



### 2023 UCare Provider Manual Q3 Update

The [UCare Provider Manual](#) has been updated to reflect current business practices. See Appendix A within the latest version for quick links to updates in the following chapters:

- Introduction to UCare
- Provider Support
- UCare Nondiscrimination Policy
- Provider Responsibilities
- Member Enrollment and Eligibility
- Restricted Recipient/Restricted Member Program
- Provider Credentialing
- Claims and Payment
- Electronic Data Interchange (EDI)
- Mental Health and Substance Use Disorder Services
- Home and Community Based Services - Waiver Services
- Hospital Services
- Interpreter Services
- Transportation

### UCare’s Halland Elected as the Minnesota Public Health Association’s (MPHA) Affiliate Representative

UCare’s Government Relations County Manager, Annie Halland, was elected as MPHA’s Affiliate Representative to the governing council. Halland will represent Minnesota for the next three years at American Public Health Association (APHA) and the Great Lakes Coalition. She loves Minnesota’s vibrant culture and natural resources and joined the MPHA to make Minnesota a healthier place for all.

Since 1907, the MPHA is dedicated to create a healthier Minnesota through effective public health practice and engaged citizens.

#### Table of Contents

<a href="#">2023 UCare Provider Manual Q3 Update</a> .....	1
<a href="#">UCare’s Halland Elected as the Minnesota Public Health Association’s (MPHA) Affiliate Representative</a> .....	1
<a href="#">New Coverage Policies Added</a> .....	2
<a href="#">Attention: Call Center, Front Office Staff and Schedulers</a> .....	2
<a href="#">Disease Management Telephonic Programs</a> .....	3
<a href="#">Children’s Residential Treatment Authorization and Notification Requirements Temporarily Changed for Individual and Family Plan Members</a> .	5
<a href="#">UCare’s Stretch &amp; Stroll at the Minnesota State Fair</a> .....	5
<a href="#">Interpreter Work Order Authorization Reminder</a> .....	5
<a href="#">Reminder for Providers: Enroll With Minnesota Health Care Programs</a> .....	6
<a href="#">Reminder: UCare Medicare Part D Vaccine Information</a> .....	6
<a href="#">Upcoming Holidays</a> .....	6

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

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

## New Coverage Policies Added

UCare posted the following new coverage policy for UCare Individual and Family Plans (IFP) that was effective Aug. 1, 2023:

- Foot Care Services (IFP) (CP-IFP23-036A)

UCare posted the following new coverage policy for Medicare that was effective Aug. 1, 2023:

- Oxygen and Oxygen Equipment (CP-MCR23-009A)

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 [UCare's Coverage Policies page](#).

## Attention: Call Center, Front Office Staff and Schedulers

UCare's Health Improvement team provides culturally congruent outreach to UCare members. The team provides health education and assists members to schedule appointments; arrange interpreter or transportation services; find community resources; better understand benefits and health programs provided by UCare; and order incentive forms, member materials and wellness kits.

UCare's Health Improvement specialists educate members on the importance of preventative care and about rewards they may be eligible for when they complete their preventive screenings. Visit [ucare.org/rewards](https://ucare.org/rewards) for more information.

Health Improvement specialists may call your clinic to schedule appointments with or for members for the following services:

### Preventive care

- Annual exams (may include immunizations and blood pressure checks)
- Well-child visits
- Dental visits
- Colon cancer screenings
- Breast cancer screenings
- Cervical cancer screenings

### Diabetes care

- A1C testing
- Kidney disease monitoring
- Dilated eye exams

If you have a member who needs additional support with finding resources, reach out to the Health Improvement team. They will connect members to social services to find and make referrals for food, housing, transportation and any other community resources that align with the needs or cultural or ethnic background of the member.

### Contact the Health Improvement team:

Call: 612-676-3481 or 833-951-3185

Email: [outreach@ucare.org](mailto:outreach@ucare.org)

Website: <https://www.ucare.org/health-wellness/health-management/health-improvement-team>

## Disease Management Telephonic Programs

UCare’s Disease Management (DM) program was created for members who live with certain chronic health conditions and need personalized, one-on-one telephonic support. Our programs include scheduled phone calls and written resources to help members better understand and manage their health.

DM programs utilize a wide variety of professionals such as certified health coaches, registered respiratory therapists, diabetic nurse educators, certified asthma educators, registered dietitians and registered nurses.

One-on-one coaching and education call programs are available for the following conditions:

- Asthma
- Diabetes
- Heart failure
- Migrane
- Chronic obstructive pulmonary disease (COPD) or Chronic Kidney Disease (CKD)

The following DM programs are available to members by condition:

Program	Description
<b>Asthma Interactive Voice Response (IVR) or Text Program</b>	<ul style="list-style-type: none"> <li>• Scheduled IVR or text message education.</li> <li>• IVR or text schedule: one call or text a week, or one call or text every 30 days.</li> </ul>
<b>Asthma Education Program</b>	<ul style="list-style-type: none"> <li>• Telephonic outreach and education with asthma educator or respiratory therapist.</li> <li>• Assessment of self-monitoring, self-management and medication adherence. Encouragement of Asthma Action Plan.</li> <li>• Average one call a month for six months.</li> <li>• Children and adults age 5-64.</li> </ul>
<b>Brook Health Companion App</b>	<ul style="list-style-type: none"> <li>• Mobile app for health to manage general wellness, diabetes, hypertension and other chronic conditions.</li> <li>• In-app coaching, medication, blood pressure or blood sugar check reminders.</li> <li>• Learn more at <a href="http://ucare.org/brook">ucare.org/brook</a>.</li> </ul>
<b>Chronic Kidney Disease (CKD) Support Program</b>	<ul style="list-style-type: none"> <li>• Telephonic outreach and education with a registered dietitian.</li> <li>• Guidance, education and support to help prevent, or slow down, the progression of CKD and to help members make healthy food choices.</li> <li>• Average one call a month for six months.</li> </ul>
<b>Chronic Obstructive Pulmonary Disease (COPD) Management Program</b>	<ul style="list-style-type: none"> <li>• Telephonic outreach and education with a respiratory therapist.</li> <li>• Assessment of self-monitoring, self-management and medication adherence. Encouragement of COPD management plan.</li> <li>• Average one call a month for six months.</li> </ul>
<b>Diabetes IVR or Text Program</b>	<ul style="list-style-type: none"> <li>• Scheduled IVR or text message education.</li> <li>• IVR or text schedule: one call or text a week, or one call or text every 30 days.</li> </ul>
<b>Diabetes Health Coaching</b>	<ul style="list-style-type: none"> <li>• Telephonic outreach with a health coach.</li> <li>• Partner with members to discover barriers, vision for the future, establish behavior change goals and empower them to achieve goals.</li> <li>• Average one call a month for six months.</li> </ul>
<b>Heart Failure Health Coaching</b>	<ul style="list-style-type: none"> <li>• Telephonic outreach with a health coach.</li> </ul>

	<ul style="list-style-type: none"> <li>Partner with members to discover barriers, vision for the future, establish behavior change goals and empower them to achieve goals.</li> <li>Average one call a month for six months.</li> </ul>
<b>Heart Failure (HF) Medtronic Telemonitoring</b>	<ul style="list-style-type: none"> <li>Daily monitoring to assess daily weight and HF symptoms via a tablet provided by Medtronic.</li> </ul>
<b>Migraine Management Program</b>	<ul style="list-style-type: none"> <li>Telephonic outreach with a health coach.</li> <li>Partner with members to discover barriers, vision for the future, establish change goals and empower them to achieve goals.</li> <li>Average one call a month for six months.</li> </ul>

\*All programs are adults 18+ except noted with asthma programs.

The following is a list of eligible products for DM programs:

	UCare Connect	UCare Connect + Medicare	UCare Medicare with M Health Fairview & North Memorial Health	UCare Medicare Plans	MinnesotaCare	Minnesota Senior Care Plus	UCare Minnesota Senior Health Options	Prepaid Medical Assistance Program	UCare Individual & Family Plans with M Health Fairview	UCare Individual & Family Plans
<b>Asthma IVR/Text Program</b>	X	X			X			X	X	X
<b>Asthma Education Program</b>	X	X			X			X	X	X
<b>Brook Health Companion App</b>	X	X	X	X	X	X	X	X	X	X
<b>CKD Program</b>	X	X	X	X	X	X	X	X	X	X
<b>COPD Program</b>	X	X	X	X	X	X	X	X	X	X
<b>Diabetes At-Risk IVR</b>	X	X	X	X	X	X	X	X	X	X
<b>Diabetes Health Coaching</b>	X	X	X	X	X	X	X	X	X	X
<b>Heart Failure Health Coaching</b>	X	X	X	X	X			X	X	X
<b>Heart Failure Medtronic Telemonitoring</b>	X	X	X	X	X	X	X	X	X	X
<b>Migrane Management</b>	X	X			X	X		X		

### Disease Mangement Referrals

Do you have a member who might benefit from one-on-one help for their chronic condition? Refer them. When a referral is received, the DM team identifies the appropriate program for the condition, reviews member eligibility, facilitates program enrollment and follows up regarding the referral outcome.

Referrals can be sent to:

- Email: [Disease\\_mgmt2@ucare.org](mailto:Disease_mgmt2@ucare.org)
- Voicemail: 612-294-6539 or 1-866-863-8303

Visit the [Disease Management page](#) for referral forms.

## Children’s Residential Treatment Authorization and Notification Requirements Temporarily Changed for Individual and Family Plan Members

Effective June 12, 2023, to Dec. 31, 2023, UCare is temporarily waiving prior authorization requirements for UCare Individual and Family Plans and UCare Individual and Family Plans with M Health Fairview for children’s residential treatment facilities before admission.

The temporary change will align with recent changes to post-acute care services.

Providers should continue to use UCare’s prior authorization form for notification and concurrent review as indicated in the chart. Please note: UCare will continue to complete concurrent review for this service.

**UCare will continue to require prior authorization for out-of-network services.**

Service Category	UCare Plans	Temporary Notification and Authorization Requirements (effective for dates of service 6/12/2023 to 12/31/2023)
<b>Children’s Residential Treatment (H0019)</b>	Individual and Family Plans, Individual and Family Plans with M Health Fairview	<ul style="list-style-type: none"><li>Notify UCare within 24 hours of admission.</li><li>UCare will continue to complete concurrent review.</li><li>Access the Notice of Admission Form for Mental Health Inpatient or Residential on the <a href="#">MHSUD Authorization page</a> within the UCare Authorization &amp; Notification Forms accordion.</li></ul>

For questions, contact UCare’s Provider Assistance Center at 612-676-3300 or 1-888-531-1493 toll-free, Monday through Friday, 8 am-5 pm.

## UCare’s Stretch & Stroll at the Minnesota State Fair

On Thursday, Aug. 31, 2023, UCare will host an all-day Stretch & Stroll program in Dan Patch Park on the Minnesota State Fairgrounds. The event will feature live music from the Pearl Brothers, senior fitness classes, entertainment and giveaways.

## Interpreter Work Order Authorization Reminder

One way practitioners can provide interpreter services for UCare members is to schedule interpretation services with a UCare-contracted agency. When working with agency-contracted interpreters, it is imperative that only authorized clinic representatives review and sign off on interpreter work orders. These work orders are used to verify that services were rendered to UCare members.

UCare takes a proactive approach to stop [fraud, waste and abuse](#) (FWA). Health care resources are limited, we ensure they are devoted to meeting genuine health needs. Providers should call 1-877-826-6847 for an anonymous reporting option or email [compliance@ucare.org](mailto:compliance@ucare.org) to report any suspected FWA against UCare or UCare members.

Reference the Interpreter Services chapter of the [UCare Provider Manual](#) for more information.

## Reminder for Providers: Enroll With Minnesota Health Care Programs

The [21st Century Cures Act](#) requires states to enroll all Medicaid providers. **As of July 17, 2023, UCare providers who are contracted to provide services to Medicaid members are expected to enroll with Minnesota Health Care Programs (MHCP).**

Actively enrolled fee-for-service providers with an existing UCare contract do not need to go through the screening and enrollment process again.

Providers are advised to:

- Review the information and frequently asked questions on the [Enroll with Minnesota Health Care Programs webpage](#). Bookmark this page for future reference.
  - Click the + next to “Enrollment process for managed care organization (MCO) network providers.”
- Register for the enrollment process training through the [Minnesota Provider Screening and Enrollment \(MPSE\) portal training website](#). A training session will take place Aug. 17 and will include live demonstrations. This site also includes on-demand MPSE quick instruction videos.
- Review the [Enroll with MHCP](#) section of the MHCP Provider Manual.
- Sign up for [MHCP news and updates](#).
- Remember that **all** group or facility, as well as **individual**, National Provider Identifiers (NPIs) need to be enrolled with the Minnesota Department of Human Services. If you only registered your group with DHS, you also need to register each individual practitioner with DHS.

## 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 are 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](#).

## Upcoming Holidays

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

- Monday, September 4, 2023 - 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.