



### Long-time Leader Retires

Ghita Worcester, UCare’s Executive Vice President of Public Affairs and Chief Growth Officer, retired on March 31, 2023, after a 39-year career at UCare. In 1984, Ghita was a part of the team that created the managed care demonstration project in Hennepin County which later became UCare. During her tenure, she was responsible for many key operational and strategic areas including provider relations and contracting, marketing, business development, public relations, public affairs, government programs and community relations. Ghita was committed to supporting providers, large and small, in their work to ensure health equity for UCare members. She was proud of the provider partnerships she helped build to remove barriers to care, close gaps, provide innovative solutions and deliver high-quality care to UCare members.



On April 1, Marie Zimmerman, former Vice President of Strategic Partnerships, was promoted to the position of Executive Vice President of Public Affairs and Chief Strategy Officer. In her new role, she oversees provider relations and contracting, as well as public affairs, government programs and business development. Marie is honored to carry on Ghita’s legacy and looks forward to meeting UCare’s valued providers.

Please join us in wishing Ghita a wonderful, and well-earned, retirement!

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UCare Provider Website  
[www.ucare.org/providers](http://www.ucare.org/providers)

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

## 2023 Summer Camps for Young UCare Members

UCare partners with summer camps across Minnesota to pay camp costs for young LGBTQ+ members, members with asthma and members with type 1 diabetes. Young Prepaid Medical Assistance Program and MinnesotaCare members with these experiences are eligible for camp.

Campers must be UCare members at the time of registration and the time of camp to be eligible for the following camps:

### **Camp Superkids**

*Who:* Youth age 7 - 16 with asthma

*When:* June 25 - 30, 2023

*Where:* YMCA Camp Ihduhapi

### **Camp True Colors:**

*Who:* LGBTQ+ youth age 7 - 17

*When:* Multiple camp dates between June 18 - August 11, 2023

*Where:* One Heartland Camp

### **Camp Northstar:**

*Who:* Youth experiencing housing instability age 7 - 13

*When:* TBD

*Where:* One Heartland Camp

### **American Diabetes Association Camp Needlepoint and Camp Daypoint**

*Who:* Youth age 5 - 16 with type 1 diabetes

*When:* Camp Needlepoint - August 13 - 18, 2023

Camp Needlepoint - August 20 - 25, 2023

Camp Daypoint - August 20 - 25, 2023

*Where:* YMCA Camp St. Croix

If you identify a young UCare member who may be a good fit for one of these camps, contact Lauren Bumgarner at 612-676-3668 or [lbumgarner@ucare.org](mailto:lbumgarner@ucare.org). Visit [Summer Camps for Youth](#) for more information.

## Healthy Transitions Program

The Healthy Transitions program (formerly known as the Community Companion program) offers individualized support, education and resources to all UCare Minnesota Senior Health Options (MSHO) members during the first, critical, 30 days after a stay in the hospital or in a short-term rehabilitation center. Members who return home from the hospital or rehabilitation center, are paired with special trained and certified community health workers who provide a series of four touch point visits (two in-home and two by telephone). The following topics are reviewed and information is shared with the member's Care Coordinator.

- Discharge documentation
- Home safety and fall risks
- Nutrition
- Medications
- Socialization
- Appointment setting and transportation
- Short-term goal setting
- Resources and referrals to other providers
- Additional member considerations

Members benefit by staying healthy and independent, and staying out of the hospital or ER.

To qualify for the Healthy Transitions service, members must meet the following criteria:

- Be a current UCare MSHO member
- Have recently been, or will soon be, discharged from a hospital or skilled nursing facility
- Will return to an independent living environment, such as a home or assisted-living facility
- Can actively participate in the service

Care Coordinators first talk to the UCare MSHO member to determine their interest in enrolling in the service. If the member is interested, Care Coordinators should complete the Healthy Transitions Post-Discharge CHW Authorization Request Form and **send to both** [CLSintake@ucare.org](mailto:CLSintake@ucare.org) and [HealthyTransitions@lssmn.org](mailto:HealthyTransitions@lssmn.org).

## New Coverage Policies Added

UCare posted the following new coverage policies for Individual and Family Plans (IFP) that are effective May 1, 2023:

- Maternity Services (CP-IFP23-034A)
- Member Reimbursement (CP-IFP23-035A)

UCare posted the following new coverage policies for Medicare that are effective May 1, 2023:

- Member Reimbursement - Medicare (CP-MCR23-007A)
- Worldwide Supplemental Benefit - Medicare (CP-MCR23-008A)

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. All UCare Coverage Policies are available on the [Coverage Policies page](#) of the provider website.

## Ineligible Provider List Updated March 7, 2023

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](mailto:compliance@ucare.org).

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

## Reminder: UCare Medicare Part D Vaccine Information

As a reminder, UCare denies claims for providers administering Part D vaccines in their clinics.

The preferred method is to have Part D vaccination provided at a pharmacy provider. A member would buy a Part D vaccine at a pharmacy and have it administered at the pharmacy. The member would only be responsible for the coinsurance or copayment.

Beginning Jan. 1, 2023, Shingrix and Tetanus vaccines will be covered as a Tier 1 medication for Medicare members when the member is vaccinated at a pharmacy.

Additional information about Part D vaccines is available in the Claims & Payment section of the [Provider Manual](#).

## Compliance Reminder for Records Requests

UCare's Special Investigations Unit (SIU) routinely performs post-payment claim reviews in accordance with federal and state requirements. To perform such reviews, it is necessary to collect copies of documentation from providers that support the claims submitted to UCare for reimbursement. Providers are required to supply the documentation for review, as requested by UCare's SIU.

Reference the Compliance and Fraud, Waste and Abuse chapter of the [UCare Provider Manual](#) for more information.

Providers should report any suspected fraud, waste or abuse against UCare or UCare members -- call 1-877-826-6847 for an anonymous reporting option or email [compliance@ucare.org](mailto:compliance@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.

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.).

## Model of Care Training

UCare provides annual training on our Model of Care 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, network and UCare's approach to supporting members.

UCare's SNP members face a host of unique challenges and barriers to get the care they need. UCare's Special Needs Plans are designed with a unique set of benefits and services to help reduce barriers and assist members in managing their care. The Model of Care 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 who work with MSHO, Connect + Medicare or I-SNP members, complete Model of Care training and submit a completed Model of Care Attestation form, which can be found on the [UCare Provider Model of Care Training](#) page.

Providers have three options to complete the training:

- Access a recorded training on our website
- Register for a scheduled live WebEx event using the calendar links on the UCare Provider Model of Care Training page
- Email us to request an individual training or to register for an in-person or virtual presentation:
  - I-SNP - [ISNPprogramcoordinator@ucare.org](mailto:ISNPprogramcoordinator@ucare.org)

- UCare’s Minnesota Senior Health Options (MSHO) - [MSC\\_MSHO\\_Clinicalliaison@ucare.org](mailto:MSC_MSHO_Clinicalliaison@ucare.org)
- UCare Connect + Medicare - [SNBCclinicalliaison@ucare.org](mailto: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, reach out to [MOcattestation@ucare.org](mailto:MOcattestation@ucare.org) for support.

Group Attestation: An authorized individual may attest for the entire agency. Complete the electronic attestation, mark “group attestation” AND send a Provider Group Attendance Addendum to [MOcattestation@ucare.org](mailto:MOcattestation@ucare.org), noting all attendees. The addendum is located on the UCare [website](#).

More information about MOC training, including FAQs can be found on the [UCare Provider Model of Care Training page](#). If you have any questions about MOC training, contact us at:

- I-SNP - [ISNPprogramcoordinator@ucare.org](mailto:ISNPprogramcoordinator@ucare.org)
- UCare’s Minnesota Senior Health Options (MSHO) - [MSC\\_MSHO\\_Clinicalliaison@ucare.org](mailto:MSC_MSHO_Clinicalliaison@ucare.org)
- UCare Connect + Medicare - [SNBCclinicalliaison@ucare.org](mailto:SNBCclinicalliaison@ucare.org)

## Upcoming Holidays

UCare and the Provider Assistance Center (PAC) will be closed the following day:

- Monday, May 29, 2023 - Memorial 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.