



February 1, 2011

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Issues of *Clinical Services Program Update* often refer to several different UCare forms. Please note that *all* UCare care management forms can be found on the on the [UCare web site](#).

Direct your UCare **Care System** and **County** Clinical Services questions to Bobbi Jo Glood, Clinical Care System Liaison, at 612-676-3688, or e-mail Bobbi Jo at [bjglood@ucare.org](mailto:bjglood@ucare.org).

All **UCare Connect** questions should be directed to Ceil Boesche at 612-676-3348, or [cboesche@ucare.org](mailto:cboesche@ucare.org).

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*Happy Valentine's day (a little early)!*

### Member Bill of Rights

The Member Bill of Rights can be found on the [UCare website](#) under Non-Product Specific forms. We ask that you begin to hand out the Member Bill of Rights at the initial or annual assessments. Please document that one has been provided to the member on the Collaborative Care Plan form.

### New forms posted on the [UCare web site](#)

The following forms are tools that have been created to assist case managers and care coordinators in supporting a member's care. Note that use of these particular forms is *not* required.

- The **MSHO/MSC Plus Checklist** will help case managers and care coordinators ensure that all needed case management requirements are being met.
- The **MSHO/MSC Plus/UCare Connect Plan of Care (POC) communication to the Primary Care Physician (PCP)** allows case managers and care coordinators to share summary information with the PCP about the Plan of Care, rather than sending the entire POC to the PCP.
- The **MSHO/MSC Plus/UCare Connect Care Transition Notification to Primary Care Physician (PCP)** allows case managers and care coordinators to share information with PCPs about a member who has had a recent transition.

We hope you find these documents helpful in your work.

### Updated forms posted on the [UCare web site](#)

These two forms have been updated. Please discard any old forms and use these updated forms. Remember to always check the [UCare web site](#) each time you use a form for the most current version.

- **UCare's MSHO and MSC Plus nursing home face sheet** replaces the previous face sheet for UCare's MSHO and MSC Plus nursing home members. Please begin using the updated form for nursing home members who are on UCare's MSHO and MSC Plus plans.
- **Primary Care Clinic/Care Coordination Change Request form** has had a format change. Please continue to follow the PCC/Clinic Change request process and use this updated form.

Additionally, the **care coordinator contact list** has been updated for 2011. Case managers and care coordinators can use this list to learn where to send the Universal Transfer Form (UTF) when a member transfers to a different care system or county.

## Updated Plan of Care and Transition Log

The Minnesota health plans have updated the Plan of Care and Transition Log with suggestions they received from case managers and care coordinators throughout the year. Instructions for both documents also have been updated. The forms are posted on the [UCare website](#).

Please begin using the new Plan of Care form at the member's initial assessment or annual reassessment. Use the new Transition Log at the time of the member's next transition.

## Universal Transfer Form

If you have multiple members transferring to a care system or county, please send each UTF *separately*. Some care systems and counties receive the faxes electronically in a "mailbox" and may not look past the first page to see if there are multiple members. Sending UTFs separately will ensure that no members are missed.

## Customized Living tool news

Please remember to always go to the [DHS web site](#) to obtain the current Customized Living (CL) tool.

CL criteria changes effective January 2011 include;

- New eligibility criteria (two ADL's and more than 50 hours medication assistance per month) only applies to new assessments completed on or after January 1, 2011.
- If the member is currently established as being 24-hour eligible, updating the current CL tool will not affect current eligibility, however, the new criteria will be applied at the time of the next assessment date, as long as there is not an event triggering a new assessment.

Please direct your questions about the CL tool to Michael Dercks at [Michael.J.Dercks@state.mn.us](mailto:Michael.J.Dercks@state.mn.us).

## PCA update

To improve efficiency in processing Personal Care Assistant (PCA) service requests, the PCA Assessment request form has been revised and two new PCA service forms have been created:

- **PCA Authorization Transfer form** should be used when a member transfers from another health plan with PCA services in place.
- **PCA Provider Change Request form** should be used when a member transfers from one PCA agency to another.

These forms are located on the [UCare website](#). Please direct any questions about these new changes to the Clinical Services Intake Team at 612-676-6500.

## New Mobile Dental Clinic now serving UCare members

UCare proudly introduces our new Mobile Dental Clinic (MDC)!

UCare Tooth Care, UCare's first mobile dental clinic, has been retired after serving more than 6,600 of our underserved and eligible UCare members in Minnesota since 2002. It has been replaced by a *new* MDC that is a larger and fully accessible "dentist's office on wheels."

Just like its retired version, the colorful and roomy MDC is staffed by faculty-supervised University of Minnesota School of Dentistry dental and dental hygiene students. The team offers dental check-ups, cleanings, and simple restorative care to eligible UCare members who are experiencing access barriers to quality dental services.



The MDC will regularly visit several sites in the Twin Cities and Greater Minnesota. Eligible UCare members in communities surrounding host locations are notified by mail and phone of upcoming visits so they can make an appointment as needed.

UCare is the first health plan in Minnesota to operate a mobile dental clinic. Approximately 58,400 procedures have been delivered through this outreach service, which has logged more than 93,000 miles across Minnesota in eight and one-half years.

Upcoming February dates and host cities are Blaine (Feb. 21-25), Minneapolis (Feb. 7-11), North Branch (Feb. 1-4), Roseville (Feb. 28), and Willmar (Feb. 14-18). The current schedule is [posted here](#).

Eligible members can make an appointment by calling 651-455-1555 or 1-866-451-1555 (toll free).

## *Connect Corner*

### **Updated UCare Connect Interim assessment form**

The UCare Connect Interim assessment form has been updated and can be located on the [UCare website](#). There have been some verbiage and format changes.

### **Consider Complex Medical Case Management**

Complex Medical Case Management provides coordinated health care services for members who have had a major health event, require extensive use of resources, and need assistance with coordinating their medical care. It is short-term (generally three to six months), intermittent or episodic, and for medical conditions of an acute nature.

Exacerbation of chronic medical conditions should be anticipated by the case coordinator and addressed in the member's Pan of Care.

Here are examples of conditions or situations where referrals for Complex Medical Case Management might be considered:

- Transplant.
- Multiple chronic illnesses with high utilization of inpatient or Emergency Room care.
- Catastrophic conditions/special needs.
- Severe illness or severe injury.

Complex Medical Case Managers work closely with case coordinators and care managers to ensure members receive appropriate and timely medical services. Complex Medical Case Management may offer:

- Coordination of discharge from inpatient care.

- Educational materials related to new medical or acute medical conditions.
- Referrals for management of the condition once it is stable.

To make a referral to UCare's Complex Case Management, complete the Care Management referral form. You'll find it on the [UCare website](#) in the Provider section; click on "Forms," go to "General Forms," and scroll down and click on Care Management Referral Form. The form is fillable and should be faxed to the number at the top of the form.

### **Good Health Profile assessment discontinued for *UCare Connect***

As of Jan. 1, 2011, UCare no longer conducts the "Good Health Profile" assessment for *UCare Connect* members. Case coordinators should continue to conduct initial assessments for *UCare Connect* members according to UCare's *UCare Connect* Role and Responsibility grids posted on UCare's [web site](#).

### ***UCare Connect* Primary Clinic Change (PCC) request form on the [UCare website](#)**

We ask that the Primary Care Clinic change request form be used to update the members' primary care clinic with UCare. Please complete the form with the members current Primary Care Clinic and indicate the new primary care clinic. If the member needs a new UCare ID card please indicate that on the form as well. Please remember that this will only update the member's clinic and does not change care coordination. This form is located under the Care System or County PCC/Care Coordination Process on the [UCare website](#).

### ***UCare Connect* new enrollees or transfer members**

Please remember that if you have a member who transferred from a different health plan or who are new to the *UCare Connect* product as of January 1, 2011 all assessments should be completed within 90 days of the enrollment date. For example, if the member enrolled on January 1, 2011, their assessment must be completed by March 31, 2011. Members new to *UCare Connect* on or after April 1, 2011 must receive their assessment within 30 days of enrollment.

~ *Reminders* ~

### **Check the UCare web site often**

Please check the [UCare website](#) regularly for updated forms and contact lists.

### **Completion of Medical Assistance paperwork for MSHO, MSC Plus, and *UCare Connect* members**

Please continue to remind members about the importance of getting their Medical Assistance (MA) renewal paperwork to their county financial worker in a timely fashion so their coverage doesn't terminate. *Thank you.*

### **UCare contacts:**

UCare Customer Service: 612-676-3200 or 1-800-203-7225.

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.

UCare Clinical Authorizations for PCA Services Fax: 612-884-2094.

For claims or billing-related questions, please refer to UCare's Provider Assistance Center at 612-676-330, or toll free at 1-888-531-1493.

If there are topics you would like covered in this newsletter, we welcome your suggestions via an e-mail to Bobbi Jo Glood at [bjglood@ucare.org](mailto:bjglood@ucare.org).

*Please share this newsletter with others in your organization.*