



Ageism Provider Training

Join colleagues online for a free CEU program to learn how to combat ageism in your work by utilizing age-friendly policies and practices. Rajean Moone, PhD, LNHA, LALD, FGSA will present from 12 pm - 1 pm on October 26, 2022, via Zoom.

Register at <https://umn.zoom.us/meeting/register/tJ0tf-ugrz8oE9aOfIbKqiDC47Kqr5iilUA9>.

For more information visit <https://www.ucare.org/providers/class-offerings>.

Learning to Spot Implicit Bias in Health Care

All people have implicit bias, also called unconscious bias. These positive or negative attitudes, or stereotypes, affect our actions and decisions in an unconscious way, which can result in inequitable care.

A [10-question Implicit Bias in Health Care Quiz](#) is available at [Culture Care Connection](#) that helps people gain a better understanding of their own unconscious biases so they can use the knowledge gained to identify action steps and mitigate adverse effects of bias on patients. The website also offers tools and resources designed to help clinical and non-clinical health care professionals deliver linguistically and culturally appropriate care.

Other information found on Culture Care Connection helps visitors to learn about [addressing bias and driving equity](#), [cultural congruence](#), [curated data resources](#) and [social determinants or drivers of health](#).

Approved Clinical Practice Guidelines

UCare, through its Quality Improvement Advisory and Credentialing Council (QIACC), adopts and disseminates evidence-based clinical practice guidelines. These guidelines come from nationally or locally recognized sources to support good decision-making by patients and clinicians, improve health care outcomes and meet state and federal regulatory requirements.

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UCare Provider Website
www.ucare.org/providers

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

At least every two years, QIACC reviews and approves the content of the guidelines. In September 2022, UCare reviewed and approved the following clinical practice guidelines.

Medical Guidelines

No changes, additions or modifications were made to medical guidelines in 2022.

[Asthma, Diagnosis and Management](#)

Primary Source: Global Initiative for Asthma

[Obesity in Adults; Prevention and Management](#)

Primary Source: American Academy of Family Physicians

[Care of the Older Adult](#)

Primary Source: American Geriatrics Society

[Prenatal Care](#)

Primary Source: American Academy of Family Physicians

[Diabetes, Type 2; Diagnosis and Management](#)

Primary Source: American Diabetes Association

[Preventive Services for Adults](#)

Primary Source: American Academy of Family Physicians

[Management of Heart Failure in Adults](#)

Primary Source: Journal of the American College of Cardiology (JACC)

[Preventive Services for Children and Adolescents](#)

Primary Source: American Academy of Pediatrics Bright Futures (AAP)

Mental Health & Substance Use Disorder Services Guidelines

Existing guidelines that were reviewed and had no suggested updates:

[Assessment and Treatment of Children and Adolescents with Attention Deficit/Hyperactivity Disorder](#)

Primary Source: American Academy of Child and Adolescent Psychiatry

[Assessment and Treatment of Children and Adolescents with Depressive Disorders](#)

Primary Source: American Academy of Child and Adolescent Psychiatry

[Treatment of Patients With Schizophrenia](#)

Primary Source: American Psychiatric Association

[Treatment of Patients With Major Depressive Disorder](#)

Primary Source: American Psychiatric Association

Existing guideline that was reviewed and there are suggested updates:

[Treatment of Patients With Substance Use Disorders](#)

Primary Source: American Psychiatric Association

(Due to the recommendation to implement ASAM for Opioid Use Disorder, we will not use this CPG for opioid related guidance.)

New Guidelines

[The ASAM National Practice Guideline for the Treatment of Opioid Use Disorder](#)

Primary Source: American Society of Addiction Medicine

[Clinical Practice Guideline for the Management of Posttraumatic Stress Disorder and Acute Stress Disorder](#)

Primary Source: Veterans Association/Department of Defense

To view UCare's most currently adopted clinical practice guidelines, visit the Clinical Practice Guidelines – Medical and Mental Health and Substance Use Disorders chapter in the [UCare Provider Manual](#), or find them on the [Clinical Practice Guideline page](#) of the provider website.

Living Well Kid Kits

Available for UCare MinnesotaCare (MnCare) and Prepaid Medical Assistance Program (PMAP) members age 17 or younger.

UCare offers free fitness and wellness kits to help kids feel and be well. Each kit includes engaging tools to help improve health and wellness.

Members can order a kit online or by phone:

- **Online:** On the member portal, they can order a kit through the Health & Wellness section, and go to Wellness, Rewards & Allowance.
- **Phone:** Members may call UCare Customer Service at the number on the back of their member ID card.

Members may choose one of the following kit options:



Kit 1: Fitness Fun Kit

- Fitness tracker
- Frisbee
- Fitness dice
- Hacky sack



Kit 3: Child Dental Kit

- Child-sized toothbrush
- Floss picks
- Toothpaste
- Timer
- Dental care tracker
- Curious George book



Kit 2: Youth De-stress Kit

- Coloring book
- Colored pencils
- Fidget toys



Kit 4: Tween/Teen Dental Kit

- Electric toothbrush
- Toothpaste
- Floss picks
- Kit bag

One kit is available per member, per year. Kit contents are subject to change. Please allow four to six weeks for delivery.

Dental Access for Members

Dental Care on the Move

The UCare Mobile Dental Clinic (MDC) provides dental check-ups, cleanings and simple restorative care to UCare members who have limited access to quality dental care. All care is provided by faculty-supervised dental, dental hygiene and dental therapy students from the University of Minnesota School of Dentistry, UCare's MDC partner. The clinic is a specially designed, wheelchair-accessible, 43-foot dental office on wheels. The MDC has three dental chairs, state-of-the-art instruments, chairside digital radiography and an electronic health record system. This mobile clinic visits several sites in the metro and greater Minnesota each year.

Any member with a UCare dental benefit may schedule a MDC visit, they can call 1-866-451-1555 Monday through Friday, 8 am - 4:30 pm to schedule. Visit ucare.org/mdc for the MDC schedule.

Connecting Members to Dental Care

UCare's Dental Connection helps members manage their dental care in one phone call. Representatives help:

- Find a dental provider or dental home
- Schedule dental appointments, including appointments for follow up and specialty care
- Coordinate transportation to dental appointments
- Coordinate interpreter services for dental appointments
- Answer dental benefit and claims questions

For more information, contact UCare's Dental Connection at 651-768-1415, 1-855-648-1415 toll-free, or TTY: 711. Representatives are available Monday through Friday, 7 am - 7 pm.

New Coverage Policies Added

UCare Coverage Policies provide clarification and specificity to the benefit sections of the UCare product contract. The specific contract is noted on each new or updated coverage policy.

UCare posted the following new coverage policies for UCare Individual and Family Plans (IFP), effective October 1, 2022:

- CP-IFP22-032A - Bone Mineral Density Studies
- CP-IFP22-030A - Children's Therapeutic Services and Supports (CTSS)
- CP-IFP22-031A - Treatment for Gambling Addiction

UCare posted the following new coverage policies for Medicaid or State Public Programs products, effective October 1, 2022:

- CP-MCD22-005A - Telehealth-Medicaid
- CP-MCD22-004A - Bone Mineral Density Studies

The following policy has been updated:

- CP-MCD22-003B - Enhanced Asthma Care Services For Children

UCare posted the following new coverage policy for Medicare, effective October 1, 2022:

- CP-MCR22-006A - Bone Mineral Density Studies

UCare Coverage Policies are available at <https://www.ucare.org/providers/policies-resources/coverage-policies-disclaimer>.

Documentation Improvement: Pressure Ulcer

When documenting pressure ulcers, be sure to include the following:

- Indicate the type of ulcer (decubitus or pressure ulcer)
- Location
- Laterality
- Pressure ulcer stage
 - Pressure ulcer stages are based on severity of the ulcer:
 - Stages 1-4
 - Unstageable – report as unstageable when the ulcer cannot be examined due to it being under a dressing or it cannot be staged due to the ulcer being covered by eschar or possibly even a skin graft
- Document any associated gangrene
- Document any complications that are due to the pressure ulcer that require treatment

Note that while non-physician clinicians can document the depth and stages of pressure ulcers, the **diagnosis must be documented by a physician.**

Documentation that includes the noted elements above will support the patient's true health status, medical necessity and quality care management.

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; call 1-877-826-6847 for an anonymous reporting option or email compliance@ucare.org.

Model of Care Training

UCare provides annual training on our Model of Care (MOC) for Dual Eligible Special Needs (D-SNP) and Institutional Special Needs (I-SNP) plans. The Model of Care training gives an overview of UCare's Special Needs Plans (SNP) population, management and network.

UCare's SNP members face a host of unique challenges and barriers to get the care they need. UCare's SNP are designed with a unique set of benefits and services to help reduce barriers and assist members in managing their care. The training will help you make connections between the population and benefits, to assist in improving member outcomes.

UCare and the Centers for Medicare & Medicaid Services (CMS) require that all providers complete Model of Care training and submit a completed Attestation Form, which can be found in the Model of Care instructions on our [website](#).

You have three options to complete the training:

- Access a pre-recorded training on our [website](#)
- Attend an in-person/virtual presentation
- Request an individual training, email the product mailbox:
 - ISNP - ISNPprogramcoordinator@ucare.org
 - MSHO - MSC_MSHO_Clinicalliaison@ucare.org
 - Connect + Medicare - SNBCclinicalliaison@ucare.org

Once you are finished with the training, an electronic [Attestation Form](#) is required to confirm completion. If you are not able to access the electronic Attestation Form, you may reach out to MOCattestation@ucare.org for additional support.

More information about MOC training, including FAQs can be found at [UCare® - Model of Care Training](#). If you have any questions about MOC training, please contact:

- ISNP - ISNPprogramcoordinator@ucare.org
- MSHO - MSC_MSHO_Clinicalliaison@ucare.org
- Connect + Medicare - SNBCclinicalliaison@ucare.org

Accurate Member Information is Key to Smooth Claim Submissions

Each time a member presents for services, providers should ask for a current insurance card. This allows you to update information in your electronic records system, which can reduce rejected claim submissions or delayed claims processing. **This is especially important as members in our Prepaid Medical Assistance Program (PMAP), MinnesotaCare (MnCare), UCare Connect, UCare Connect + Medicare, Minnesota Senior Care Plus (MSC+) and UCare’s Minnesota Senior Health Options (MSHO) plans received a new member ID card with a new ID number earlier this year.**

When submitting a claim, the UCare member ID number listed on the card, or given on the electronic eligibility and benefit transaction, should be submitted exactly as provided; no digits should be added or excluded. Please note that all UCare members have their own unique member ID number. Do not submit claims using the subscriber ID number with a dependent code.

Maintaining current insurance information for members is imperative to successful and timely claims processing. Incorrect member information can initiate suspected fraudulent claims investigations and HIPAA violations. Please remember to verify that the information on the claim submission matches the information of the member receiving the service (name, member ID number, birth date, address, etc.).

ONLINE
www.ucare.org/providers

Call
612-676-3300,
1-888-531-1493

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