department of Human Services](#) (DHS). One PIP begins per year for each population.
- Provide an opportunity for managed care organizations to collaborate on a targeted topic.
- Receive facilitation and data aggregation services from [Stratis Health](#), the Medicare Quality Improvement Association for Minnesota.

### Resources for Care Coordinators/Case Managers

Presentations, materials, and current UCare PIPs (Aspirin, Preventive Visit, Calcium/Vitamin D and Pneumococcal) information can be found at <http://www.stratishealth.org/providers/msho.html>.

## Updates

### Pneumococcal PIP (2006-2009)

- Thanks to the efforts of Care Coordinators/Case Managers, the project measurement goal has been exceeded so far. The final measurement results will be available mid-summer.
- If the measurement goal is reached, this project will end. The final report will be submitted Sept. 1, 2009, to DHS.

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

- Member mailer was sent to MSHO and MSC+ members in May.

### Aspirin PIP (2008-2011)

- Member mailer was sent to MSHO and MSC+ members in May.
- Year 1 measurement results will be available mid-summer. Initial results show an increase in aspirin therapy use by eligible members.

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

- Implemented in April 2009.
- Project goal: Increase new member use of preventive care visits within the first six months of enrollment in the health plan.
- Project populations:
  - Community-based adults (21+).
  - MSHO and MSC+ members.
  - Prepaid Medical Assistance Program (PMAP), MinnesotaCare, and General Medical

- Assistance Medical Care (GAMC) members.
  - Special Needs Basic Care (SNBC).
- Measurement goal: Increase preventive visit rates by 5 percent over the baseline rate for three six-month measurement periods in each project population. Measurement is based on claims data for specific preventive visit codes.
- Role of Care Coordinators/Case Managers:
  - Help new members:
    - Understand the importance of preventive health care.
    - Access member health plan benefits for preventive care.
    - Arrange appointments, transportation, etc., as needed to enable preventive care visits.
  - Document in each member's care plan the type(s) of education provided to the member.

### *Ask a Question*

- Q.** If a member changes from MSC+ to MSHO, does the Care Coordinator/Case Manager have to complete a new [Long Term Care Consultation \(LTCC\)](#) form?
- A.** If the Care Coordinator/Case Manager is able to obtain a hard copy of an LTCC that was conducted within the past 12 months or is able to verify that an LTCC has been entered into MMIS within the past 12 months, then an LTCC does not need to be conducted. However, the Care Coordinator/ Case Manager must conduct an interim assessment via phone using UCare's Interim Assessment Form, and then document the assessment, including review of ADLs, in the member's record within 30 calendar days of enrollment. If an LTCC was not completed within the last 12 months, a new one needs to be conducted, face to face, within 30 calendar days of enrollment.

### *~ Reminders ~*

#### **Discontinue billing for EW case management in MMIS**

Attention counties that provide care coordination for UCare's MSHO and MSC+ members: *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 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.

#### **Enrollment reports**

When checking your enrollment reports, make sure the clinic indicated for the member is a clinic that is in your county or service area. If the clinic is not in your county or service area, please check with the member to verify the correct clinic, and have the member call Member Services to update the clinic information. UCare's Member Services number is 612-676-6868 or 1-866-280-7202 (toll free).

#### **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](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).