SEATS Program marks 30,000th seat milestone

In 2012, UCare gave out its 30,000th child safety seat through our Seats, Education, and Travel Safety (SEATS) Program. SEATS partners with more than 75 public health agencies and organizations in Minnesota to both dispense three types of seats and provide car seat installation education from a nationally certified Child Passenger Safety technician.

UCare provides eligible members who are pregnant or children up to age 8 with an appropriate car seat every three years at no cost (pregnant members have higher eligibility limits). Because four out of five car seats are either installed or used incorrectly, and because UCare recognizes the importance of correct installation and use of child safety seats, we are the only health plan in Minnesota that requires the education component in its child safety seat program.

We partner with 57 Public Health (our first preference) and other agencies to provide education and distribute the car seats. We are grateful for their commitment and efforts to help keep our youngest members safe!

**Highlighting 2012 partner achievements**

UCare recognized four high-performing Public Health SEATS partners for their accomplishments in 2012. UCare presented certificates of appreciation to the following Public Health departments and recognized staff contributions at County Board and/or Public Health Advisory Board meetings in early April and May:

- Rice County Public Health (April 2)
- Washington County Public Health (April 9)
- Dakota County Public Health (April 16)
- Olmsted County Public Health (May 2)

UCare values every Public Health SEATS partner. If your organization is not active in this beneficial program, we invite you to consider participating in SEATS. Find information about becoming a SEATS partner at www.ucare.org/providers/Resources-Training/Pages/SEATS.aspx.
Behavioral health news

Behavioral Health training
On March 27 and 28, UCare partnered with Behavioral Healthcare Providers (BHP) to provide training for Mental Health-Targeted Case Management (MH-TCM) providers. The training discussed how to overcome barriers to accessing dental services for UCare members, resources for TCM providers to improve member access to dental services, and information about MH-TCM audits and standards for clinical documentation.

Along with other trainings, you’ll find this training content on UCare’s provider webpage at www.ucare.org/providers/Pages/default.aspx under the “Resources and Training” tab.

Tips to improve MH-TCM claims processing with UCare
There have been common themes to questions from counties experiencing MH-TCM claims issues. Here are some key suggestions and resources for your billing departments.

• If an authorization has date spans, a claim submitted for dates of service outside of that date span may cause the claim to deny for “No authorization on file.” Please review the authorization in place for date spans authorized prior to submitting claims on the authorization.

• If the date span on the authorization has expired, a new authorization must be requested. Work with the delegate to request a new authorization.

• If the authorized units are exhausted, and claims are denied, additional units may be requested by calling the delegate that entered the original authorization.

• Claims prior to July 2012 may be denied for lack of medical information. Please work with the delegate to request a new authorization.

• Use a UCare-generated authorization number when billing rather than a BHP-generated number. If a claim is submitted without the proper UCare authorization number, the claim may deny.

• Only one MH-TCM claim per month per member is reimbursable. TCM claims may deny for “benefit maxed” if another agency has billed a TCM claim for that month for that same member.

Questions about authorizations should be directed to the delegate that created the authorization:
Behavioral Health Partners (BHP) online at www.bhpcares.com or by phone at (763) 525-9919 or 1-800-361-0491 toll free
Mayo Management Services, Inc. (MMSI) online at www.mmsiservices.com or by phone at 1-800-645-6296 toll free.

For additional resources, visit UCare’s Provider Claims and Billing web page or call UCare’s Provider Assistance Center at 612-676-3300 or 1-888-531-1493 toll free, Monday–Friday, 7 a.m. - 5 p.m.

2013 UCare County Satisfaction Survey now open
Each year, UCare invites county partners to give feedback on how we can enhance our relationship with you, as well as the services we provide to our members. Your feedback has helped us make meaningful improvements. Throughout 2012, we focused on improving our internal transportation process, streamlining the behavioral health authorization process, and being more responsive to questions about billing and claims.

UCare sent an email on April 4 containing a link to the new 2013 UCare County Satisfaction Survey. If you have not received this email and would like to provide input, please take approximately 15 minutes to complete the 2013 UCare County Satisfaction survey. The survey will close Friday, May 10, 2013.

Please note that the 2013 survey is shorter and has more focused questions. Also, UCare opened the survey to more respondents and invited county staff from all areas to respond.

Thank you for responding!
2013 Health Promotion summer camp news

Every summer, UCare pays for eligible members with asthma or diabetes to attend special summer camps. These camp programs help members learn to manage their conditions – all while having fun doing the typical camp activities. The camps are:

• Asthma camps – offered through the American Lung Association (ages 7 – 16)
• Diabetes camps – offered through the American Diabetes Association (ages 5 – 16)
• Camp 5-2-1-0 – offered through One Heartland, specifically for youngsters with Type 2 diabetes and their families (ages 7+)

Camp 5-2-1-0 is the most recent addition to these camps. This family camp (at least one parent or guardian must attend with the member) is built around the following core curriculum:

• 5 (5 fruits and vegetables daily)
• 2 (2 hours or less of “screen time” daily)
• 1 (1 hour or more of physical activity daily)
• 0 (0 sweetened beverages daily)

UCare mailed camp information to eligible members in mid-March. Members can learn more about the camps by calling the Customer Services at the number on the back of their UCare ID card. They also can visit www.ucare.org/HealthWellness/ChildrenAndTeens/Pages/Camps.aspx.

UCare Connect updates

New UCare Connect (SNBC) enrollment timeline

Most people with disabilities on Medical Assistance (MA) are required to enroll in a Special Needs BasicCare (SNBC) plan unless the individual opts out of managed care. Between January and August 2012, the Minnesota Department of Human Services (DHS) auto-enrolled thousands of adults with disabilities into the managed care program.

On March 1, 2013, DHS auto-enrolled people with disabilities who gained MA eligibility after August 2012 and who live in counties with one SNBC plan into the program.

UCare’s SNBC product, UCare Connect, is the only SNBC plan in 23 counties, primarily in southern Minnesota (see map 1). Approximately 1,300 adults with disabilities transitioned from MA fee-for-service to UCare Connect in March.

In May 2013, DHS plans to conduct another auto-enrollment phase for counties with more than one SNBC plan (see map 2). Preliminary estimates indicate that UCare could receive about 4,000 additional SNBC enrollees into its UCare Connect product at this time. UCare Connect is one of two or more plan options in 18 counties, including the 7-county metro area.

(cont. on page 4)
After May 2013, DHS plans to automatically issue SNBC opt-out/choice notices to people with disabilities as they gain MA eligibility. DHS indicates that approximately 300 people become eligible for MA due to disability each month.

Ensuring continuity of care for members
UCare honors authorizations and service agreements that new UCare members were receiving in their prior health plan, including services they received previously through fee-for-service MA.

If a new/transitioned member obtained and received authorized MA-covered services while in a fee-for-service plan before joining UCare, please contact UCare or our delegates listed at www.ucare.org/providers/Eligibility-Authorizations/Pages/EligibilityAuth.aspx to supply the authorization needed to ensure that the individual continues to receive these services while a UCare member. Taking this action will avoid interruptions in care and service. Skilled nursing visits and home health aide services for individuals enrolled in UCare Connect must be authorized by UCare.

Reminders about UCare Connect care models and services

All UCare Connect members have a UCare Care Navigator, who is available by phone to help members access preventive and primary care and other health care services. Care Navigators are a resource for County Case Managers if there are questions about accessing care and/or coordinating care.

Care Navigators
Care Navigators are assigned based on the member’s county of residence. You can determine the Care Navigator assigned to each UCare Connect member by county at www.ucare.org/providers/Documents/Connect_NavigatorAssignmentMap.pdf.

Case Coordinators
Case Coordinators are assigned to UCare Connect members open to waiver, receiving Mental Health-Targeted Case Management (MH-TCM), or not identified as high-need. In most cases, UCare does not assign another coordinator to your clients enrolled in UCare Connect.

UCare Connect members who receive services through a county waiver Case Manager or Mental Health-Targeted Case Manager, or who reside in an institution, typically are not assigned a Case Coordinator.

About 50% of UCare Connect members also are enrolled in Medicare and a Medicare Part D plan (i.e., are dual eligible). For these members, Medicare or the Part D carrier is the primary payer for many medical services and prescription drugs. UCare does not need to authorize these services.

UCare does not cover personal care assistance, private duty nursing, or home and community-based services for UCare Connect members. These services are available to eligible members through fee-for-service MA.
Below are links to three tip sheets to assist you in working with UCare Connect members:

- **Home Care Services and UCare Connect**
- **Home and Community-based Services and UCare Connect**
- **Mental Health-Targeted Case Management and UCare Connect**

Contact UCare Connect’s case management assistance line at 612-676-6503 or 1-877-903-0063 toll free if you have questions regarding UCare Connect and waiver services and/or the coordination of services for members on waivers.

**Conference on “Health in All Policies: Creating Health Equity”**

UCare is a sponsor for the upcoming 2013 Minnesota Public Health Association Annual Meeting/Conference on June 13-14, 2013, *“Health in All Policies: Creating Health Equity.”* It will be held at The Commons Hotel, Minneapolis, and continuing education contact hours will be available for nurses. MPHA is also applying for Certified Health Educator Specialist contact hours.

MPHA’s conference will help attendees increase awareness about the health implications of policy in many sectors, not just those explicitly related to health. Attendees will learn how “HiAP” principles can contribute to the policy making process at all levels of government (and other organizations) and positively impact the determinants of health as well as fulfill the original (non-health) objectives of the policy. Examples of putting HiAP into practice will be shared. The conference also will present key strategies essential to creating health equity and addressing health disparities.

The conference is meant for all stakeholders interested in improving the health of Minnesota communities. View conference information and to register.

You are invited to submit a program or research poster proposal to MPHA that aligns with the conference theme by completing the abstract form at this link: 2013 MPHA Conference Call for Proposals. Posters will be displayed during the conference reception on June 13. Deadline for submission is May 24, 2013.

If you have questions about the conference, contact Carol Berg, UCare County and Public Health Manager (and MPHA Conference Planning Committee Chair) at cberg@ucare.org.
## UCare Phone List

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Numbers</th>
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<tbody>
<tr>
<td>Behavioral Health Services</td>
<td>763-525-9919 (Metro) 1-800-361-0491 (Greater Minnesota)</td>
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<tr>
<td>Mayo Management Services, Inc.</td>
<td>1-800-645-6296 toll free</td>
</tr>
<tr>
<td>Sandy DelCastillo</td>
<td>612-294-5258</td>
</tr>
<tr>
<td>Clinical Services</td>
<td>612-676-6705 1-877-447-4384 toll free</td>
</tr>
<tr>
<td>Jessica Assefa</td>
<td>612-294-5057</td>
</tr>
<tr>
<td>Customer Services/Enrollment</td>
<td>612-676-3200 1-800-203-7225 toll free (State Public Programs)</td>
</tr>
<tr>
<td>Sandy DelCastillo</td>
<td>612-676-6868 1-866-280-7202 toll free (SNP: UCare's MSHO)</td>
</tr>
<tr>
<td>Mayo Management Services, Inc.</td>
<td>612-676-3395 1-877-903-0061 toll free (SNBC: UCare Connect)</td>
</tr>
<tr>
<td>Sandy DelCastillo</td>
<td>612-676-3351 1-866-243-5157 toll free</td>
</tr>
<tr>
<td>Eligibility Verification</td>
<td>612-676-6824 1-800-203-7225 toll free</td>
</tr>
<tr>
<td>Health Connection (24-hour nurse line)</td>
<td>1-800-942-7858 toll free TTY: 1-877-728-3311 toll free</td>
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<tr>
<td>Health Promotion</td>
<td>612-676-3311 1-866-243-5157 toll free</td>
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<tr>
<td>Health Ride Transportation</td>
<td>612-676-6830 1-800-864-2157 toll free</td>
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<tr>
<td>Provider Assistance Center (PAC)</td>
<td>612-676-3300 1-888-531-1943 toll free</td>
</tr>
<tr>
<td>See-A-Dentist Appointment Hotline</td>
<td>1-800-235-0564 toll free</td>
</tr>
<tr>
<td>Government Relations</td>
<td>Carol Berg, RN, MPH</td>
</tr>
<tr>
<td>County Hotline</td>
<td>1-866-457-7146 toll free</td>
</tr>
<tr>
<td>Carol Berg, RN, MPH</td>
<td>612-676-3635 <a href="mailto:cberg@ucare.org">cberg@ucare.org</a></td>
</tr>
<tr>
<td>May Seng Cha, MBA</td>
<td>612-676-3565 <a href="mailto:mcha@ucare.org">mcha@ucare.org</a></td>
</tr>
<tr>
<td>Jennifer Hauser, RN, PHN</td>
<td>612-294-5201 <a href="mailto:jhauser@ucare.org">jhauser@ucare.org</a></td>
</tr>
</tbody>
</table>

Do you have a question not answered through your regular contacts? Need help untangling an issue? Can’t remember who to call? Then use our toll-free County Hotline! We welcome your calls and questions to help you work with our UCare members.

**County Hotline:** 1-866-457-7146 toll free