



## Disease Management Programs

Program	Diabetes	
	At-Risk Interactive Voice Response	High-Risk Health Journey – Health Coaching
Referral Process	Members referred via a monthly Disease Management Report or by referral. Please use DM Referral form on the UCare website or call the DM Management Line listed below: Disease Management line: 612-676-6539 or 1-866-863-8303 toll free	
Eligible Members	<ul style="list-style-type: none"> <li>• Are between 18 and 75 years old</li> <li>• Dispensed insulin or oral hypoglycemic/anti-hyperglycemic medication in the last 12-24 months and/or</li> <li>• Two office visits with a diagnosis of diabetes in the last 12-24 months and/or</li> <li>• One inpatient or emergency department event for diabetes within the last 12-24 months</li> </ul>	<ul style="list-style-type: none"> <li>• Members ages 18 - 75 years</li> <li>• Members with a recent ED or IP event for diabetes</li> <li>• Members who trigger an “alert” from the At-Risk IVR calls</li> <li>• Members self-referred or referred from internal/external sources, which would benefit from health coaching support</li> </ul>
Eligible Products	All products except Select.	
Exclusions	Members in Long Term Care facilities, are on hospice or have a diagnosis of End Stage Renal Disease (ESRD)	
Description of Program Services	Member receives: <ul style="list-style-type: none"> <li>• Interactive Voice Response Telephonic Educational calls.</li> <li>• Two diabetes care related questions per call, with the option to respond “Yes / No.” Further follow-up may occur, based on responses.</li> <li>• May be eligible for Health Journey - Health Coaching.</li> </ul>	



## Disease Management Programs

Program	Heart Failure (HF)	
	At-Risk Heart Failure Program (Health Journey - Health Coaching)	High-Risk Heart Failure Program (Cardiocom)
Referral Process	Members referred via claims identification, lab reports, and referral. Please use DM referral form on UCare website or call the DM Management Line listed below: Disease Management line: 612-676-6539 or 1-866-863-8303 toll free	
Eligible Members	<ul style="list-style-type: none"> <li>• Weight-bearing members</li> <li>• Ages 18 – 89 years old</li> <li>• Less than 2 heart failure ED/IP events in the past 15 months</li> </ul> <p><u>Clinical considerations:</u></p> <ul style="list-style-type: none"> <li>• Current HF symptoms cause:               <ul style="list-style-type: none"> <li>✓ No limitation of physical activity</li> <li>✓ Slight limitation of physical activity</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Members <u>regardless</u> of weight-bearing status.</li> <li>• Ages 18 years and older</li> <li>• ≥ 2 heart failure ED/IP events in the past 15 months</li> <li>• MSHO members – <u>Regardless of Utilization</u></li> </ul> <p><u>Clinical Considerations:</u></p> <ul style="list-style-type: none"> <li>• Current HF symptoms cause:               <ul style="list-style-type: none"> <li>✓ Marked limitation of physical activity</li> <li>✓ Severe limitation of physical activity</li> </ul> </li> </ul>
Eligible Products	All products <u>except</u> MSHO & Select.	All products except Select.
Exclusions	<ul style="list-style-type: none"> <li>• Members in Long Term Care facilities, on hospice or have a diagnosis of End Stage Renal Disease (ESRD) or on dialysis.</li> </ul>	<ul style="list-style-type: none"> <li>• Members in Long Term Care facilities, on hospice or have a diagnosis of End Stage Renal Disease (ESRD) or on dialysis.</li> <li>• Check with UCare for eligibility for PMAP, MNCare, MSC+, and <i>UCare Connect</i>.</li> </ul>
Description of Program Services	Member receives: <ul style="list-style-type: none"> <li>• A Health Journey Booklet</li> <li>• Telephonic Health Coaching</li> <li>• Tools to monitor condition, if needed</li> </ul> <p>Provider receives enrollment letter, as well as updates, as indicated.</p>	Member receives: <ul style="list-style-type: none"> <li>• Telescale® – a “talking scale” to assess daily weight &amp; HF symptoms</li> <li>• Telescale available in English, Hmong, and Spanish</li> <li>• CareStar® available to non-weight bearing members (English and Spanish).</li> <li>• Data transmitted to Cardiocom RN for assessment</li> </ul> <p>Provider alerted when symptoms &amp;/or weight outside parameters.            Primary care clinic receives a faxed copy of any “Heart Failure ED/IP report.”</p> <p>May be eligible for Health Journey - Health Coaching.</p>



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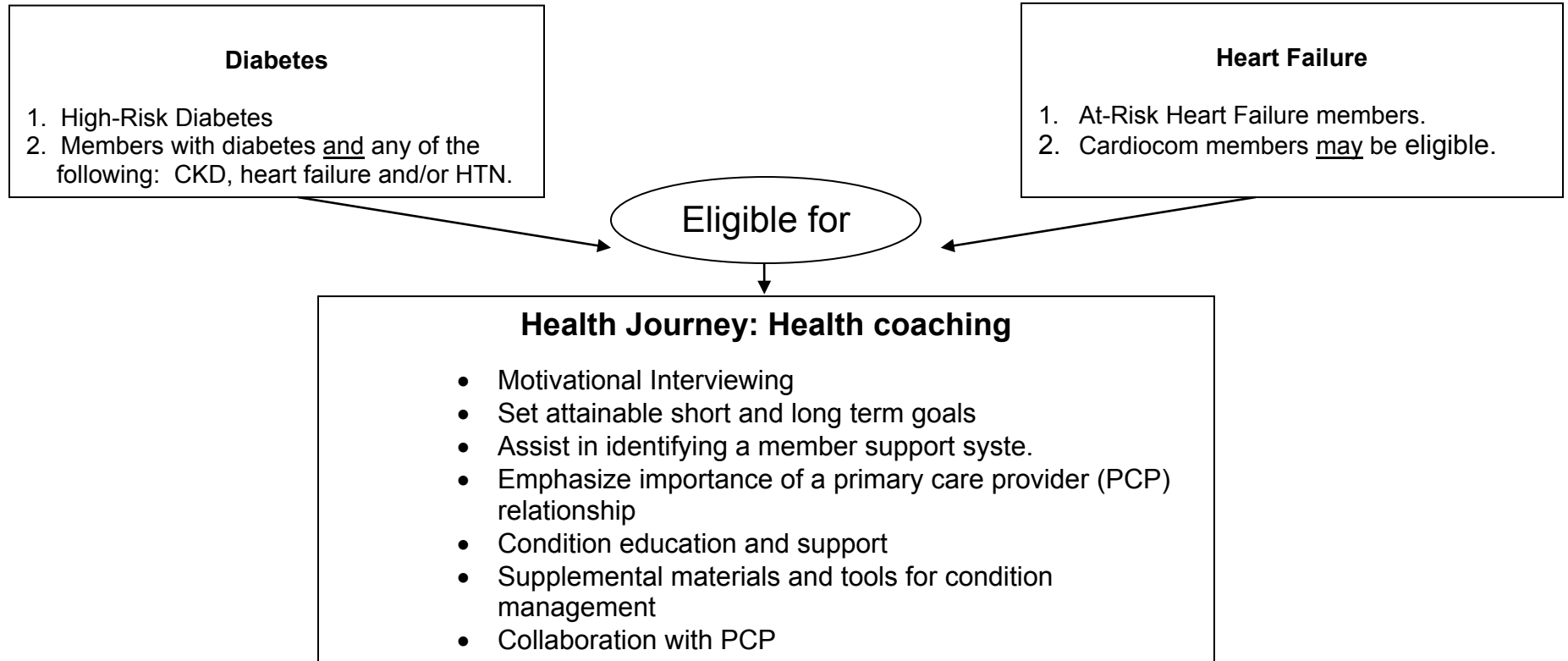
Program	Asthma: UCare's Asthma Action Program <sup>SM</sup>	
	At-Risk IVR Calls	High-Risk Asthma Action Program
Referral Process	Members identified by claims/pharmacy data or by referral. Please use DM Referral form on UCare website or call the DM Management Line listed below: Disease Management line: 612-676-6539 or 1-866-863-8303 toll free	
Eligible Members	<ul style="list-style-type: none"> <li>Members aged 5-64 years who have been enrolled in UCare for at least 11 months</li> <li>≤ 1 ED/IP event for asthma in 2 years <u>and/or</u></li> <li>≥ 4 outpatient visits for asthma in 2 years <u>and/or</u></li> <li>At least 4 asthma medications prescribed in 2 years</li> </ul>	Members aged 5-64 years who have <u>any</u> of the following: <ul style="list-style-type: none"> <li>Recent emergency room or inpatient stay for asthma</li> <li>At least 4 asthma medication prescriptions in 2 years</li> <li>Increased or uncontrolled asthma symptoms</li> <li>Suspected asthma medication non-compliance</li> </ul>
Eligible Products	ME, MN, <i>UCare Choices</i> , <i>Fairview UCare Choices</i> , and <i>UCare Connect</i>	
Description of Program Services	Member receives: <ul style="list-style-type: none"> <li>An annual Asthma Action Plan mailing</li> <li>Interactive Voice Response calls related to asthma</li> <li>Asthma education</li> <li>Incentive opportunity.</li> <li>Eligible for the High-Risk Asthma Program, if IVR "alerts" indicate they may be struggling with their asthma.</li> </ul>	Member receives: <ul style="list-style-type: none"> <li>Face – to – face home visit by a respiratory therapist or telephonic health coaching (higher frequency)</li> <li>Ongoing asthma case management by a respiratory therapist</li> <li>An annual Asthma Action Plan (AAP) mailing</li> <li>Asthma education</li> <li>Incentive opportunity</li> </ul> PCP receives a copy of the asthma plan of care, letter of enrollment, and ongoing communication, is indicated.



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### Health Journey – Health Coaching

Health Journey consists of personalized health coaching from a registered nurse (Certified Health Coach) and is available for eligible members. Health Journey is telephonic, focusing on member's specific health goals, which support the provider's plan of care. Participants receive a Health Journey book and other items if their health condition warrants it. Providers receive notification of their patient's participation.



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