



County Evaluation of MCOs: UCare

The Minnesota Department of Human Services will soon begin negotiations with health plans for renewal of Managed Care contracts in your county. Your feedback on the service your county enrollees receive from Managed Care Organizations (MCOs) will help us prepare for contract negotiations.

It is important that we hear from all counties, so please take a few minutes to provide your feedback on each MCO operating in your county. There are nine services (Obstetrics and Gynecology, Home Care Services, Elderly Waiver, Chemical Dependency, Adult Mental Health, Children's Mental Health, Public Health, Transportation and Network Adequacy). Your county should complete all service questions for each MCO operating in your County.

You may open a PDF version of the survey if you wish to review all the questions before beginning the survey, or at any time. Here is the link.

To navigate between pages, use the BACK and NEXT buttons at the bottom of each page. DO NOT USE THE BACK ARROW ON YOUR BROWSER.

You have three options for completing the survey:

1. One county staff person (e.g. County Director) can complete all surveys online using the links provided. If you need to come back later to finish, just click SAVE. You will be prompted to enter your email address. You will receive a unique link which can be used to complete the survey at a later time. When all sections of the survey are completed, click SUBMIT. This will send your survey data to DHS.
2. The survey link can be forwarded to multiple county staff. They can complete their respective section(s) and click SUBMIT. This will send each individual completed survey section to DHS.
3. One or more County staff can work off of a printed PDF version of the survey. One person compiles and enters the responses into the online survey using the links provided. After responses are entered into the online survey, click SUBMIT to send the completed survey data to DHS.

For each comment added, please indicate which programs the comment applies to (e.g., Families and Children, Seniors, Special Needs BasicCare).

Select your county:

--Click Here--



- Aitkin
- Anoka
- Becker
- Beltrami
- Benton
- Big Stone
- Blue Earth
- Brown
- Carlton
- Carver
- Cass
- Chippewa
- Chisago
- Clay
- Clearwater
- Cook
- Cottonwood
- Crow Wing
- Dakota
- Dodge
- Douglas
- Faribault
- Fillmore
- Freeborn
- Goodhue
- Grant
- Hennepin
- Houston
- Hubbard
- Isanti
- Itasca
- Jackson
- Kanabec
- Kandiyohi
- Kittson
- Koochiching
- Lac qui Parle
- Lake
- Lake of the Woods
- LeSueur
- Lincoln
- Lyon
- McLeod
- Mahnomen
- Marshall
- Martin
- Meeker
- Mille Lacs
- Morrison
- Mower
- Murray
- Nicollet
- Nobles
- Norman
- Olmsted
- Otter Tail
- Pennington
- Pine
- Pipestone
- Polk

Select your county:

Pope

Ramsey

Red Lake

Redwood

Renville

Rice

Rock

Roseau

St Louis

Scott

Sherburne

Sibley

Stearns

Steele

Stevens

Swift

Todd

Traverse

Wabasha

Wadena

Waseca

Washington

Watsonwan

Wilkin

Winona

Wright

Yellow Medicine

Check the service(s) for which you will evaluate UCare. (Check all that apply.)

- Obstetrics and Gynecology*
- Home Care Services*
- Elderly Waiver*
- Chemical Dependency*
- Adult Mental Health*
- Children's Mental Health*
- Public Health*
- Transportation*
- Network Adequacy*

For Obstetrics and Gynecology, indicate how much you agree or disagree with each item. UCare ...

*Strongly
Agree*

Agree

Disagree

*Strongly
Disagree*

... has had an issue with access to doulas in your county.

For state plan Home Care Services, indicate how much you agree or disagree with each item. UCare ...

Strongly Agree *Agree* *Disagree* *Strongly Disagree*

... has policies and procedures that are clear and follow Personal Care Assistance (PCA) Fee-For-Service assessment, authorization process and timelines. (256B.69 5(d))

... works collaboratively with the county waiver case managers to authorize state plan Home Care Services the MCO pays for when a person is on a waiver for people with disabilities.

For Elderly Waiver, indicate how much you agree or disagree with each item. UCare ...

Strongly Agree *Agree* *Disagree* *Strongly Disagree*

... is able to answer your questions accurately and resolve issues in a timely manner.

.. has policies and procedures that are clear and easy to follow (e.g., how to obtain authorization for service or how to file an appeal).

... is actively involved in improving the quality of care and service provided to enrollees.

Does your County contract with UCare for Care Coordination?

- Yes
- No

All things considered, how satisfied are you with UCare in regards to Elderly Waiver?

- Completely satisfied*
- Satisfied*
- Dissatisfied*
- Completely dissatisfied*

What changes would most improve the Elderly Waiver service you receive from UCare?

For Chemical Dependency, indicate how much you agree or disagree with each item. UCare ...

Strongly Agree *Agree* *Disagree* *Strongly Disagree*

... is able to answer your questions accurately and resolve issues in a timely manner (e.g., billing and coverage issues).

... has policies and procedures that are clear and easy to follow (e.g., how to obtain authorization for service or how to file an appeal).

... has an adequate number of chemical dependency providers in network to meet needs of enrollees.

... monitors and ensures appropriate access to services where provider access is limited.

... ensures access to sufficient length and level of intensity of treatment services.

... is actively involved in improving the quality of care and service provided to enrollees.

All things considered, how satisfied are you with UCare in regards to Chemical Dependency?

- Completely satisfied*
- Satisfied*
- Dissatisfied*
- Completely dissatisfied*

What changes would most improve the Chemical Dependency service you receive from UCare?

For Adult Mental Health, indicate how much you agree or disagree with each item. UCare ...

	<i>Strongly Agree</i>	<i>Agree</i>	<i>Disagree</i>	<i>Strongly Disagree</i>
... is able to answer your questions accurately and resolve issues in a timely manner (e.g., billing and coverage issues).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... has policies and procedures that are clear and easy to follow (e.g., how to obtain authorization for service or how to file an appeal).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... has an adequate number of adult mental health providers in network to meet needs of enrollees.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... monitors and ensures timely access to services where provider access is limited.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... partners with county in identifying gaps and needs in the Mental Health system and planning for system improvements and new services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... has adequate number of culturally competent providers and interpreters to ensure access to needed Adult Mental Health services by enrollees from diverse communities.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... has adequate transportation services to assist enrollees in accessing needed adult mental health services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... pays providers in county in a timely manner.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... assures that adult enrollees have access to health screenings, routine and preventative health care services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... has prompt involvement of MCO (MCO staff or contracted provider) in coordinating services and diversion planning when an adult member is facing civil commitment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

All things considered, how satisfied are you with UCare in regards to Adult Mental Health?

- Completely satisfied*
- Satisfied*
- Dissatisfied*
- Completely dissatisfied*

What changes would most improve the Adult Mental Health service you receive from UCare?

For Children's Mental Health, indicate how much you agree or disagree with each item. UCare ...

	<i>Strongly Agree</i>	<i>Agree</i>	<i>Disagree</i>	<i>Strongly Disagree</i>
... is able to answer your questions accurately and resolve issues in a timely manner (e.g., billing and coverage issues).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... has policies and procedures that are clear and easy to follow (e.g., how to obtain authorization for service or how to file an appeal).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... has an adequate number of children's mental health providers in network to meet needs of enrollees.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... monitors and ensures appropriate access to services where provider access is limited.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... is actively involved in improving the quality of care and service provided to enrollees.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... partners with county in identifying gaps and needs in the Mental Health system and planning for system improvements and new services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... has adequate number of culturally competent providers and interpreters to assure access to needed Children's Mental Health services by enrollees from diverse communities.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... has adequate transportation services to assist enrollees in accessing needed Children's Mental Health services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... assures that child enrollees have access to health screenings, routine and preventative health care services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... pays providers in county in a timely manner.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

All things considered, how satisfied are you with UCare in regards to Children's Mental Health?

- Completely satisfied*
- Satisfied*
- Dissatisfied*
- Completely dissatisfied*

Has UCare been involved in any collaborative with the county to address the shortage of psychiatrists, therapists and other mental health professionals? Please explain.

How has UCare addressed wait times of enrollees trying to schedule follow-up appointments after intake/diagnostics?

For Public Health, indicate how much you agree or disagree with each item. UCare ...

	<i>Strongly Agree</i>	<i>Agree</i>	<i>Disagree</i>	<i>Strongly Disagree</i>
... meets with your county to discuss and develop mutual objectives related to public health priorities.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... is actively involved in integrating Public Health into their service programs and providing access to these services to enrollees.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... helps to provide access to Public Health services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... works collaboratively with the county's Public Health Agency.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

All things considered, how satisfied are you with UCare in regards to Public Health?

- Completely satisfied*
- Satisfied*
- Dissatisfied*
- Completely dissatisfied*

How often does the county meet with UCare to discuss Public Health goals?

Does the county have a community health improvement plan? If so, what role does the MCO have in supporting the plan?

For Transportation, indicate how much you agree or disagree with each item. UCare ...

Strongly Agree *Agree* *Disagree* *Strongly Disagree*

... has policies and procedures that are clear and easy to follow (e.g., billing, no show or late cancellation, how to obtain authorization for service, address enrollee complaints, or how to file an appeal).

... has an adequate number of transportation providers in network to meet needs of enrollees.

... has an adequate number of ambulatory and wheelchair providers in their network to meet the needs of enrollees.

... monitors and ensures appropriate access to services where provider access is limited.

... is flexible in scheduling rides to meet enrollees' needs (e.g., obtaining a ride for hospital discharge).

... makes scheduling convenient for recipients.

All things considered, how satisfied are you with UCare in regards to Transportation?

- Completely satisfied*
- Satisfied*
- Dissatisfied*
- Completely dissatisfied*

What changes would most improve the Transportation service you receive from UCare?

For Network Adequacy, indicate how much you agree or disagree with each item. UCare ...

Strongly Agree *Agree* *Disagree* *Strongly Disagree*

... contracts with most of your local providers.

... has a network that positively impacts access to services.

... offers adequate number of primary and specialty providers that meets the enrollees' needs in your county.

... reaches out to the county regarding adding new local providers to the network.

All things considered, how satisfied are you with UCare in regards to Network Adequacy?

- Completely satisfied*
- Satisfied*
- Dissatisfied*
- Completely dissatisfied*

How does the county learn about changes to the UCare network?

Please include any other areas of concern (e.g., chiropractic, pharmacy, interpreter services, etc.) you may have about the services provided by UCare.

Please provide your name and contact information for any clarification that DHS may need regarding this survey.

Survey Respondent Name:

Survey Respondent Title:

Phone #:

Email:

If different than above, please provide the name of a county contact for MCO follow-up.

County Contact Name:

County Contact Title:

Phone #:

Email:

Thank you for taking the time to share your opinions.

Please click the [submit](#) button. Thank You!