

2020 Department of Human Services' (DHS) Requests for Proposal (RFPs)

UCare responded to the DHS RFPs this spring for Families and Children Medical Assistance/ MinnesotaCare (MnCare) and for Minnesota Senior Health Options (MSHO)/Minnesota Senior Care Plus (MSC+).

To all those who reviewed our RFP submissions, thank you for your time and consideration. We look forward to offering health care services for our Medical Assistance, MnCare, MSHO and MSC+ members.

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Jennifer J. Garber, LICSW joins UCare to lead and expand Behavioral Health Services

Jennifer J. Garber is UCare's new Associate Vice President of Behavioral Health Services. Garber leads our newly invigorated department to accomplish UCare's behavioral health strategic goals, which aim to make UCare a leader in ensuring behavioral health equity – especially for members of our Special Needs Plans.

Jennifer brings more than 29 years of behavioral clinical experience, including 17 years of management experience within health plan behavioral programs. Most recently, she was Director of Clinical Operations and Community Initiatives and Government Programs at Optum Health Behavioral Health Solutions overseeing Medica's Behavioral Health Care Advocacy Center. Garber is a results-oriented leader with years of experience collaborating with behavioral providers and advocating for members. She also has significant experience working within federal and state regulatory environments.

"Jennifer is an outstanding addition to our leadership team," said Julia Joseph-Di Caprio, MD, UCare's

Senior Vice President and Chief Medical Officer. "Her extensive experience in the field and genuine care for people who live with mental illness and/or substance use disorder are an asset to UCare and our members. She understands community needs to address gaps in mental health care and knows how to enact changes organization-wide."



Garber joined UCare in June and reports to Dr. Joseph-Di Caprio. She works with a team of Medical Directors, including a psychiatrist and social workers, to better integrate medical, behavioral health and substance use disorder services for members. Garber also manages UCare's expanded behavioral health case management and substance use disorder reform to improve treatment delivery. These efforts include peer recovery support, treatment coordination, comprehensive assessments and withdrawal management.

2019 UCare County Satisfaction Survey coming soon

Keep an eye on your inbox for an email with a link to the 2019 UCare County Satisfaction Survey. This survey should only take approximately 10 minutes to complete.

Your valuable feedback helps us make meaningful improvements. Because of your input in 2018, we added several MSHO supplemental benefits and added member supports within our Behavioral Health Department.

Please don't forward the survey to other county staff. If you don't receive an email with the link, please contact ahalland@ucare.org, and she will have it sent to you.

The survey closes Friday, September 6.

Thank you for taking time to share your feedback with us!

UCare Health Promotion is making an impact

In 2018, UCare's Health Promotion programs produced impressive numbers:

- UCare's Mobile Dental Clinic provided more than 2,400 dental services, 1,236 appointments and treated 930 unique patients
- Members redeemed more than 16,000 incentive vouchers
- Provided nearly 4,500 car seats
- Funded approximately 2,400 community education classes

In 2018, UCare also implemented a three-pronged Child & Teen Checkup outreach approach that included automated reminder calls, mailing incentive vouchers to children overdue for their checkup and live calls to those more than six months overdue. These efforts resulted in a significant increase in annual well visit utilization for members ages 3 to 21. Overall, we found:

- 5.4% increase in well visit utilization for children ages 3 to 6
- 9.3% increase for ages 7 to 11
- 4.5% increase for ages 12 to 21

Improving access to dental care

UCare continues to work hard, including collaborative projects with other non-profit health plans, to address dental care access and improve annual dental visit rates. The collaborative process identified subtle differences among the health plans that can result in confusion and misinformation.

In response, the health plan collaborative refreshed the [Medicaid Dental Services Grid](#). The grid is a tool to help dental clinics, care managers and counties understand important dental-related information for each health plan offering Medicaid

products. The grid lays out additional dental benefits, contact information and incentives for members across health plans.

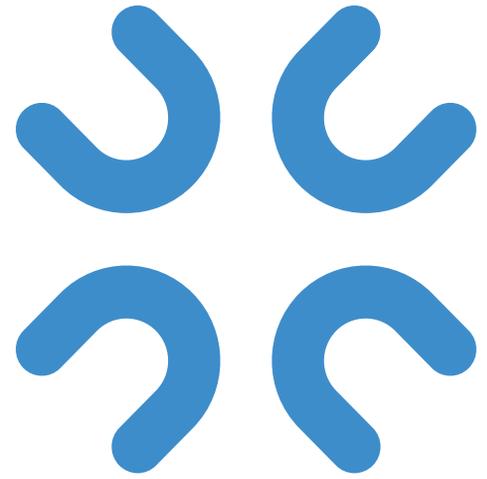
When working with a UCare member seeking dental care, please refer them to UCare Dental Connection at 651-768-1415 or 1-855-648-1415. County staff calling to arrange an appointment on behalf of a member should call the Delta Dental Government Programs Access Unit at 1-866-303-8138 or 651-994-5198.

Reducing chronic opioid use

UCare, along with the other non-profit health plans, is working on a project to reduce chronic opioid use among our members. This project focuses on members newly prescribed opioids to prevent them from becoming chronic users of opioids.

The Minnesota Department of Human Services identified 45 days of opioid use as a critical timeline for patients, because continued use beyond 45 days can result in long-term chronic use or addiction. The goal of this project is to decrease the number of members who reach the 45-day threshold.

Discover the ways we are getting [information](#) about opioid use out to the community, including recorded webinars and a provider toolkit.



Extra support for Special Needs BasicCare (SNBC) members during eligibility renewal

UCare Connect (for Medical Assistance members) and UCare Connect + Medicare (for Medical Assistance members who also have Medicare) has a dedicated UCare team – the Keep Your Coverage Specialist Team -- to help members avoid disruptive lapses in health care and services.

The Keep Your Coverage Specialist team:

- Identifies members at risk of losing eligibility
- Contacts members to remind them to complete and track their Medical Assistance renewal forms

- Collaborates with county financial workers and case managers
- Directs members to correct resources
- Educates members about benefits and provider network

We're here to help. Email us at SNBCkeepcoverage@ucare.org, or give us a call at 612-676-3438 or 855-307-6978, Monday – Friday, 8 am - 5 pm.



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Visit UCare at the Great Minnesota Get Together

Come visit UCare at the 2019 Minnesota State Fair! We will be located in the Health Fair 11 building at the corner of Dan Patch and Cooper Streets. We are excited to meet you and will be ready to answer your questions. Stop by for a selfie on our five-seater bike and pick up our reusable tote bag!



Seniors Day events

UCare Stretch & Stroll at the Minnesota State Fair is on Seniors Day, Aug. 29. Join us in Dan Patch Park for live entertainment from 9 am - 5 pm. The day is about having fun and promoting fitness and well-being as we age. Music from The Pearl Brothers begins at 9 am, followed by an energizing demo from SilverSneakers® Fitness at 10 am. Fitness, fun, giveaways and entertainment will continue throughout the afternoon. Join us for the fun!



(left to right) UCare team members Pang Cha, Sharon Crawford, Jim Zusan, Kathy Hoffman and Albert Reed

UCare's Mobile Dental Clinic (MDC) is on the road!

Upcoming 2019 dates/locations for the MDC are below.
You can always check out our schedule ucare.org/mdc.



Aug. 19–23, 2019

Minneapolis – Diamond Lake Church
5760 Portland Avenue S

Sept. 2–6, 2019

Minneapolis – Salem Lutheran
4150 Dupont Avenue N

Sept. 9–13, 2019

Duluth – First United Methodist Church
230 E Skyline Pkwy

Sept. 16–20, 2019

Forest Lake – Faith Lutheran Church
886 North Shore Drive

Sept. 23–27, 2019

West St. Paul – Dakota County Human Services
1 Mendota Road West

Sept. 30–Oct. 4, 2019

Roseville – Fairview Community Center
1910 County Road B West

Oct. 7–11, 2019

Rochester – Olmsted County Public Health
2100 Campus Dr SE

Oct. 14–18, 2019

Blaine – Christ Lutheran Church
641 89th Avenue NE

Oct. 21–25, 2019

Minneapolis – Diamond Lake Church
5760 Portland Avenue S

Oct. 28–Nov. 1, 2019

Minneapolis – Salem Lutheran
4150 Dupont Avenue N

Nov. 4–8, 2019

West St. Paul – Dakota County Human Services
1 Mendota Road West

Nov. 11–15, 2019

Walker – Hope Lutheran Church
305 10th Street South

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