



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

Direct your UCare **County** and **UCare Connect** Clinical Services questions to Jessica Assefa, Clinical County Liaison, at 612-294-5057, or e-mail at [jassefa@ucare.org](mailto:jassefa@ucare.org).

Direct your **enrollment** questions to Choua Xiong at 612-676-6622, or by e-mail at [cxiong@ucare.org](mailto:cxiong@ucare.org).

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**Happy Fourth of July!!**

### Follow us on Facebook!



UCare is now on Facebook!

We're easy to find at [www.facebook.com/UCarehealthplan](http://www.facebook.com/UCarehealthplan). If you have a Facebook account, click "Like" and connect with us to receive regular postings about UCare's health, wellness, and community activities.

### New Authorization for Home Care Services form (DHS-5841)

The Department of Human Services (DHS) has updated the [Authorization for Home Care Services form](#) with new phone numbers and a space to notify the county case managers if a service is a Medicare- or Medicaid-approved service.

Care Coordinators are to use this form to communicate with the CAC, CADI, DD, or TBI waiver case manager of UCare-approved home health services. *Please discard old versions of this form and replace them with this new one.*

### Preadmission Screening: Required Activity for Nursing Facility Admission and Medical Assistance Payment (Bulletin #11-25-02)

UCare asks that Care Coordinators review this [bulletin](#), which outlines a Care Coordinator's role for completing the OBRA Level I when a member is admitted into a nursing home.

Federal and state laws require that all individuals entering a certified nursing facility receive preadmission screening (PAS), regardless of the payer source for facility services.

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## New Mobile Dental Clinic serves UCare members

UCare has a brand new [Mobile Dental Clinic](#) (MDC)!

Our clinic travels about 15,000 miles each year to communities where our members have limited access to dentists. The fully accessible “dentist’s office on wheels” is colorful and roomy. It 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 experiencing access barriers to quality dental services.

The MDC regularly visits 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.

The current schedule of visits is [posted on UCare’s web site](#). All UCare members are eligible to receive services on the Mobile Dental Clinic (though some limitations apply). However, members must be able to sit in a regular dental chair for a period of time and experience standard treatment procedures.

To schedule an appointment, please call 651-455-1555 or 1-866-451-1555 (toll free). Hearing-impaired members are to call the Minnesota Relay at 711 or 1-877-627-3848 (speech-to-speech relay service).

## Adult day care program debuts for elderly Latino

Spanish-speaking elderly now have a place in Minneapolis to spend a few hours a day to improve their health, emotional well being, and socialize in a beautiful setting. The new Spanish Heartland Adult Day Care has opened as part of the [Heartland Adult Day Care Center](#) at 4949 Olson Memorial Highway. It is a licensed, community-based day care program providing a variety of health, therapeutic, and social services to those at risk of being placed in a nursing home.

Services include: Spanish-speaking staff, nursing care, recreation therapy, nutritional services, lunches, snack, nutritional counseling, personal care, supervised distribution of medication, podiatry, transportation assistance, caregiver services, community resources information and referrals, arts and crafts, computer and English classes, acupuncture, massage therapy, diabetes care, and much more. For more information, contact Lili Ugaz there at (952) 212-9739.

## Conversion requests

Members who wish to relocate back to the community after residing in a certified nursing facility for 30 days or longer may be eligible for a conversion rate (a higher monthly case mix budget cap to cover the costs of EW services).

UCare must approve all conversion requests. Members managed by counties in Greater Minnesota also must have their conversion request approved by DHS.



Conversion information is found in the DHS bulletin # 09-25-05C. Care Coordinators should submit conversion requests via the Elderly Waiver Conversion Rate Request form (attachment C, or attachment D-for CDCS members), which is located on UCare’s web site, and also contained in the DHS bulletin. Care Coordinators also must attach detailed documentation that describes the additional costs associated with relocation back to the community.

## Connect Corner

### Transition to Lutheran Social Service

UCare continues to transition case coordination for *UCare Connect* members in select Greater Minnesota counties to Lutheran Social Service.

Members in Jackson, Kandiyohi, Redwood, Rock, and Yellow Medicine counties will be transitioned to Lutheran Social Service on July 1, 2011. This transition will conclude in August, with the transition of members in 10 other southern Minnesota counties.

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

The following letters have been created to help Case Managers and Care Coordinators support a member's care. Please note there are two welcome letters. Care Coordinators will need to determine which one to send based upon a member receiving both Medicare and Medicaid (dual) or just Medicaid (non-dual).

- [UCare Connect Welcome letter for DUAL members on a waiver](#)
- [UCare Connect Welcome letter for NON Dual members on a waiver](#)
- [UCare Connect Health Resource letter](#)

## Quality Connection

### Falls in the Elderly - Part II



In the June *Clinical Services* newsletter, osteoporosis and lack of physical activity were discussed as the first two risk factors for falls in the elderly. This month, we're looking at impaired vision and medications as factors contributing to falls.

Age-related vision diseases, such as cataracts and glaucoma, can increase the risk of falls. These diseases can alter depth perception, visual acuity, peripheral vision, and susceptibility to glare. Older adults may find it difficult to negotiate in their own home, in outdoor areas, or in a shopping mall.

It is important that members 65 years and older, without a prior diagnosis of glaucoma, have an annual eye exam by an eye doctor (optometrist or ophthalmologist). As a Care Coordinator/Case Manager, make sure you encourage your members to have this annual eye exam. If the member is at risk of falls, he or she should install grab bars in the bathroom and make sure handrails are sturdy. It also is important that areas of the home be well-lit.

The "[Preventing Falls in the Elderly](#)" article points out that some of the drugs associated with the increase incidence of falls are sedatives, anti-depressants, and anti-psychotic drugs. These drugs can contribute to falls by reducing mental alertness, worsening balance and gait, and causing drops in systolic blood pressure while standing. In addition, members taking four or more medications significantly increase their risk of falls due to the greater number of side effects associated with multiple medication use.

Prevention tips include

- Encouraging members to discuss the side effects of medications they are taking with their health care provider.
- Removing out-of-date medications or those medications members are no longer using.
- Review all member medications with their health care provider or pharmacist.

The August *Clinic Services Program Update* will look at environmental hazards as risk factors for falls in older adults.

## - Reminders -

### Check UCare, Department of Human Services (DHS) web sites often

Please check the [UCare web site](#) regularly for updated forms and contact lists. Also visit the DHS [eDocs web site](#) for the current DHS forms.

### Sending Universal Transfer Forms (UTFs)

We ask care systems and counties to send UTFs for UCare's MSHO, MSC Plus, *UCare Connect*, and nursing home members no later than the 15<sup>th</sup> of the month, and not to send UTFs to the new case management entity before enrollment rosters are released. Sending UTFs early can cause confusion with the new case management entity, as the entity may not be aware of the member's assignment until they receive the new enrollment rosters.

Additionally, Care Coordinators are asked to fax each UTF *separately*. Some care systems and counties receive the faxes electronically in a "mail box" and may not look past the first page to see if there are multiple members. Faxing UTFs separately will ensure that no members are missed.

### DHS Lead Agency Case Manager/Worker Communication form (DHS-5181)

Please use this form to communicate to a county financial worker about:

- Eligibility for Elderly Waiver services (EW).
- Closing of EW services due to the member's choice, entering a long-term care facility, change of waiver program, or the member's disenrollment.
- Change in member address.
- To change a member's living status from community to institutional, or from institutional to community.

### Keep your secure FTP web site account active

Be sure to log into the UCare Secure FTP web site at least once per quarter to access your authorization, admission and discharge reports. *If you do not log in, your access will deactivate.* If this happens, you no longer will receive notification of reports that have been uploaded on this secure site. Please download and save the report each time you access it. After saving the report, please delete it off the web site.

Note, also, that two people from each care system or county can have access to the secure web site. The person who receives notification should be looking at the information and passing the information along to the appropriate parties.

Contact Louann Daniels at [ldaniels@ucare.org](mailto:ldaniels@ucare.org) if:

- Your password becomes inactive.
- You need additional access or if you wish to change the person having access.

## Future termination lists

UCare periodically sends a Future Termination report to care coordinators. This report indicates dually eligible enrollees who are at risk of losing their MA eligibility because they have not submitted their MA paperwork to the state.

The “end date” on this report indicates the date their eligibility will terminate. Care Coordinators are encouraged to remind members to submit their renewal paperwork in order to maintain their MA eligibility. Care Coordinators are not required to send documentation to UCare regarding this list.

## Mark your calendar for the next care system meeting and county WebEx training

The next care system training is scheduled for Thursday, Sept. 22, from 8:30-11:00 a.m. The county WebEx session is scheduled for Monday, Sept. 26, from 1-3 p.m. Agendas will be sent out prior to the scheduled meetings.

## UCare contact numbers:

**UCare Customer Experience Center** (*Clinic changes, contact information changes, questions on benefits*): 612-676-3200 or 1-800-203-7225.

**UCare’s Health Ride Transportation** (*transportation to medical appointments for members*): 612-676-6830 or 1-800-864-2157.

**UCare Case Management Central Intake** (*enrollment questions*): 612-676-6622 or 1-866-242-2497.

**UCare Clinical Authorizations for Services**: 612-676-6705 or 1-877-447-4384;  
fax: 612-884-2499.

**UCare Clinical Authorizations for PCA Services**: 612-676-3459; fax: 612-884-2094.

**Behavioral Healthcare Providers (BHP)** (*mental health and chemical dependency services*): 763-525-9919 or 1-800-361-0491.

**UCare’s Provider Assistance Center (PAC)** (*claims or billing-related questions*): 612- 676-3300 or 1-888-531-1493.

Is there a topic you’d like covered in this newsletter? Please send it via e-mail to Bobbi Jo Gloud at [bjgloud@ucare.org](mailto:bjgloud@ucare.org) or Jessica Assefa at [jassefa@ucare.org](mailto:jassefa@ucare.org).

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