



Clinical Services Program **Alert**

News of interest from UCare



December 2011

Issues of **Clinical Services Program Alert** often refer to several different UCare forms.
Note that *all* UCare forms can be found 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.

Walgreens Pharmacy Update

Care coordinators, please remember that as of January 1, 2012, members will no longer be able to use Walgreens to fill or refill prescriptions.

Care Coordinators can use the following talking points with members who are currently with Walgreens pharmacy:

- UCare members can use Walgreens through 2011 to get all medications and vaccinations (flu shot).
- If members are told that they cannot get services, they should call UCare Customer Service at 612.676.3300

Members can transfer their prescriptions by taking any one of these steps:

- Bring their prescription bottle to a new pharmacy; Pharmacy will contact the member's Walgreens pharmacy to transfer the prescription.
- Call a new pharmacy and ask them to contact the member's Walgreens pharmacy to transfer the prescription.
- Ask the member's doctor to call a new pharmacy with a new prescription.

Please see attached letters that will be sent to MSHO, MSC+, *UCare Connect*, and *UCare for Senior* members beginning December 12th.