Health Lines

Q3 2022 UCare Provider Manual Update

The **UCare Provider Manual** has been updated to reflect current business practices. See the July 21 Appendix for quick links to updates in the following chapters:

- Provider Credentialing
- Claims and Payment
- Electronic Data Interchange (EDI)
- Quality Program
- Medication Therapy Management (MTM) Program
- Mental Health and Substance Use Disorder Services
- Home Care Services
- Interpreter Services

The latest version of the Provider Manual is available at https://www.ucare.org/providers/policies-resources/provider-manual.

A New Look for the UCare Authorization and Notification Pages

In July, UCare launched a redesigned structure for the Authorizations pages. This new design is intended to help providers better navigate the site. Here is what changed:

Authorizations page

https://www.ucare.org/providers/authorization

- Find the Authorization & Notification Requirements for 2022, 2021, as well as the Medical Injectable Drug Authorization List at the top of this page.
- From there, look for the spark icons to easily access the new subpages for Medical Services, Mental Health & Substance Use Disorder Services (MHSUD) and Pharmacy Services.
  - Previously, this page brought you to product specific pages.
- Supplemental information is listed further down the page.

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UCare Provider Website
www.ucare.org/providers

Provider Assistance Center
612-676-3300
1-888-531-1493 toll free

Medical Services Authorizations page

https://www.ucare.org/providers/authorization/medical-services
- At the top of this new page, find the Authorization & Notification Requirements for 2022 and 2021.
- Below, you can easily access Forms & Information related to Medical Services; documents are sorted by plan.
- Appropriate contact information and provider resources have been added toward the bottom of the page.

Mental Health & Substance Use Disorder Services Authorizations page

https://www.ucare.org/providers/authorization/mhsud
- At the top of this new page, find the Authorization & Notification Requirements for 2022 and 2021.
- Below, you can easily access Forms & Information related to Mental Health & Substance Use Disorder Services; documents are sorted by plan.
- Appropriate contact information and provider resources have been added toward the bottom of the page.

Pharmacy Authorizations page

https://www.ucare.org/providers/pharmacy
- No changes were made to this page.

COVID-19 Information for Providers

UCare is monitoring the COVID-19 situation closely. To assist you with navigating the changing situation, UCare created a COVID-19 Information for Health Care Providers page on our Provider Website.

On July 13, 2022, we updated the following information:

Billing and Payment Page
- Details surrounding COVID-19 Tests and Treatment for Medicare Advantage plans
- COVID-19 testing codes
- COVID-19 vaccine codes
- The M0201 Administering the COVID-19 Vaccine in the Patient's Home and Communal Homes section
- Information within the COVID-19 Monoclonal Antibodies section
- Text within the UCare Medicare Products and SPP Products that Include Medicare as a Primary Benefit (Dual Eligible Product) - Billing Information section
- The 99072 for Additional Supplies, Materials, and Clinical Staff Time Over and Above Those Usually Included in an Office Visit or Other Non-Facility Service(s), When Performed During a Public Health Emergency as Defined by Law, Due to Respiratory-Transmitted Infectious Disease UCare - All Products section

Telehealth, Telemedicine and Technology Based Services Page
- The Eligible Telehealth Services - UCare Medicare Plans and Individual & Family Plans Products section
- The Eligible Telehealth Services, Billing and Payment Guidelines for COVID-Related Services - UCare State and Public Programs section

Helpful Resources Page
- The link to the DHS - Telephonic Telemedicine Provider Assurance Statement (DHS-6806A) document

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UCare monitors inquiries for common questions and will update these web pages with additional information as it becomes available. We recommend that providers visit the website regularly for the latest information.

Ineligible Provider List Updated July 19, 2022

Contracted UCare providers must make sure that they, their company, owners, managers, practitioners, employees and contractors are not on the UCare Ineligible Providers List.* Providers should search the list of UCare Ineligible Providers on a regular basis, and before hiring or entering into contracts with individuals to provide services or items to UCare members. The most current list can be found under Provider Inquiries on the Provider Portal. Please reference the Provider Responsibilities chapter of the UCare Provider Manual for additional information.

Questions regarding the UCare Ineligible Provider List should be directed to compliance@ucare.org.

*Please note: This list is in addition to any prior and ongoing communications regarding ineligible individuals that network providers may receive.

Substance Use Disorder Treatment and Screening Brief Intervention and Referral to Treatment (SBIRT) Assessment Assistance

If a member receives care in your office and needs access to substance use disorder (SUD) treatment, UCare is here to help via the following options:
- UCare's Triage Line assists members to find SUD treatment providers.
  - Members and providers can call the UCare Triage Line (found on the back of all member ID cards) to find in-network provider options.
- UCare's Access Coordinators will help schedule the member's appointment and can help find providers who will conduct an SBIRT screening to give members access to other services. UCare's Access Coordinators can be reached through the Triage Line.
  - Access Coordinators also can help to complete paperwork, remind the member of their appointment and follow-up to determine if additional assistance is needed in scheduling future appointments.

What is SBIRT?

Screening, Brief Intervention and Referral to Treatment (SBIRT) is a comprehensive, integrated public health and evidenced-based approach for early identification, intervention and treatment services for individuals whose patterns with substance use put their health at risk. This is a tool that can be used by primary care providers, hospital emergency rooms and other community settings to provide opportunities for early intervention with at-risk substance users.
- Screening - use a validated screening tool, ask members about their substance use.
- Brief Intervention - conversation that explores the member's motivation to change (willingness to engage in treatment conversations).
- Referral to Treatment - should a member need treatment, UCare's Access Team can help.

Why is SBIRT important?
- It decreases the frequency and severity of drug and alcohol use.
- It decreases emergency department visits and hospital days.

What services can an SBIRT authorize?
A combination of the below services may be covered prior to the comprehensive assessment and treatment plan based on a positive result of an SBIRT assessment. Referrals are not required for a member to receive SUD assessments.

- Four hours of individual or group treatment
- Two hours of treatment coordination
- Two hours of peer recovery support service

Questions?
     Call UCare's Access Line
     Available Monday - Friday from 8am - 5pm
     612-676-6811 or 1-833-276-1191 toll-free
     (TTY 1-800-688-2534)
     Urgent, afterhours support is available through UCare's 24/7 Nurse Line.

Credentialing Updates

As part of our efforts to improve health equity, UCare collaborated with other health plans to enhance the Minnesota Uniform Credentialing and Recredentialing applications.

The applications now include an additional document for the practitioner to provide their race and ethnicity. Although, this information is optional to provide, it will be used in provider directories. This enhancement will help members make informed choices, as well as assist UCare to ensure our provider network adequately meets member needs.

The new Minnesota Uniform Credentialing and Recredentialing applications have been approved by the Minnesota Association of Medical Staff Services (MAMSS) and are supported by the Minnesota Council of Health Plans.

Providers can find the applications on the Minnesota Credentialing Collaborate/ApplySmart site and under Practitioner Forms on the Credentialing and Recredentialing page of the UCare website.

Documentation Improvement: Arrhythmias

Tips for documenting arrhythmia, include:

Location:	Atrial, ventricular, supraventricular, etc.
Rhythm type:	Flutter, fibrillation, long QT syndrome, sick sinus syndrome, etc.
Acuity:	Acute, chronic, paroxysmal, etc.
Cause:	Hypertension, hyperkalemia, alcohol consumption, digoxin, etc.
Additional information:	Treatment status, pacemaker status, adverse effect of a drug, etc.

Documentation that includes the above will produce complete and accurate coding and diagnostic reporting. The medical record will accurately reflect the patient's condition, current treatment and assist others in improving the patient's overall health status.

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UCare Tobacco & Nicotine Quit Program for Maternity

UCare offers a program to help members who are planning a pregnancy, are currently pregnant or are postpartum to quit smoking, chewing tobacco and/or vaping.

Through this program, members have access to:
- Specially trained quit coaches.
- Intensified behavioral support with relapse prevention.
- An increased number of outbound coaching calls.
- Unlimited inbound coaching calls.

Pregnant and postpartum members who call the quit line to complete an initial assessment will receive a $25 gift card.

To enroll, members can call the UCare Tobacco & Nicotine quit line at 1-855-260-9713 toll free, visit myquitforlife.com/ucare or download the Quit for Life mobile app on a smartphone.

Reminder: UCare Medicare Part D Vaccine Information

As a reminder, UCare denies claims for providers administering Part D vaccines in their clinics. Part D vaccines include but are not limited to preventative tetanus, Tdap and shingles vaccines.

The preferred method is to have the Part D vaccination provided at a pharmacy. The member would only be responsible for their prescription drug copay or coinsurance.

If the vaccine is administered in the clinic, providers should submit the claim using an electronic claims adjudication portal called TransactRx. By submitting claims electronically, the member is charged the same copay they would receive at a retail pharmacy at the time of service. The provider is reimbursed for their cost in a timely manner.

Additional information is available in the Claims & Payment section of the UCare Provider Manual.

Fraud, Waste and Abuse Reporting Reminder

UCare takes a proactive approach toward stopping fraud, waste and abuse (FWA). Health care resources are limited and must be used to meet genuine health needs. Providers should report any suspected FWA against UCare or UCare members by calling 1-877-826-6847 for an anonymous reporting option or emailing compliance@ucare.org.

Upcoming Holiday

UCare and the Provider Assistance Center (PAC) will be closed the following day:
- Monday, Sept. 5, 2022 - Labor Day

If you need assistance during this time, self-service will be available through the Interactive Voice Response (IVR) system or by logging into the Provider Portal to verify eligibility, check claims status or send a message to PAC.

ONLINE	Call	EMAIL	MAIL
www.ucare.org/providers	612-676-3300, 1-888-531-1493	providernews@ucare.org	UCare, P.O. Box 52, Minneapolis, MN 55440-0052

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