



September 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.

Hello Case Managers and Care Coordinators!

Check out UCare's new website

UCare has a new redesigned website. The website is easier-to-navigate, more visual, and will allow you to find the information you're seeking with a minimum of effort. All of the information from the previous website is there but in a more user friendly format. Come and check it out at www.ucare.org.

Mark your calendars for upcoming training sessions

The next **WebEx training for county case managers/care coordinators** will be held **Wednesday, Sept. 30, 2009, from 10:30 a.m. to 12:30 p.m.** Call-in information and an agenda were e-mailed to you on Friday, September 25, 2009. If you have not received this information, please contact Jenny Yearneau at jyearneau@ucare.org and she will send you an agenda and handouts.

This session will provide general information and updates about UCare's care coordination and case management activities. It also will focus on many of the recent legislative changes and their impact on care management activities.

Provider rate reductions to be implemented on 10/1/09

UCare will implement the provider rate reductions as outlined in the [DHS bulletin # 09-69-02](#). These reductions include a 2.58% rate reduction for providers of certain continuing care and other services, as well as the implementation of new rate limits for Customized Living and 24-hour Customized Living. UCare notified providers and care coordination entities who are affected by these reductions, and requires that all rate reductions occur by 10/1/09.

Transition of MSHO non-dual members to MSC+

DHS will passively enroll UCare non-dual MSHO members into our MSC+ product as of January 1, 2010. UCare staff within Clinical Services and other departments will implement a plan to ensure that our members have a smooth transition to the MSC+ product. Look for more information later this fall as we implement this plan.

Care plan audits completed for 2009

UCare has completed care plan audits for our MSHO, MSC+ and UCare Connect products. We would like to thank all of our partners in the counties and care systems for the work you did to organize files and prepare for the audits. It was evident that many entities conducted a self review of files prior to the audit, as this usually resulted in very organized and thorough documentation. We especially want to thank those who participated in desk top audits this year.

Health Risk Assessments by Matrix

UCare recently announced a new outreach initiative involving a free Health Risk Assessment (HRA) for *UCare for Seniors* and Minnesota Senior Health Options members. Starting in September, these members will be offered a free in-home **medical** assessment administered by a medical practitioner. Because these assessments are **medical** in nature, they are not intended to replace the comprehensive assessments conducted by care coordinators or case managers. UCare Clinical Services staff will share the results of these in-home assessments with care coordinators and case managers.

DTRs for extended PCA and other waiver services

The Minnesota Department of Human Services (DHS) requires that members in our MSHO, MSC+, MnDHO, and UCare Connect products receive a Denial, Termination, or Reduction (DTR) letter when previously authorized services are denied, terminated, or reduced, in certain circumstances. We recognize that the requirements can sometimes be a little confusing. Here are some helpful tips for determining when a DTR letter is required for waiver services:

- ◆ A DTR notice is required when the health plan or entity acting on our behalf (case managers and care coordinators) denies, terminates, or reduces a service that has been requested by the enrollee, ordered by a participating provider, ordered by an approved, non-participating provider, ordered by a care manager, or ordered by a court.
- ◆ If the member initiates the termination or reduction of a waiver service, then a DTR notice is not necessary, but the case manager/care coordinator must:
 - document that the member initiated the termination.
 - document that they notified the service provider.
- ◆ If a member is receiving extended PCA services, and the case manager/care coordinator initiates a termination or reduction of those services, a DTR notice should be issued, unless the duration of the current authorization has ended, and the member is asking to terminate the service.

A DTR notice provides the member with information about the service being denied, terminated, or reduced, and provides appeal rights. The county notice of action should not be used for UCare members.

~ 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 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 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.