



November 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** 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 **County** and **UCare Connect** Clinical Services questions to Jessica Assefa, Clinical County Liaison, at 612-294-5057, or e-mail at jassefa@ucare.org.

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

***Happy Thanksgiving,
Care Coordinators!***



Next care system meeting, county WebEx trainings set

The next **Care System training** is scheduled for Tuesday, Dec. 13 from 8:30 a.m. to 12 p.m. The **County WebEx training** is scheduled for Thursday, Dec. 8, from 1-3 p.m.

Sending Universal Transfer Forms (UTF) to the county when a member goes back to fee-for-service and is receiving Elderly Waiver (EW) services

When a member loses MA coverage, and goes to the county as fee-for-service, and is receiving Elderly Waiver Services (EW), the care coordinator must send a Universal Transfer (UTF) Form informing the county that the member is now fee-for-service and is receiving EW services. The care coordinator will need to indicate on the UTF what EW services the member is receiving and the provider of those services.

Personal Emergency Response Systems (PERS) codes

Care coordinators who are authorizing PERS services (example: Lifeline) should begin to use the following codes when sending in a Waiver Service approval form to UCare:

- S5160-Emergency Response System Installation and Testing.
- S5161-Emergency Response Monthly Service Fee (excludes installation and testing).
- S5162-Emergency Response System Purchase (includes the equipment purchase, registration fee, and costs for lost, broken or additional equipment).

For MSHO community well members, providers should continue to use HCPC code A9280 for PERS

services.

Clarification on members residing in Customized Living (CL) prior to October 1, 2011, needing a verification code

Members enrolled with UCare, are on MA, and reside in a customized living **prior to** October 1, 2011, will not be required to receive the counseling or a verification code provided by the Senior Linkage Line. When completing the customized living tool, care coordinators would enter 11 zeros into the tool where it requires the verification code.

LA Fitness clubs join the *UCare for Seniors UCan!* fitness program

LA Fitness has joined the *UCare for Seniors* health club network. *UCare for Seniors* members who belong to a participating health club can receive a reduction in their monthly health club membership.

For a list of participating health clubs and applications, visit the *UCare for Seniors* [health club savings web site](#).

Check out the “Honoring Choices Minnesota” web site, programs

The [Honoring Choices Minnesota](#) web site and series of broadcast programs on Twin Cities Public Television (full installments are linked on the site) help inspire and support conversations about end-of-life care planning.

Honoring Choices is an effort by the Twin Cities Medical Society and its Foundation to encourage families and communities to have discussions regarding end-of-life care choices.

Care Coordinators can find these and other topics covered on this web site:

- Advance Care Directives.
- Advanced Care Planning.
- Beginning Conversations.
- Multicultural Resources.

The Exchange web site offers abundant resources



Based in Minnesota, the [Exchange](#) is a partnership formed to exchange information and resources about health communication and to share multilingual health materials. The Exchange resources and information are open to everyone, but the online library of translated health materials and forums are for members only.

Because UCare is a member of the Exchange, care coordinators can access the online library and participate in forums. UCare's log-in is **ucare**; the password is **ucare**.

Connect via the [Exchange home page](#) and explore the vast collection of resources and materials.

Preventive Screening Call Campaign update

In September, UCare staff attempted to reach 1,736 UCare MSHO members who needed one or more of the following preventive screenings: breast cancer screening, colorectal screening, and diabetic eye exam. Staff were able to contact 540 (31%) of these members, many of whom said they would schedule the test(s) on their own or reported that they already had the test(s).

This call campaign will continue in November. UCare staff will attempt to reach an additional 700-plus members who were not contacted in September, who asked for a call back, who had voice mail, or who

didn't answer.

If you have questions about this campaign, please contact Cindy Radke, Clinical Services, at 612-676-3662.

Connect Corner

Assisting UCare Connect members through the Medical Assistance (MA)-only transition

Beginning Jan. 1, 2012, [UCare Connect](#) will no longer include or integrate Medicare benefits. In early October, UCare notified approximately 1,200 members who are eligible for Medicare and Medical Assistance (dual-eligible) about this change and how it impacts them. UCare also sent non-dual members a letter explaining that this change does not impact them.



Dual-eligible members can continue to enroll in *UCare Connect* for their Medical Assistance benefits; however, they will receive their Medicare benefits through different sources. Many members will likely return to Original Medicare (fee-for-service) and be assigned to a Part D Prescription Drug plan by the Center for Medicare and Medicaid Services (CMS). In early November, dual-eligible members will receive a “blue letter” from CMS. This letter will identify the zero cost, stand alone Part D plan that CMS will enroll members into for Jan. 1, 2012. Keep in mind dual-eligible members can change their Part D plan every month with the effective date on the first of the following month.

If members wish to remain enrolled in *UCare Connect* for their Medical Assistance in 2012, UCare encourages members to wait to make changes to their Medicare coverage until after Dec. 1, 2011. If they enroll in a new Part D plan prior to Dec. 1, they will be automatically disenrolled from *UCare Connect*.

If members need assistance with their health plan options during this transition, please instruct them to contact UCare at 1-800-707-1711 or call the Disability Linkage Line at 1-866-333-2466.

During November, UCare will invite dual-eligible members to one of six member meetings. The goal of these meetings will be to describe the Medical Assistance-only product change and to assist dual-eligible members in understanding their health plan options for 2012. Invitations will be sent to members in the mail. These meetings will take place at the dates and locations listed below. Members should RSVP by calling 612-676-3554 or 1-800-707-1711. If a member needs transportation and or interpreter services, this should be indicated when calling.

Date	Time	City	Address
Monday, Nov. 7	10:30 a.m.	Roseville, MN	Radisson Roseville 2540 N. Cleveland Ave. Roseville, MN 55113
Tuesday, Nov. 8	1:30 p.m.	Mankato, MN	Country Inn & Suites 1900 Premier Dr. Mankato, MN 56001
Thursday, Nov. 9	10:30 a.m.	Maplewood , MN	Maplewood Community Center

			2100 White Bear Ave. Maplewood, MN 55119
Friday, Nov. 10	1:30 p.m.	Duluth, MN	Comfort Inn West 3900 W. Superior St. Duluth, MN 55807
Tuesday, Nov. 15	10:30 a.m.	Rochester, MN	Ramada Inn 1517 16 th St. SW Rochester, MN 53909
Friday, Nov. 18	10:30 a.m.	St. Cloud, MN	Holiday Inn & Suites 75 37 th Ave. S. St. Cloud, MN 56301

- REMINDERS -

Visit UCare, Department of Human Services web sites often

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

Sending Universal Transfer Forms (UTFs)

We ask care systems and counties to send UTFs for UCare’s MSHO, MSC Plus, and *UCare Connect* members who are transferring to a new care system or county no later than the 15th of the month. Do *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 its staff receives 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 help ensure that no members are missed.

DHS Lead Agency Case Manager/Worker Communication Form (DHS-5181) serves several purposes

The Lead Agency Case Manager/Worker Communication Form ([DHS-5181](#)) is a mandatory form for communication between lead agency Case Managers and workers who determine eligibility for Medical Assistance (MA) payment of long-term care (LTC) services. The form helps ensure that an eligibility determination is made as quickly as possible when a MA applicant or enrollee requests MA payment of LTC services.

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’s address.
- Change in member’s living status from community to institutional or from institutional to community.

- Member's death.

Visit the secure FTP web site account to keep it 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 at least once per quarter, your access will deactivate. *** If this happens, you no longer will receive notification of reports that have been uploaded on to 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.

Contact Louann Daniels, Clinical Services, at ldaniels@ucare.org if:

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

Future termination lists

UCare periodically sends a Future Termination report to care coordinators. This report indicates dual-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.

Mobile Dental Clinic serves UCare members in Minnesota

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. 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).

UCare contact numbers:

UCare Member Services (*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.

*For members who designate a Mayo Clinic as their primary care provider, authorization requests should be directed to **MMSI** (*MSHO and PMAP, and Medicare Advantage Utilization and Review claims or billing-related questions*): 1-800-645-6296, option “3”.

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.

*For members who designate a Mayo Clinic as their primary care provider, authorization requests

should be directed to **MMSI** (*MSHO and PMAP, and Medicare Advantage Utilization and Review claims or billing-related questions*): 1-800-645-6296 option "3".

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 Glood at biglood@ucare.org or to Jessica Assefa at jassefa@ucare.org.