**May 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 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.

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***Hello case managers, case coordinators, and care coordinators!***

## Clinical Services welcomes a new Clinical County Liaison

Jessica Assefa will join UCare as the new Clinical County Liaison, replacing Mary Grina, who moved to UCare's Quality Improvement department in January, 2011. Jessica's first day at UCare will be May 9th. We will announce Jessica's phone number and contact information in the June newsletter, at which time Jessica will be ready to assist counties with care coordination questions. In the meantime, please continue to direct questions to Ceil Boesche at 612-676-3348 or by email at cboesche@ucare.org and Bobbi Jo Glood, at 612-676-3688 or by email at bjglood@ucare.org .

## UCare Customer Service has a new name

UCare's Customer Service has been renamed. It is now called UCare Customer Experience Center.

## Would your MSHO community-well member benefit from Lifeline

Do you have a MSHO community-well member who would benefit from Lifeline? MSHO community-well members may receive Lifeline as a covered benefit. Care coordinators may set up this service with a Lifeline provider. Providers should use the *HCPC code A9280-alert or alarm device, not otherwise classified* for MSHO community-well members only. If the provider doesn't use this code, UCare will deny payment. Care coordinators who set up this service should notify the provider of the HCPC code to ensure payment. This is a Medicare benefit which MSC Plus community-well members do not qualify for. A UCare waiver service approval form is not required for this since the member is not on a waiver.

## UCare additional dental benefit

UCare offers MSHO and *UCare Connect* members an additional $300 to use for certain preventive and diagnostic dental procedures. We have attached a listing of the dental codes that are covered under this benefit. Porcelain crowns are not covered under this benefit. Please direct any questions related to dental benefits to Margie Lindberg, mlindberg@ucare.org, or 612-676-3312.

## New Welcome letter for MSHO and MSC Plus members on a CAC, CADI, DD, or TBI waiver

UCare has developed a Welcome letter for members who are on a CAC, CADI, DD, or TBI waivers. Care coordinators and case managers should use this welcome letter when they are aware that the member is on a CAC, CADI, DD, or TBI waiver. These letters are labeled MSHO Welcome Letter for members on a CAC, CADI, DD, or TBI waiver or MSC Plus Welcome Letter for members on a CAC, CADI, DD, or TBI waiver and are located on the UCare web site.

## Revised MSHO and MSC Plus letters posted to UCare website

Revisions have been made to the following letters:

- MSHO and MSC Plus Change in Care Coordinator/Case Manager letter
- MSHO and MSC Plus Unable to Reach letter

Please discard old versions and begin to use the new ones which are located on the UCare website.

## Have questions? DHS PolicyQuest may have the answer

Disability and Aging PolicyQuest is a public database containing questions and answers viewable by case managers, care coordinators, and case coordinators. PolicyQuest is a resource in addition to DHS Bulletins and memos. We encourage you to take a look at the Disability and Aging PolicyQuest search feature.

# *Connect Corner*

## Mark your calendar for an upcoming *UCare Connect* training

UCare will be hosting training for metro area case coordinators on **May 23rd from 9 AM to 11 AM** at UCare. Counties can expect to receive an invitation to attend this training as a WebEx. During this training, UCare will provide updates on several topics, plus a basic overview of *UCare Connect* benefits, and also a presentation by Behavioral Healthcare Providers, UCare's behavioral health benefit provider.

## Revised *UCare Connect* letters posted to UCare website

Revisions have been made to the following letters:

- *UCare Connect* Change in Case Coordinator letter
- *UCare Connect* Unable to Reach letter

Please discard old versions and begin to use the new ones which are located on the UCare web site.

## Preventive Visit PIP reminder

Case Coordinators are reminded to hand out an appointment reminder card when completing a member's initial or annual assessment. If you are unable to reach the member, you can send the card to along with the Unable to Reach letter. Please contact Mary Grina at 612-676-3254 or mgrina@ucare.org if you need additional cards or if you have any questions about this PIP.

## Unable to reach your member

We ask that case coordinators make 3 attempts to reach a member within 30 days of enrollment. Attempts may be by phone, letter, or face-to-face and must be documented. If the case coordinator is unable to contact the member, an "Unable to Reach" letter should be sent and the case coordinator should attempt to reach the member again in 3 months. The case coordinator should not close the member to case management. Please refer to the *UCare Connect* case coordination requirements on the UCare web site.

## UCare's MSHO member reminder calls

UCare will call UCare's MSHO members who are due for preventative screening services, including colorectal cancer screening and diabetic eye exams. Members will be encouraged to talk with their doctors about these services.

Please help us with this outreach effort by encouraging members who you know are due for these screening exams to connect with their provider.

| **2011 Calendar of Events for CMS Stars and PIPs*** | |
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| **April** | **May** |
| ✓ HEDIS data collection started.<br>✓ CRC reminder postcards sent on the 15th.<br>✓ Diabetes and blood pressure action lists were sent to Care Coordinators and Case Managers.<br>✓ CAHPS and HOS surveys sent to a sample of MSHO and UFS members (includes *UCare Connect* members). | ✓ HEDIS data collection continues. |

If you have any questions please contact Lindsay Kohn at 612-676-3317or lkohn@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. 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 no later than the 15th 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.

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.

## 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.

## Completion of Medical Assistance paperwork for UCare's 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.

## Have you had difficulty opening forms on the UCare web site?

In order to ensure that all forms are accessible, UCare will begin converting all forms on the UCare web site to a fillable PDF format over the next month. This conversion hopefully will eliminate the difficulties some may have in opening the forms. In order to access the PDF forms, care systems and counties will need to make sure that they have Adobe Reader installed on their computers. If you have difficulty accessing these new PDF forms or don't have the Adobe Reader, please contact your agency's information specialist.

## 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.

*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.*