



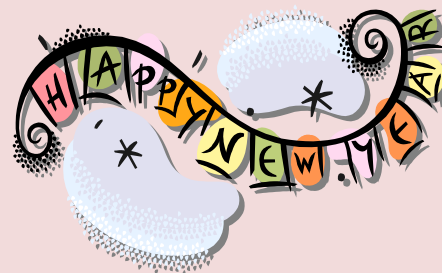
January 2012

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** and **UCare Connect** Clinical Services questions to Jessica Assefa, Clinical County Liaison, at 612-294-5057, or by 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.



*Best wishes,
Care Coordinators!*

Important pharmacy change for 2012

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



As you may know, Express Scripts, Inc. (ESI), UCare's Pharmacy Benefits Manager, does not have a signed contract with Walgreens pharmacies for 2012. Therefore, starting Jan. 1, 2012, Walgreens pharmacies will not be in UCare's pharmacy network.

UCare has communicated frequently with members and other network pharmacies about this change. We believe our communication efforts and other initiatives will result in minimal member disruption despite this change to the UCare pharmacy network.

If you have questions about this pharmacy network change or need assistance locating alternate pharmacies for members, please contact our Provider Assistance Center at 612-676-3300 or 1-888-531-1493 (toll free). Thank you for helping our members through this change.

EW services discontinued for Hmong Elders Center adult daycare

Effective immediately, UCare no longer provides EW services for members to attend Hmong Elders Center adult daycare, located at 430 Dale Street North, suite 7, St. Paul, MN 55103. Care Coordinators should not refer **new** members to this provider. UCare will provide direction in the near future about how to transition members who are currently receiving services from this adult daycare provider.

Pride-N-Living Home Care agency

Effective August, 10, 2011, Pride-N-Living Home Care will not be accepting new referrals or setting up services for UCare members. This change applies to **new referrals only**. Members who currently are receiving services through Pride-N-Living will not be affected.

Universal Home Care agency

UCare's contract with Universal Home Care terminated on Nov. 15, 2011. UCare has identified members who were currently receiving services (PCA, SNV, HHA and Homemaker services) and had authorizations in place; members were contacted by UCare to choose another home care agency and were advised to contact UCare or their Care Coordinator for assistance, if necessary. UCare sent notices to Care Coordinators, care systems, and/or counties about members who may have needed additional assistance in choosing a new agency.

DHS case mix classification worksheet

The Department of Human Services (DHS) has updated the AC, BI, CADI, EW Case Mix classification worksheet. Care Coordinators should begin to use this worksheet immediately. Care Coordinators can locate the [DHS 3428B-ENG](#) on the DHS [e-docs web site](#).

Updated MMIS manuals on the DHS web site

DHS updated the following three MMIS manuals, which are located on the DHS [e-docs web site](#). Changes are shown in red on the online copy and also are identified on the introduction page.

- [DHS-4625](#): Instructions for Completing and Entering the LTCC Screening Document and Service Agreement into MMIS.
- [DHS-5020A](#): Instructions for Completing and Entering the LTCC Screening Document and Service Agreement into MMIS for the Special Needs BasicCare (SNBC) Program.
- [DHS-4669](#): Instructions for Completing and Entering the LTCC Screening Document and Service Agreement into MMIS for the MSHO and MSC Plus programs.

DHS will be hosting MMIS training in January 2012; Care Coordinators should check the DHS [training site](#) for dates and times.

Updated forms on UCare web site

UCare will update forms beginning Jan. 1, 2012. Clinical Services will update the Waiver Service Approval form and the Nursing Home face sheet. The Plan of Care will **not** be changing in 2012. As always, Care Coordinators should check the [UCare web site](#) for updated forms to ensure that they are using the current form.



Connect Corner

2012 UCare Connect WebEx training schedule

Please mark your calendars for the 2012 *UCare Connect* WebEx trainings. As the date gets closer, reminders, agendas, and log in information will be sent. These trainings are for *UCare Connect* delegates only. Note that at this time these dates are tentative.

UCare Connect WebEx	
1 st Half	April 26 (10 a.m.-12 p.m.)
2 nd Half	Oct. 25 (9-11a.m.)

UCare Connect benefit changes for 2012

Fitness Club Benefit

In 2012, UCare will re-brand the *UCare Connect* fitness program from ActiveU to Connect to Fitness. The Connect to Fitness logo shown here will appear on members' ID cards.



Additional fitness facilities will be added to the network throughout the year to respond to growth in the program. For example, the Courage Center Pool & Fitness Pass will be available in the Connect to Fitness program in January. Beyond that, UCare will strive to add facilities in counties where a YMCA is not available. To encourage members to use their fitness club membership, UCare and the fitness clubs will require members who do not work out once a month to re-activate their club membership. Members will be asked to fill out a new participation form, which is available by calling UCare Member Services.

Extra Dental Benefits

Currently *UCare Connect* members have a \$300 allowance to use toward dental services not covered by Medical Assistance. Although this benefit has been available for two years, it often goes unused. To encourage members to receive preventive dental care, UCare is replacing the \$300 supplemental benefit with a second dental cleaning and exam each year.

~ 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.

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* 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 will no longer receive notification of reports that have been uploaded onto 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 about 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 Connect Member Services (*Clinic changes, contact information changes, questions on benefits*): 612-676-3395 or 1-877-903-0061.

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 Glod at bjglod@ucare.org, or to Jessica Assefa at jassefa@ucare.org.

