

Medicare Advantage Provider Bulletin



News and Information

Jan. 20, 2026

Aspirus Health Plan Medicare Advantage Provider Manual Has Been Updated

Aspirus Health Plan's Provider Manual contains critical information that providers need to effectively work with Aspirus Health Plan and our members. It is important that providers reference it regularly for up-to-date content. The Provider Manual has been updated to reflect current business practices.

The Provider Manual can be accessed [here](#). Please review the entire Provider Manual while paying close attention to the updated sections mentioned in the bulleted list.

The resource remains a PDF with a table of contents that links to specific sections. The date the document was last updated is shown on the front cover. As the year progresses, an Appendix will be added that will contain an updated chart that briefly describes changes made and links to the updated sections.

Following is a summary of the key updates that were made in the Aspirus Health Plan Provider Manual:

- **Provider Assistance**
Minor language updates made throughout chapter. The email address for provider contract questions was updated.
- **Working with Delegated Services**
Updated Medication Therapy Management Program (MTM) to include that eligible members may meet by phone or in person. Expectations, audits and billing information were added to MTM section.
Updated directory information for chiropractic services.
- **Provider Responsibilities**
Minor language updates throughout chapter.
- **Authorization & Notification Standards**
Minor language updates throughout chapter. Updated standard review timeline from 14 to seven days.
- **Medical Necessity Criteria for Services Requiring Authorization**
Change Healthcare InterQual updated to InterQual.

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- **Quality Program**
Guiding principles information removed; added link to webpage with information.
- **Compliance Fraud Waste and Abuse**
Language updated throughout chapter.
- **Culturally Congruent Care**
National Standards for Culturally and Linguistically Appropriate Services (CLAS) in Health Care link updated.
- **Disease Management Programs**
Interactive Voice Response (IVR)/Testing Program section removed under Diabetes.
- **Health Promotion Program**
Language updated throughout chapter.
- **Mental Health & Substance Use Disorder Services**
Change Healthcare InterQual updated to InterQual.
- **Integrated Care Management**
Triage and Access changed to Care Management Support. Added Social Determinants of Health section.
- **Hospital Services**
Updated LTAC prior authorization review requirement for additional days.
- **Skilled Nursing Facility**
Skilled nursing facility stay updated from 24-hour notification to prior authorization.

If you have any questions, contact the Aspirus Health Plan Provider Assistance Center at 715.631.7412 or toll-free at 1.855.931.4851.

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