

# Provider Bulletin

## News and Information



March 29, 2024

### 2024 UCare Provider Manual released

The Provider Manual contains critical information providers need to effectively work with UCare and our members. It is important that providers reference it regularly for up-to-date content.

The Provider Manual was updated to reflect current business practices, review it on the [Provider Manual page](#).

Pay attention to the following summary of key updates (this list is not all-inclusive). Bulleted items with an asterisk (\*) indicate a section that all UCare providers should review and are expected to be familiar with.

#### Chapters that require close review:

- **Authorization and notification standards\*** - updated to reflect UCare's current practices. Updated the "General guidelines" section. Revised the guidance in the "How to submit authorization or notification documentation," "Timelines for decision and notification for authorization requests," and "Decision-making on authorization requests" sections.
- **Compliance and fraud, waste and abuse\*** - updated to reflect UCare's current practices. Updated the "Documentation" section.
- **Mental health and substance use disorder services\*** - updated to reflect UCare's current practices. Removed MN Matrix information.

#### Chapters with significant updates in 2024:

- **Working with UCare's delegated business services** - removed acupuncture information, Navitus Health Solutions replaced Express Scripts, Inc. and Costco Mail Order Pharmacy replaced Express Scripts Mail Order Pharmacy. Revised prior authorization contact, Care Continuum and vision services information.
- **Provider responsibilities** - added content related to the accuracy of an enrollee's information and records.
- **Member enrollment and eligibility** - updated the UCare Sales department phone numbers.
- **Restricted recipient or restricted member program** - revised the "Program management" section. Revised the Specialty Referral Form information in the "Provider involvement" section.
- **Provider credentialing** - added Advanced Dental Therapist and Dental Therapist to the list of practitioners who do not require credentialing.
- **Claims and payment** - removed outdated contact information for Health EC. Updated guidance regarding pharmacy claims and timely filing. Revised the copayments and cost sharing reminders for MHCP members.
- **Electronic Data Interchange (EDI)** - revised the "Electronic claim transactions submissions (837)" section.
- **Medical necessity criteria for services requiring authorization** - revised the list within the "Medical, mental health and substance use disorder services requiring authorization" section to match the current Authorization and Notification Grid. Removed information related to the MN Matrix Criteria, as well as links to NSG Medicare and NSG Connex Government Services.
- **Member appeals and grievances** - removed UCare Prime from plan offerings within the "Member appeals | definitions and overview" and "Member appeal and grievance process | Medicare Part D prescription drug program" sections.
- **Quality program** - revised the Quality Program's goals and standards. In the "Medical record documentation and audits" and "Advanced directives audits and resources" sections, explained when audit results are shared.
- **Disease management programs** - revised the opening paragraph, added COPD and CKD information to the "Asthma" section, revised guidance within the "Diabetes" section and removed telemonitoring program information within the "Heart failure" section.

- **Medication Therapy Management program** – added content to the “Billing and processes” section.
- **Health and wellness programs** – renamed the “Health Promotions programs” chapter to “Health and wellness programs” and rearranged contents.
- **Child and teen checkups** – added HCPCS and ICD 10 codes to the “Well child care coding for quality measurement and payment” section. Revised text within the “Useful tools for C&TC providers” section.
- **Comprehensive outpatient rehabilitation facility services** – revised text within the “Discharge notification guidelines” section.
- **Home and community based services or waiver services** – revised text within the “Elderly waiver guidance,” “Denial of waiver service requests” and “Elderly waiver identification information” sections.
- **Home care services** – revised the introductory chapter text.
- **Hospital services** – revised the introductory text, the “Hospital admission notification | all UCare members” and “Care transitions” sections. Added Encounter Alert System information.
- **Interpreter services** – revised language offerings, interpreter contact and address information. Revised the “Reimbursement and claims processing guidelines for interpretive services” section.
- **Nursing facility services** – revised text within the “Skilled nursing facility coverage | medical necessity criteria” section and “UCare’s Minnesota Senior Health Options (MSHO) coverage details” and “Minnesota Senior Care Plus (MSC+) coverage details” sections.
- **Maternity, obstetrics and gynecology** - revised text within the “Abortion services | UCare Medicare Plans plan offerings” and “Doula services” sections.
- **Public health** – provided detail regarding the “Enhanced asthma care services for children” section. Renamed UCare County Partners to UCare and Tribal Partners.
- **Transportation** – revised content within the “Transportation benefits by type of enrollee coverage” and “Section two: transportation provider requirements” sections.

## Navigation

There are two primary ways to access the UCare Provider Manual:

- Visit the UCare home page ([www.ucare.org/providers](http://www.ucare.org/providers)) and click the UCare Provider Manual hyperlink under the “Policies & Resources” spark or;
- Bookmark the Provider Manual page (<https://www.ucare.org/providers/policies-resources/provider-manual>).

## Helpful pages and tips:

- **Cover page** - shows the date the document was last updated.
- **Table of contents pages** - the Provider Manual is a PDF, the table of contents links to sections within.
- **Appendix pages** - as the year progresses, an appendix will be added. This appendix will contain a chart that will link to changes within updated sections and briefly describe the changes made.
- **Search within the manual** - Use the Ctrl+f function to search for specific items within the PDF.