



October 2009

Issues of *Clinical Services Program Update* often refer to several different UCare forms. Note that *all* UCare forms can be found in the [Care Management Manual](#) on the [UCare website](#).

For UCare Clinical Services questions please contact Mary Grina, Clinical Product Liaison, at 612-676-3254, or e-mail Mary at mgrina@ucare.org.

Hello Case Managers and Care Coordinators!

County WebEx Training

Thank you to all county partners who participated in our WebEx training on Sept. 30, 2009. If you were unable to attend or if you want to review the presentations, please click on the link that follows and it will bring you to the first presentation "In-Home Medical Assessment" presented by Jeri Peters. The link is: <https://ucare.webex.com/ucare/ldr.php?AT=pb&SP=MC&rID=2539962&rKey=f3df3f8c05f9617b>.

Check out the new Care Management Manual

The [Care Management Manual](#) is now online. Each product chapter contains the forms and other information needed to manage UCare members for their enrolled product. Other chapters include utilization review and disease management.

The posted manual is the initial version. Later versions will include a chapter on processes such as accessing your enrollment reports. Please send any other suggestions to Mary Grina at mgrina@ucare.org.

Members with telemonitoring services must use Cardiocom



UCare has offered the [Cardiocom TELESCALE](#)[®] since 2001 to our members who meet certain heart failure criteria. In fact, UCare has an exclusive contract with Cardiocom for UCare members needing cardiac telemonitoring services.

Participants receive a TELESCALE that monitors daily weight and/or heart failure related symptoms. The information is instantly transmitted over a telephone line to a nurse at Cardiocom. As needed, the Cardiocom nurse will call to verify the reported weight and/or symptoms. The nurse also will contact the participant's provider to report any significant symptoms.

If you have UCare members receiving telemonitoring services from any other entity, you must transition this service to Cardiocom. To facilitate the transfer of members to Cardiocom and for additional info on UCare's heart failure programs, please contact Tracy Fodstad, RN, PHN, at 612-676-3401 or 1-866-457-7144.



[Cardiacom's CARESTAR®](#) is available for members who have difficulty standing. It captures symptom data without the need for a member to stand.

Participation in UCare's heart failure program is voluntary and offered at no cost as part of UCare's benefit coverage. Eligibility criteria can be found on page 2 of the [Disease Management](#) program grid.

Culture Care Connection debuts

Whether you are implementing Culturally and Linguistically Appropriate Services (CLAS) Standards in your organization, looking to enhance culturally sensitive services in general, or wanting to understand a specific patient population better, find actionable tools and resources through [Culture Care Connection](#) — Minnesota's New Online Learning and Resource Center.

Culture Care Connection is the first Minnesota-focused, online resource and learning center aimed at improving culturally competent care. Developed by Stratis Health and funded by UCare, Culture Care Connection supports health care providers, staff, and administrators in their ongoing efforts to provide culturally competent care in Minnesota.

The site offers current information on cultural competence concepts, health topics, ethnicities by county, stakeholder organizations, and resources that reflect the needs of Minnesota's diverse populations, as well as the health care organizations that serve them. You can also access this web site from UCare's [web site](#). Scroll to the bottom of the home page and select "Providers." The [Culture Care Connection](#) link is in the box on the left.

UCare Provider List Serv

If you would like to receive provider news and updates via e-mail, including our quarterly *health lines* newsletter for providers, visit our web site at www.ucare.org/providers/Pages/E-MailListServer.aspx and register. Click on "Subscribe" and a new e-mail message should pop up. Just click "Send" and your e-mail address will automatically be added to the list serv.

~ 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's 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 UCare's MSHO, MSC+, or SNBC programs.

You also may contact [Ceil Boesche](#), Clinical Analysis and Compliance Manager, Clinical Services, via email at cboesche@ucare.org, or call her at 612-676-3348.