



February 2012

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 by e-mail at bjglood@ucare.org.

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



**Happy Valentines Day,
Care Coordinators!**

1st quarter Care System and County WebEx trainings are set

The next **Care System** training is scheduled for Thursday, March 22, from 8:30 a.m. to 12 p.m. The **County WebEx** training is scheduled for Wednesday, March 28, from 1- 3 p.m.

Retro enrollment by DHS of UCare member's eligibility status

If a member shows on the monthly enrollment roster as termed, but the care coordinator identifies through MN-ITS that the member is eligible, the care coordinator should contact:

- UCare's Member Services at 612-676-3200 for **MSHO or MSC+** members.
- *UCare Connect* Member Services at 612-676-3395 for **UCare Connect** members.

UCare will retro enroll the member back to the 1st of the current month. Members will show on the following month's enrollment list as "new" but since there was no lapse in coverage, care coordination will continue as usual.

New UCare Member ID numbers

All **new** UCare members in 2012 will be assigned ID numbers that begin with 001. Care coordinators should be aware of this change. Current members who have been assigned ID numbers starting with 000 will remain the same.

Updated forms on UCare web site

Clinical Services continues to update current forms on the [UCare web site](#). The [Waiver Service Approval](#) form and the [Nursing Home face sheet](#) have been updated and are now posted. Care Coordinators should check the [UCare web site](#) for updated forms to ensure they are using current versions.

Waiver Service Approval Form

When Care Coordinators submit a [Waiver Service Approval](#) Form to UCare, a copy must be faxed to the Provider for their records.

OBRA Level 1 completion due when member admitted to Nursing Facility

Upon notification of a member's admission into a nursing facility, care coordinators must follow the process below:

Members on Elderly Waiver (EW):

- Fax the nursing facility an [OBRA level 1](#) that has been completed within 60 days of the member's admission.
 - If an OBRA has not been completed within the past 60 days, it may be completed over the phone with the nursing facility social worker or hospital discharge planner.
 - If an OBRA cannot be completed over the phone, a face-to-face OBRA must be completed within 10 working days of a request or referral.
- Send the [DHS-5181](#) to the county financial worker indicating the date member was admitted into the nursing facility.
- Exit the member from EW

Members not on Elderly Waiver (EW):

- Fax the nursing facility an [OBRA level 1](#) that has been completed within 60 days of the member's admission.
 - If an OBRA has not been completed within the past 60 days, it may be completed over the phone with the nursing facility social worker or hospital discharge planner.
 - If an OBRA cannot be completed over the phone, a face-to-face OBRA must be completed within 10 working days of a request or referral.
- Send the [DHS-5181](#) to the county financial worker indicating the date member was admitted into the nursing facility.
- If the length of stay is beyond 30 days, complete [DHS-3427T](#) before the 40th day and enter in MMIS. The [DHS-3427T](#) must include:
 - Referral Date: Date the member was admitted to the nursing facility.
 - Activity Type Date: Date you complete OBRA level 1/DHS-3427T.
 - Result Date: same date as Activity Type Date.

Reminder: An [OBRA level 1](#) is to be completed on initial, annual, and significant change visits for UCare's MSHO and MSC Plus members living in the community, as well as when a member is admitted to a nursing facility. Please refer to the DHS Bulletin [#11-25-02](#) for a detailed explanation.

Can you help the University of Minnesota's SNBC health care study?

The [Institute on Community Integration](#) at the University of Minnesota (UMN) is conducting a study in cooperation with the Department of Human Services (DHS) and the health care organizations providing Special Needs BasicCare (SNBC) coverage. They are studying the critical elements of health care coordination that improve health outcomes and access to health care for people with physical disabilities.

Because the perspective of Health Care Coordinators (HCC) is a critical piece of this study, UMN is asking HCCs to complete a survey that takes about 20-30 minutes. UMN understands that coordinators are very busy people and do appreciate your time.

If your organization's policy allows it, the University of Minnesota has gift cards for those who complete the survey. Surveys can either be done on-line at <http://take-survey.com/guest/CCsurvey2.htm> or you can receive a paper copy of the survey by contacting Lynda Anderson at [612-626-7220](tel:612-626-7220) or ander447@umn.edu. Questions about the survey itself can also be directed to Lynda. Thank you!

Check out the Culture Care Connection

[Culture Care Connection](#) is an online learning and resource center developed by Stratis Health and funded by UCare. Care coordinators can find a link on the [UCare web site](#). The site provides information on cultural competence concepts, health topics, ethnicities, stakeholder organizations, and resources about the needs of Minnesota's diverse populations, as well as the health care organizations serving them.

Provider Update

Unity Health Care customized living/24 hour customized living and respite

Unity Health Care's contract to provide customized living, 24-hour customized living and respite care with Hennepin County ended on Jan. 31, 2012, and will not be renewed.

Affected sites are:

- 2221 W. 55th St., Minneapolis
- 5515 & 5517 Penn Ave S., Minneapolis
- 5543 & 5545 Penn Ave. S., Minneapolis
- 5518 & 5520 Oliver Ave. S., Minneapolis

Care coordinators should refer any questions from providers about this change to the Provider Assistance Center at 612.676.3300.



Breast Cancer Screening PIP

Improving breast cancer screening rates is an important UCare goal. A number of quality measurement tools report UCare's rate compared to results achieved by other health plans. In 2012, the Breast Cancer Screening PIP aims to improve mammography rates by 5% among UCare's MSHO and MSC Plus members ages 65-69, and *UCare Connect* members ages 40-69.

The main intervention for this PIP is enhanced care coordination for non-compliant members of these two plans using action lists that will be generated quarterly. Training will be provided at the 1st Quarter Care System Meetings in March, and the first action list will be distributed in the 2nd quarter of 2012. The success of this PIP relies heavily on the efforts of Care Coordinators to help members overcome barriers that are preventing them from getting their mammograms.

Please direct questions to Lindsay Kohn, Quality Management, at lkohn@ucare.org.

Medicare Health Outcomes Survey

As a contracted Medicare Advantage (MA) plan, UCare is committed to providing and/or facilitating the provision of health care services to maintain functional health outcomes and to address important problems related to urinary incontinence, lack of physical activity, and falls risk in the elderly.

Each year, the federal Centers for Medicare & Medicaid Services (CMS) surveys Medicare members on these important health indicators using the Medicare Health Outcomes Survey (HOS). The survey is administered

by CMS in the spring to monitor and provide information that will help improve the quality of care provided to Medicare members.

The HOS survey asks Medicare beneficiaries questions about their health status over a period of time. Care Coordinators can help by talking to members to ensure these important health indicators are being addressed:



- **Monitoring Physical Activity**

Only a small proportion of the population currently meets recommended levels of physical activity. It is important that members are encouraged to talk to their health care provider about their physical activity level and any barriers they experience to being active.

- **Urinary Incontinence**

Urinary incontinence is a common condition affecting up to 32% of men and 39% of women. While it is assumed to be an important part of aging, it can be treated or improved in most cases. Please encourage members experiencing urinary incontinence to talk to their health care provider about it.

- **Falls Risk Management**

Falls are a serious public health problem for older adults. They are the leading cause of death from injury for the 65 and older populations, as well as the most common cause of nonfatal injuries and trauma-related hospital admissions. It is extremely important that members discuss any falls or problems with balance or walking with their health care provider so that he or she can suggest interventions that would help *prevent* falls or *treat* problems with balance or walking.

Connect Corner

UCare Connect Clinical Liaison Contacts

Care coordinators in the 7 County Metro, including Lutheran Social Service, should begin to direct questions to the Clinical Care System Liaison, Bobbi Jo Gloud at 612-676-3688 or by email at bjgloud@ucare.org.

Care coordinators in Greater Minnesota should continue to contact the Clinical County Liaison, Jessica Assefa at 612-294-5057 or by email at jassefa@ucare.org.

Additional UCare Connect phone numbers

UCare has added additional resource numbers for members and County waiver partners (in addition to the UCare Connect Member Services line).

Health Questionnaire Assistance line: this line can be utilized by members who need additional assistance in completing the health questionnaire that is mailed upon initial enrollment and annually; 612-676-6502 or 1-877-903-0062.

Waiver Case Manager Provider line: this line is a resource for County waiver case managers who may have questions on UCare Connect; 612-676-6503 or 1-877-903-0063.

Assignment of Care Navigators

Beginning February 1, 2012, all **new** UCare Connect members will be assigned a Care Navigator. Members enrolled prior to February.1, 2012, will not be assigned a Care Navigator.

UCare Connect Future Term lists

Because *UCare Connect* is now a Medical Assistance (MA) -only product, UCare will no longer receive a Future Term list for these members. UCare will do its best to help members identify the need to submit MA renewal paperwork, and will ask that care coordinators also work with members to assist as much as possible.

NEW! UCare Connect letters and Case Coordination Requirements Grid

The Case Coordination Requirements Grid and the following letters have been posted to the [UCare web site](#).

- Care Navigator Welcome letter
- Case Coordinator Welcome letter
- Change in Care Navigator letter
- Change in Case Coordinator letter
- Unable to Reach letter
- Health Resource letter
- *UCare Connect* Case Coordination Change fax form

Please replace older versions of these letters and forms and begin using the new documents immediately.

~ REMINDERS ~

Visit UCare, DHS 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) [e-Docs web site](#) for current DHS forms.

When to use the DHS Lead Agency Case Manager/Worker Communication Form (DHS-5181)

Background: The Lead Agency Case Manager/Worker Communication Form ([DHS-5181](#)) is a mandatory form for communication between lead agency case managers and county financial 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 an MA applicant or enrollee requests MA payment for LTC services.

The DHS 5181 must be used to communicate to a county financial worker about:

- Eligibility for Elderly Waiver (EW) services
- 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 from the plan.
- Change in member's address.
- Change in member's living status from community to institutional or from institutional to community.
- Member's death.

Sending Universal Transfer Forms (UTFs)

We ask care systems and counties to send UTFs after monthly enrollment rosters are released, but no later than the 15th of the month for UCare's MSHO, MSC Plus, and *UCare Connect* members who are transferring to a new care system or county. Sending UTFs before the enrollment roster releases causes confusion for the new case management entity, as they 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 help ensure that no members are missed. *Thank you.*

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 may 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 Connect Member Services (*Clinic changes, contact information changes, questions on benefits*): 612-676-3395 or 1-877-903-0061.

UCare Connect Health Questionnaire Assistance line: (*resource for members who need additional assistance in completing the health questionnaire*) 612-676-6502 or 1-877-903-0062.

Waiver Case Manager Provider line (*resource for County waiver case managers can call for answers to questions on UCare Connect*); 612-676-6503 or 1-877-903-0063.

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 bjglood@ucare.org, or to Jessica Assefa at jassefa@ucare.org.