

Provider Bulletin



News and Information

June 21, 2022

UCare to Rollout New Prior Authorization Process for Acupuncture Services in August

Beginning Aug. 8, 2022, UCare's partner, Fulcrum Health, will be performing medical necessity review on prior authorization requests for acupuncture services after the threshold limit has been met for members in UCare's Prepaid Medical Assistance Program, MinnesotaCare, UCare Connect, Minnesota Senior Care Plus, UCare's Minnesota Senior Health Options and UCare Connect + Medicare plans. Providers should validate benefits before submitting prior authorization.

Accessing the Prior Authorization Form

UCare has updated the [medical prior authorization grids](#) and added the [Acupuncture Prior Authorization Request Form](#) (located in the Authorization & Notifications Forms drawer) to the provider website.

Submitting a Prior Authorization Request to Fulcrum

All providers will submit the [Acupuncture Prior Authorization Request Form](#) to **Fulcrum by fax at 763-204-8572**. Once processed, providers can view the status of submitted requests in the UCare Provider Portal. Please allow up to 15 calendar days for a decision and for an authorization to be loaded into the UCare Provider Portal.

To request an adjustment to an existing prior authorization date span, providers should fill out an additional Acupuncture Prior Authorization Form and submit it to **Fulcrum by fax at 763-204-8572**.

Please remember the following:

- The authorization must be active.
- End date extensions can be completed due to scheduling issues or health reasons (e.g., illness).
- The following information is required to complete these requests:
 - Reason for extension
 - Revised end date

A new Acupuncture Prior Authorization Request Form submission is required for the following:

- Additional units required
- New clinic or provider

Out of Network/Non-Participating Provider Prior Authorization Requests

Out of network/non-participating providers will submit a request by using the [Acupuncture Prior Authorization Request Form](#) and will check the "out of network provider" box on the form. Please submit the form to UCare by fax at 612-884-2499 or 1-866-610-7215.

Claim Reconsideration/Appeal

Providers that received a claim denial due to no authorization in place will continue to work through the UCare provider claims appeal process using the [Provider Claim Reconsideration Request Form](#) (located in the Forms & Links drawer).

Questions?

For additional questions, please call UCare's Provider Assistance Center at 612-676-3300 or 1-888-531-1493 or visit www.ucare.org/providers.