# Disease Management Programs

## Diabetes

<table>
<thead>
<tr>
<th>Program</th>
<th>At-Risk Interactive Voice Response</th>
<th>High-Risk Health Journey – Health Coaching</th>
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</thead>
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### 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
- Are between 18 and 75 years old
- Dispensed insulin or oral hypoglycemic/anti-hyperglycemic medication in the last 12-24 months and/or
- Two office visits with a diagnosis of diabetes in the last 12-24 months and/or
- One inpatient or emergency department event for diabetes within the last 12-24 months

### 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:
- Interactive Voice Response Telephonic Educational calls.
- Two diabetes care related questions per call, with the option to respond “Yes / No.” Further follow-up may occur, based on responses.
- May be eligible for Health Journey - Health Coaching.

### Eligible Members
- Members ages 18 - 75 years
- Members with a recent ED or IP event for diabetes
- Members who trigger an “alert” from the At-Risk IVR calls
- Members self-referred or referred from internal/external sources, which would benefit from health coaching support

Information Subject to Change
updated 01-2015
## Disease Management Programs

<table>
<thead>
<tr>
<th>Program</th>
<th>At-Risk Heart Failure Program (Health Journey - Health Coaching)</th>
<th>High-Risk Heart Failure Program (Cardiocom)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Referral Process</td>
<td>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.</td>
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</tbody>
</table>
| Eligible Members | • Weight-bearing members  
• Ages 18 – 89 years old  
• Less than 2 heart failure ED/IP events in the past 15 months  

**Clinical considerations:**  
• Current HF symptoms cause:  
  ✓ No limitation of physical activity  
  ✓ Slight limitation of physical activity | • Members regardless of weight-bearing status.  
• Ages 18 years and older  
• ≥ 2 heart failure ED/IP events in the past 15 months  
• MSHO members – Regardless of Utilization  

**Clinical Considerations:**  
• Current HF symptoms cause:  
  ✓ Marked limitation of physical activity  
  ✓ Severe limitation of physical activity |
| Eligible Products | All products except MSHO & Select. | All products except Select. |
| Exclusions | • Members in Long Term Care facilities, on hospice or have a diagnosis of End Stage Renal Disease (ESRD) or on dialysis. | • Members in Long Term Care facilities, on hospice or have a diagnosis of End Stage Renal Disease (ESRD) or on dialysis.  
• Check with UCare for eligibility for PMAP, MNCare, MSC+, and UCare Connect. |
| Description of Program Services | Member receives:  
• A Health Journey Booklet  
• Telephonic Health Coaching  
• Tools to monitor condition, if needed  

Provider receives enrollment letter, as well as updates, as indicated. | Member receives:  
• Telescale® – a "talking scale" to assess daily weight & HF symptoms  
• Telescale available in English, Hmong, and Spanish  
• CareStar® available to non-weight bearing members (English and Spanish).  
• Data transmitted to Cardiocom RN for assessment  

Provider alerted when symptoms &/or weight outside parameters. Primary care clinic receives a faxed copy of any "Heart Failure ED/IP report."  
May be eligible for Health Journey - Health Coaching.
### Disease Management Programs

**Asthma: UCare’s Asthma Action Program℠**

<table>
<thead>
<tr>
<th>Program</th>
<th>At-Risk IVR Calls</th>
<th>High-Risk Asthma Action Program</th>
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<tbody>
<tr>
<td><strong>Referral Process</strong></td>
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<tr>
<td><strong>Eligible Members</strong></td>
<td>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</td>
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<tr>
<td><strong>Eligible Products</strong></td>
<td>ME, MN, UCare Choices, Fairview UCare Choices, and UCare Connect</td>
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<td><strong>Description of Program Services</strong></td>
<td>Member receives:</td>
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<tr>
<td></td>
<td>• An annual Asthma Action Plan mailing</td>
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<td></td>
<td>• Interactive Voice Response calls related to asthma</td>
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<tr>
<td></td>
<td>• Asthma education</td>
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<tr>
<td></td>
<td>• Incentive opportunity.</td>
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<tr>
<td></td>
<td>• Eligible for the High-Risk Asthma Program, if IVR “alerts” indicate they may be struggling with their asthma.</td>
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<td>Member receives:</td>
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<td>• Face – to – face home visit by a respiratory therapist or telephonic health coaching (higher frequency)</td>
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<td>• Ongoing asthma case management by a respiratory therapist</td>
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<tr>
<td></td>
<td>• An annual Asthma Action Plan (AAP) mailing</td>
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<tr>
<td></td>
<td>• Asthma education</td>
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<tr>
<td></td>
<td>• Incentive opportunity</td>
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<td></td>
<td>PCP receives a copy of the asthma plan of care, letter of enrollment, and ongoing communication, is indicated.</td>
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</table>

- Members aged 5-64 years who have been enrolled in UCare for at least 11 months
- < 1 ED/IP event for asthma in 2 years and/or
- ≥ 4 outpatient visits for asthma in 2 years and/or
- At least 4 asthma medications prescribed in 2 years

- Members aged 5-64 years who have any of the following:
  - Recent emergency room or inpatient stay for asthma
  - At least 4 asthma medication prescriptions in 2 years
  - Increased or uncontrolled asthma symptoms
  - Suspected asthma medication non-compliance
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.

**Diabetes**
1. High-Risk Diabetes
2. Members with diabetes and any of the following: CKD, heart failure and/or HTN.

**Heart Failure**
1. At-Risk Heart Failure members.
2. Cardiocom members may be eligible.

**Health Journey: Health coaching**
- Motivational Interviewing
- Set attainable short and long term goals
- Assist in identifying a member support system
- Emphasize importance of a primary care provider (PCP) relationship
- Condition education and support
- Supplemental materials and tools for condition management
- Collaboration with PCP

Please call the UCare Disease Management line at 612-676-6539 or 1-866-863-8303 toll free for more information.