



## Clinical Services Program Update

News of interest from UCare



**May 2018**

Issues of **Clinical Services Program Update** often refer to several different UCare forms. Please note that *all* UCare care coordination forms are on the [UCare website](#) under the Care Managers tab.

Direct your **UCare** questions to your Clinical Care Coordination Liaisons. You can send your care coordination-related questions to our Clinical Liaison mailbox: [clinicaliason@ucare.org](mailto:clinicaliason@ucare.org) or by phone: 612-294-5045 or 1-866-613-1395 toll free.



Direct your **MSHO/MS C+ enrollment** questions to the enrollment intake line at 612-676-6622 or by email [CMIntake@ucare.org](mailto:CMIntake@ucare.org).

Direct your **UCare Connect enrollment** questions to the *UCare Connect* enrollment email [connectintake@ucare.org](mailto:connectintake@ucare.org).

## Care coordination news

### 2018 UCare Care Coordination training schedule

**UCare Connect & UCare Connect + Medicare Bi-Annual Care Coordinator Meetings: Twin Cities Metro Delegates**  
 May 9; 9 a.m.-12 p.m.  
 November 14; 9 a.m.-12 p.m.

**UCare Connect & UCare Connect + Medicare Bi-Annual Care Coordinator Meetings: WebEx Training; the recorded WebEx will be posted on the UCare website by:**  
 May 16, Nov. 21

**UCare’s MSHO/ MSC+ Quarterly Meetings: Metro Delegates**  
 June 13; 9 a.m.-12 p.m.  
 Sept. 12; 9 a.m.-12 p.m.  
 Dec. 12; 9 a.m.-12 p.m.

**UCare’s MSHO/MS C+ Quarterly Meetings: Greater Minnesota WebEx Training. The recorded WebEx will be posted on the UCare website by quarter:**  
 June 21, Sept. 20, Dec. 20

## UCare launches new prior authorization forms for Behavioral Health

On May 1, UCare will launch the next phase of enhanced prior authorization forms developed for Behavioral Health. Look for the following new forms:

- Early Intensive Development and Behavioral Intervention (EIDBI).
- Mental Health (inpatient and outpatient).
- Out-of-Network (OON) (BH specific).
- Substance Use Disorder (SUD).

The form enhancements will ensure that all of UCare's prior authorization forms have a similar look and feel, provide clear instructions for what is needed to efficiently process requests, and reduce the amount of administrative time for the provider community. This is phase three of a multi-phase project to improve our provider-facing forms.

Last year, UCare rolled out enhanced prior authorization forms for Elderly Waiver, General Services, Genetic Testing, Pre-Determination (Medicare only) and PCA.

As we transition to the new forms, UCare's Behavioral Health team will reach out to providers who submit requests on the old forms and remind them to use the new forms. Our goal is to have all of the new forms in use after June 1<sup>st</sup>, 2018. The updated forms will be available May 1<sup>st</sup>, 2018 on [UCare's provider website](#).

## Reminder - Behavioral Health Contacts at UCare

The Behavioral Health team at UCare may be able to assist care coordinators in managing members with Geri-psych issues.

For assistance, please contact the Clinical Services Behavioral Health team at **612-676-6705, or 1-877-447-4384 toll free**. When prompted, select option 2, and 2 again for Behavioral Health Intake. The Behavioral Health Intake Specialist can connect care coordinators with the Utilization Review nurse who is working with the member, to provide assistance with the following:

1. Discharge planning.
2. Contacting the hospital.
3. Providing information on the plan of care.
4. Providing assistance with substance use disorder treatment.

Please provide the member's name and UCare ID number.

## New! – UCare has added an Annual Wellness Visit incentive for our UCare Connect + Medicare and MSHO programs.

Members who complete an Annual Wellness Visit and have the doctor/provider complete the voucher will receive a \$25 gift card. UCare mails out the voucher to all members who have not had an Annual Wellness Visit in the last 12 months. An online version is available along with all incentive vouchers at [www.ucare.org/rewards](http://www.ucare.org/rewards).

## Bus passes for UCare members

We've had some recent questions about UCare's bus pass program. Here is a quick overview of how the bus pass program works at UCare:

UCare Health Ride provides medical rides for MSHO/MSC+, and *UCare Connect* products.

- Rides are provided through Health Ride.
- Rides are provided only when the member has no other means of transportation.

Non-medical rides (cab or bus pass) may be provided under the Elderly Waiver for MSHO and MSC+.

- The care coordinator arranges the ride with the transportation provider, not with Health Ride.
- The care coordinator must submit a Waiver Service Approval Form (WSAF) to UCare.

Non-medical rides – *UCare Connect*

- There is no coverage for transport to non-medical rides, including the gym/Silver Sneakers program for *UCare Connect* members.

In the Twin Cities metro area, UCare provides coverage for two types of bus pass:

- Metro Transit- for members who are ABLE to use the regular bus line.
  - Members get a “Go-To” card that renews each month- does not require re-ordering on a monthly basis.
  - UCare gets billed by the bus company, and we track utilization.
- Metro Mobility- for members who are UNABLE to use the regular bus line
  - Members get a “Go-To” card with a specified dollar value loaded for the month of use.
  - The card must be re-ordered monthly.

In Greater Minnesota, there are various types of bus passes, depending on the area/bus company.

- These need to be ordered monthly.
- Cards usually have a specified dollar value loaded onto the card.

Bus passes can be ordered by email at [CSTransportationDept@UCare.org](mailto:CSTransportationDept@UCare.org)

- Subject Line: Bus Pass Order
- Body/attachment:
  - First/last name
  - Address
  - UCare ID Number
  - DOB
  - Type of card: Metro Transit, Metro Mobility rush/ non rush, Non-Metro area
  - EW? (y/n)

Jeremy Hyde, UCare’s Customer Services Manager, recorded an overview of the bus pass program during the 3rd Quarter 2017 MSHO/MSC+ training- slides 10-16. This WebEx recording can be accessed on our website at this [link](#).

## **UCare to host regional county visit meetings this summer**

UCare Care Coordination Liaisons will be inviting county care coordination staff to regional meetings this summer, where care coordinators from groups of neighboring counties will be invited to meet at specified sites. The meetings will cover UCare product information, care coordination updates, and information about care plan audits. We would also like to hear from you prior to the meetings about care coordination topics you would like us to address.

We hope these meetings will provide an opportunity for care coordinators to network with other care coordinators and interact with UCare staff. Invites will be sent to groups of counties by region. UCare will be meeting individually with Care Systems.

## **UCare website update – Enhancing your experience**

Last year, UCare began work on a project designed to help you find information on our provider website more intuitively, easily and quickly. In the coming weeks, we are introducing some changes to the provider web pages. With these enhancements, the Care Manager site has been redesigned with a more intuitive look and feel.

Here are some things to keep in mind when visiting the website:

- Check and update your bookmarks to the new URLs showing in the address line.
- Everything on the current website will be on the new site, but it may be in a new location.
- Look for information “drawers” that open when clicked to expose additional information on a particular subject.
- We value your input. If you have any comments about the site, or any ideas for website improvement please reach out to us at [clinicaliaison@ucare.org](mailto:clinicaliaison@ucare.org).

This is the first of several improvements we will be introducing to support your online experience. We will keep you informed along the way. UCare is committed to enhancing your provider experience to help support you in serving our members. UCare hopes to implement these website changes in May 2018.

## **MSHO/MSC+ news**

### **Waiver Service Approval Form (WSAF) submission reminders**

Waiver Service Approval Forms are required for approval of any Elderly Waiver service. Please note the following reminders when submitting Waiver Service Approval Forms to UCare:

- Elderly Waiver (EW) providers must be registered with DHS.
- The EW provider must also be registered with UCare and have a UCare EW provider ID number in order to bill for services. When completing the provider section of the WSAF, please document the EW provider ID number.
  - Note, some providers have more than one UCare provider ID based on the line of service. Obtaining and documenting the correct EW provider ID will help prevent delays or claim denials.
- If the provider is registered with DHS but not with UCare, they are required to complete the “Provider Add/Update Form” located on UCare’s website and must obtain the created provider ID prior to claims submission.

<https://www.ucare.org/providers/Provider-Profile/Pages/FacilityAdd.aspx>

Please direct questions regarding this to [clinicaliaison@ucare.org](mailto:clinicaliaison@ucare.org).

## Events and Happenings

### 2018 UCare Health Care Legal Fair

Join us at the 2018 UCare Health Care Legal Fair on June 6 at the InterContinental Saint Paul Hotel to learn how people's legal needs affect their health. Please see the attached [flyer](#) for details.

## DHS Updates and Announcements

### Home and Community-Based Services (HCBS) foundations

Are you new to the world of HCBS waiver programs, or need a refresher on the basics? If so, this webinar is for you!

We invite you to participate in this webinar that will:

- Provide a basic understanding of the Home and Community-Based Waivers background related to the Social Security Act, Americans with Disabilities Act and Olmstead
- Expand on the eligibility criteria for BI, CAC, CADI and DD waiver programs
- Discuss the level of care criteria for BI, CAC, CADI and DD waiver programs
- Provide a basic knowledge of the services covered under the BI, CAC, CADI and DD waiver programs

**Date:** Tuesday, May 15, 2018

**Time:** 1-3 p.m.

**Audience:**

- Certified assessors
- Case managers
- Relocation services
- Care coordinators
- CDC Support planners
- Person-centered planners
- Other Lead Agency Staff
- Managers and supervisors of the above

**Register:** [On Trainlink](#)

**Presented via:** WebEx

**Additional details:** Available on the [session announcement page](#).

## Tidbits and reminders

### Do you have a care coordination question?

We want to be a great resource to you when you have care coordination questions! In order for help us help you, please include as much detail as possible with your question(s); e.g.:

- Member name and ID number.
- Product.
- Date of birth.
- Details about the situation.
- Your name, phone number, and email address.

This information will allow us to research the situation and provide you with an accurate and prompt response. When sending PHI, please remember to **always** use [UCare Secure messaging](#). If you do not have a secure account, please register for one on the site.

We ask that you check with your care coordination team and supervisor prior to sending an email to us, as they are a great resource and may be able to guide you through your question. If you still have questions after checking with your team, we ask that you send one email outlining the question, and then share our response with your team.

## UCare Secure Email

All emails sent to UCare that include private member information **must be sent via UCare's secure email**. UCare is not able to open third party secure emails. If you don't have a secure email account, please register via the link above.

## UCare contact numbers

Please refer to the [Clinical Phone List](#) for Care Coordination delegates.

## Newsletter article requests

Is there a topic that should be covered in this newsletter? Please send all suggestions to [clinicialliaison@ucare.org](mailto:clinicialliaison@ucare.org).