



Jan. 4, 2011

Issues of *Clinical Services Program Update* often refer to several different UCare forms. Note that *all* UCare care management forms can be found in the [Care Management Manual](#), which is located 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.

Happy New Year!

County and UCare Connect contacts to change

As announced at the County WebEx and Care System Meeting, Mary Grina will join the Performance Improvement group in UCare's Quality Management area on Jan. 17, 2011. After that date and until Mary's current position is filled, please direct all calls about **County** issues to Bobbi Jo Glood at 612-676-3688, or bjglood@ucare.org. All **UCare Connect** questions should be directed to Ceil Boesche at 612-676-3348, or cboesche@ucare.org. All Care System calls should go to Bobbi Jo.

2011 Authorization Grids now posted

The new 2011 authorization grids are now posted on the UCare web site.

Please refer to [Chapter 5](#) in the Provider Manual for a full description of the changes. Note the new thresholds for home health care (skilled nursing care and home health aides), therapies (physical, occupational and speech), and private duty nursing. There also is a section about requirements for wheelchairs and wheelchair accessories.

Home health care and private duty nursing now require authorization prior to the 16th date of service. Therapies require authorization prior to the 11th date of service. Providers have received notice of these changes, which also are outlined on the [UCare web site](#), along with a [letter from Dr. Russ Kuzel, UCare's Senior Vice President and Chief Medical Officer](#).

DHS revision to Bulletin #10-25-10 Individual Monthly Budget Case Mix Caps for Alternative Care (AC) and Elderly Waiver (EW) Programs

On Oct. 13, 2010, the Minnesota Department of Human Services (DHS) issued bulletin #10-25-10, that announced the cost-effectiveness limits for the AC and EW programs. However the AC/EW Consumer Directed Community Support Budgets (CDCS) were incorrect, and did not contain the correct unit amount for required case management.

A revised bulletin – attached to this newsletter – has been issued. It corrects the unit amount for required case management and the total CDCS budgets. Please refer to the attached bulletin for a full description of the changes. Note that all DHS Bulletins can be found on the DHS [web site](#) under "Bulletins."

DHS issues new Bulletin #10-25-11 2011 Changes to Elderly Waiver Service Criteria for 24 Hour Customized Living

On Dec. 20, 2010, DHS issued bulletin #10-25-11 – attached to this newsletter – that addresses changes to the criteria for service eligibility for 24-hour customized living services for Elderly Waiver members. The criteria changes became effective Jan. 1, 2011; please refer to the attached bulletin for a full description of them. Note that all DHS Bulletins can be found on the DHS [web site](#) under “Bulletins.”

Home Care Agency updates

Best Care Home Health’s contract has been extended through June 30, 2011. Efficient Homecare’s contract will terminate on Jan. 10, 2011. If you have any questions, please call UCare’s PCA line at 612-676-6705 and select option 4.

UCare’s Medication Therapy Management Program (MTMP)

The MTMP is a quality improvement project that helps improve safety and effectiveness of medication therapy for Medicare members who meet certain criteria. Program information is available on the UCare [provider web site](#). Please see the attached description of the program and eligibility requirements.

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, is being retired after serving more than 6,600 of our underserved and eligible UCare members in Minnesota since 2002. The *new* MDC 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 January and February dates and host cities are Blaine (Jan. 3-7 and Feb. 21-25), Forest Lake (Jan. 31), Minneapolis (Feb. 7-11), North Branch (Feb. 1-4), Rochester (Jan. 10-14), Roseville (Jan. 18-21 and 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).

Four counties gain UCare state public programs in 2011

UCare has expanded three Minnesota Health Care Programs to four counties in central and west central Minnesota in 2011. As of Jan. 1:

- Eligible residents of Becker and Clay counties in west central Minnesota can choose UCare when enrolling in Prepaid Medical Assistance Program (PMAP) and MinnesotaCare health coverage plans. UCare already serves residents of Becker and Clay counties with the *UCare for Seniors* Medicare Advantage plan.
- Eligible residents of Cass and Crow Wing counties in north central Minnesota can choose UCare when enrolling in PMAP and Minnesota Senior Care Plus (MSC Plus) health coverage plans. UCare already serves Cass and Crow Wing county residents with MinnesotaCare, UCare's Minnesota Senior Health Options (MSHO), and *UCare for Seniors* Medicare Advantage plans.

Connect Corner

PCA Services

PCA services are not authorized by UCare or MMSI for *UCare Connect* members. If a member needs PCA services, please contact the county to obtain authorization for them.

UCare Connect enrollment triples in 2010

As of December, 2010, there are more than 1,200 *UCare Connect* members. This figure represents an increase in membership from 306 in January to the 1,200-plus number in December. This is an important milestone to recognize and celebrate, especially since *UCare Connect* is providing services that have rarely been available to people with disabilities of all kinds. *Thank you* for providing excellent care to our members.

UCare's Restricted Recipient Program for MSHO, MSC Plus and UCare Connect members

On July 1, 2010, UCare announced changes to the Restricted Recipient Program. Changes were made to referral requirements, and payment for emergency room services, specialty care, and urgent care services. The attached document outlines the changes and provides resources for contacting UCare's Restricted Recipient Program.

A Note from Mary Grina

This is my final newsletter. I want to let everyone know that it has been a pleasure to meet many of you in person, talk with even more of you on the phone, and communicate with many more via e-mail. I have always felt welcome at the various meetings I have attended and in my conversations with you. I am sure I will be in contact with you in my new position. Thank you.

~ Reminders ~

Check the UCare web site regularly

Please check the [UCare web site](#) on a regular basis for updated forms and contact lists.

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.

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 Bobbi Jo Glood at bjglood@ucare.org.

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.