



March 2011

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 at bjglood@ucare.org.

Direct your **UCare Connect** questions to Ceil Boesche at 612-676-3348, or e-mail at cboesche@ucare.org.

Direct your **enrollment** questions to Choua Xiong at 612-676-6622, or by e-mail at cxiong@ucare.org.

Hello case managers, case coordinators, and care coordinators!

Mark your calendars for upcoming training sessions

The County WebEx training will be held on **Tuesday, March 29, from 1-3 p.m.** Call-in information and an agenda will be e-mailed prior to the meeting.

The Care system training will be held on **Thursday, March 31, from 8:30 a.m. to 12:00 p.m.** An agenda will be e-mailed prior to the meeting.

Enrollment questions

We ask that all UCare's MSHO, MSC Plus, and *UCare Connect* enrollment questions be directed to Choua Xiong, Central Intake Coordinator at 612-676-6622 or cxiong@ucare.org.

Changes to the monthly enrollment rosters

March's enrollment roster will have a few noticeable changes:

- The "All" tab will indicate new and existing members assigned to the care system or county. Termed members will no longer show on the report.
- The effective date has been removed. The reason for this change is the effective date listed on the report was actually the date of a change (care coordinator, PCC change etc.). This didn't correctly reflect the member's actual enrollment with UCare. Care systems and counties should use the first of the month as the effective date for a member's enrollment date, unless they have been informed by UCare of a member who has been retro-ed for coverage to the beginning of the current month.
- The end date will remain on the report. Care systems and counties should reference the end date as indicated on the report as it indicates the date their UCare coverage has or will end. If a member is showing an end date other than Dec. 31, 1999, it could mean one of two things: Either the member already has termed, or that the member will be terming as of the date indicated.

Updated UCare's MSHO, MSC Plus, and UCare for Seniors Primary Care Clinic (PCC)/Care Coordination Change request form

This form has been updated and is posted on the [UCare web site](#). There is now **one** form for UCare's MSHO, MSC Plus, and UCare for Seniors. Please indicate on the top of the form which product is being addressed. Note that the fax number also has changed. *Please discard all old forms and begin using the updated form.* Using older versions of this form may result in processing delays for your request.

Updated Denial, Termination, or Reduction (DTR) forms and universal approval and denial logs now posted to the UCare web site

The Denial, Termination, or Reduction (DTR) forms and instructions, as well as the universal approval and denial logs, have been updated and posted on the [UCare web site](#). Please discard any old forms and use these updated forms. UCare has also added a new document with DTR reminders and scenarios.

Updated MSHO and MSC Plus Care Coordination Grids for 2011

Revisions have been made to the MSHO and MSC+ care coordination/case management grids and are posted on the [UCare web site](#). Please discard old versions and begin to use the updated 2011 version.

Updated Long Term Care Consultation (LTCC) form on DHS web site

An updated LTCC is now posted to the DHS web site under [eDoc](#). Please discard all old versions and begin to use the updated one. Please remember to visit the DHS website often for new and updated forms.

Changes to PCA Eligibility Criteria take effect July 1, 2011

Minnesota Statutes, § 256B.0625, subdivision 19a, states that to qualify for PCA services effective July 1, 2011, recipients must require assistance and be determined "dependent" in at least two activities of daily living (ADLs): bathing, dressing, eating, grooming, mobility, positioning, toileting, and transfers.

Learn how this change might impact the UCare members you serve by [clicking here](#) to read our *health lines* BULLETIN. UCare will provide more information on this in the near future.

HOLD distribution of Member Bill of Rights

Until further notice, care coordinators, case managers, and case coordinators are not required to hand out the Member Bill of Rights to members at their initial and annual assessments. Last month, UCare instructed case managers and care coordinators to provide members with this document. UCare is continuing a discussion about this and will provide more guidance in the future.

Strong and Stable Kits for UCare's MSHO and MSC Plus members

Falls are a major concern for older adults. To help prevent falls among UCare's MSHO and MSC Plus members, UCare offers Strong & Stable Kits at no extra cost. Each Strong & Stable Kit contains:

- A DVD featuring key steps to prevent falls.
- A tip sheet with falls prevention advice.
- Tub grips to make the bathtub or shower safer.
- A nightlight to keep a bathroom or other area of the home lit. This nightlight stays on when the power goes off. It also can be used as a flashlight.
- A medication box to help in taking medications correctly.

If you have a member who would benefit from a Strong & Stable Kit, either complete the attached form or go to the UCare web site to find the [Strong & Stable Kit form](#).

Connect Corner

Connect to Fitness Kits for *UCare Connect* members

UCare Connect members can get a free [UCare Connect to Fitness Kit](#) to help them get fit and feel good. The kit features information and these tools:

- A Thera-Band® Resistance Band to help increase strength.
- The *First Step to Active Health Manual* to help the member start his or her exercise routine. Pictures show how to use the Thera-Band.
- A fitness DVD: Choose from versions titled “Walking,” “Tai Chi,” “Sit and Become Fit,” and “Ease into Fitness.”

UCare Connect members can call Customer Services at 612-676-6868 or 1-866-280-7202 (toll free) to order a kit.

UCare Connect new enrollees or transfer members

Please remember that if you have a member who transferred from a different health plan or is new to the *UCare Connect* product as of Jan. 1, 2011, all assessments should be completed within 90 days of the enrollment date. For example, if the member enrolled on Jan. 1, 2011, his or her 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.

Updated *UCare Connect* Care Coordination Grid for 2011

Revisions have been made to the *UCare Connect* case coordinator grid and are posted on the [UCare web site](#). Please discard old versions and begin to use the updated 2011 version.

NEW forms! Primary care clinic (PCC) change request and disability type change request forms

UCare has developed two new forms for care coordinators to use when requesting a PCC change or a disability type change. These forms are posted on the [UCare web site](#).

For the *UCare Connect* product, a PCC change will not change the care coordination entity. *UCare Connect* care coordination is based upon a member's disability type in the seven-county metro area and based upon a member's county of residence in Greater Minnesota.

Requests for a disability type change must be received on or before the 15th of the month to be retro-ed to the first of the current month. If the request is received after the 15th of the month, the change will be effective the first of the following month.

Care coordinators should begin using these forms immediately.

Quality Connection

This new Quality Connection section will feature periodic updates from UCare's Quality Management/Performance Improvement groups. For example, these updates will cover PIPs (Performance Improvement Projects), HEDIS (Health Effectiveness Data and Information Set), and the CMS Star Ratings.

Preventive Visit PIP

The Preventive Visit PIP seeks to increase the number of members who receive a preventive visit (annual physical exam) within the first six months of their UCare enrollment. Members are encouraged to establish and maintain a relationship with their care team, whose members include their care coordinator/case manager, primary care provider and primary care clinic.

In February, UCare sent *UCare Connect* case coordinators a card to give to their members to remind them to call their clinic to make an appointment. The card has a place to record the doctor's name, clinic information, and the date and time of the appointment.

UCare's MSHO care coordinators and MSC Plus case managers will hear a presentation about this PIP at the Care System Meeting and County WebEx in March. Please direct questions to Mary Grina at 612-676-3254 or mgrina@ucare.org.

~ Reminders ~

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

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

Sending Universal Transfer Forms (UTFs)

We ask care systems and counties not to send UTFs to the new case management entity before enrollment lists are released. Doing so can cause confusion with the new case management entity, as the entity is not aware of the member's assignment until it receives the new enrollment reports. If you are faxing multiple members transferring to a care system or county, please 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.

Skilled nursing visits and therapy reminder

Please remember that UCare allows 15 visits for skilled nursing, and 10 visits for therapies, before a prior authorization is required. It is the provider's responsibility to submit for prior authorization to UCare.

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

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

- Eligibility for Elderly Waiver services (EW).
- Closing of EW services due to the members' choice, entering a long-term care facility, change of waiver program, or the member disenrolled.

- Member has a new address.
- To change a member's living status from community to institutional.

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.

UCare contact numbers:

UCare Customer Service (*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.

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.

Please share this newsletter with others in your organization.