

Health Lines

December 2023



2024 Authorization and Notification Requirement Grids Now Available

The 2024 medical, mental health & substance use disorder services and pharmacy authorization requirements are available on the [Authorizations page](#) of the UCare Provider website.

After these were launched in November, the mental health & substance use disorder services authorization grid for UCare Medicare Plans, UCare Your Choice, UCare Medicare Plans with M Health Fairview & North Memorial plans was updated to include Institutional Special Needs Plans.

2024 Tip Sheets Released

The 2024 product or benefit tip sheets have been released and are available on the [Provider Product/Benefit Tip Sheets page](#). Tip sheets assist providers in working with UCare and our members. The information covered within the tip sheets includes ID cards and benefits by product.

UCare and Fulcrum Health Team Up to Bring Massage Therapy to UCare Members of Dual Medicare or Medicaid Plans

In 2024, UCare will offer additional pain care, relief and support to members of our Special Needs plans. Members will have access to [Fulcrum Health's](#) TruTouch network of credentialed massage therapists to deliver expanded physical medicine services including therapeutic massage for back, neck and shoulder pain, headache and carpal tunnel.

Members of UCare's dual population, Minnesota Senior Health Options (MSHO) and Connect + Medicare, are eligible to access massage therapy benefits starting Jan. 1, 2024.

Fulcrum Health is actively recruiting massage therapists in Minnesota to join the TruTouch network to expand access to UCare members. Interested parties should visit trutouchhealth.org to learn more.

2024 Pharmacy Benefit Information

The following provider bulletins highlight the 2024 pharmacy changes, including the new pharmacy benefit manager (Navitus), formularies and benefit changes, drug authorizations and ePA links to submit coverage requests to Navitus.

- [UCare Selects Navitus Health Solutions as New Pharmacy Benefit Manager for 2024](#)
- [Pharmacy Formulary and Benefit Changes for 2024](#)
- [Medical Drug Prior Authorization for 2024 and Preferred](#)

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UCare Provider Website
www.ucare.org/providers

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

[Product Step Therapy Information](#)

In 2024, [Costco](#) will serve as UCare’s mail-order pharmacy, and providers may be asked to send member prescriptions to the Costco Mail Order Pharmacy. UCare members do not need to be Costco members to use this service. For more 2024 pharmacy benefit information, visit the [UCare Pharmacy page](#).

Two New In-home Screening Kit Programs Launched

This fall, UCare launched partnerships with vendors Exact Sciences and Everly Health, two in-home screening kit programs. With this comes the convenience of an in-home preventive health screening and no out-of-pocket cost for members. Questions can be directed to ucarequality@ucare.org.

Exact Sciences

Available for members in UCare Medicare Plans and UCare Individual & Family Plans. Outreach to UCare Minnesota Health Care Program members is targeted for 2024.

UCare partners with Exact Sciences for colorectal cancer screenings and to conveniently ship Cologuard Screening Kits to eligible UCare member homes. This is a covered benefit with no out-of-pocket cost to members. If there is an abnormal or positive screening result, Exact Sciences contacts the member to recommend that they consult with their primary care doctor regarding next steps. Negative screening results are valid for three years.

The Exact Sciences Laboratory Customer Care team is available 24 hours a day, seven days a week.

- Chat: <https://www.cologuard.com/>
- Phone: 1-844-870-8870

Everly Health

Available for most UCare members.

UCare also partners with Everly Health (formerly Everlywell) to help members who need colorectal cancer screening, diabetic HbA1c testing and diabetic kidney disease testing. This allows UCare members to complete all recommended screenings conveniently in their homes through one vendor. This is a covered benefit with no out-of-pocket cost to members. If there is an abnormal or positive screening result, Everly Health will contact the member to recommend that they consult with their primary care doctor regarding next steps. Results are valid for one year and testing needs to be repeated annually.

Everly Health’s Customer Service team is available 8 am - 8 pm ET, Monday – Friday, excluding holidays.

- Chat: <https://everlywell.my.site.com/membersupport/s/>
- Phone: 1-855-923-2678 (TTY 711)

Prevent Falls With UCare’s Strong & Stable Kit

Available for members in UCare Medicare (excluding UCare Your Choice plans and UCare Medicare Supplement), UCare Medicare with M Health Fairview & North Memorial Health, UCare Advocate Choice, UCare Advocate Plus, UCare’s Minnesota Senior Health Options and Minnesota Senior Care Plus plans.

Each year, one in three adults aged 65 or older falls. Falls are a significant concern for older adults and can cause serious injury, cuts, broken bones, head injuries and other health problems. Many people develop a fear of falling, which may cause them to limit activity, leading to reduced mobility, loss of physical fitness and an increased risk of falling.



UCare created the Strong & Stable Kit for eligible members at no extra cost. The kit includes:

- TheraBand resistance band strength kit
- Tip sheets with helpful fall prevention advice
- Tub grips for bathtubs or showers
- Nightlight
- Medication box

Only one Strong & Stable Kit is available per member per year. Ordered kits will arrive in four to six weeks.

UCare’s Health Improvement Team orders kits, shares fall prevention information and connects members with case managers and care coordinators for additional services.

Contact the Health Improvement Team:

- Call: 612-676-3481 or 1-833-951-3185
- Email: outreach@ucare.org
- Website: <https://www.ucare.org/health-wellness/health-management/health-improvement-team>

UCare Healthy Benefits+ Visa Card

In 2024, UCare will combine our allowance and reward programs into one new UCare Healthy Benefits+ Visa card. For eligible members, reward balances from 2023 will transfer to the UCare Healthy Benefits+ Visa card on Jan. 1, 2024.

Depending on plan type, members may be eligible to use their card to save in the following ways:



	Prescription eyewear	Combined flexible benefit	Over-the-counter (OTC)	Transportation	Healthy food	Utilities	Grocery discounts	Rewards
UCare Medicare Plans (not including UCare Advocate plans, UCare Your Choice plans or UCare Medicare Supplement plans)	X		X				X	X
UCare Medicare with M Health Fairview & North Memorial Health	X		X				X	X
UCare Your Choice		X	X				X	X
UCare Your Choice Plus		X	X				X	X
UCare Advocate Choice	X		X	X			X	
UCare Advocate Plus	X		X	X			X	
UCare’s Minnesota Senior Health Options					X [†]	X [†]	X	X
UCare Connect + Medicare					X [†]		X	X

[†]Members with a qualifying chronic condition.

The UCare Healthy Benefits+ Visa card is reloadable each year; members will not annually receive a new card. The card is valid until expiration or the UCare member is no longer active. Allowance amounts and expiration dates vary by plan and allowance or reward program.

After Jan. 1, 2024, to access more information:

- Call: 1-833-862-8276 (TTY 771)
- Visit: healthybenefitsplus.com/ucare
 - Log in or create an online member account. Go to “Health & Wellness,” then “Wellness, Rewards & Allowance.”

Disease Management Telephonic Programs

UCare’s Disease Management (DM) program was created for members with certain chronic health conditions who 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 asthma, diabetes, heart failure, migraine and chronic obstructive pulmonary disease (COPD) or chronic kidney disease (CKD).

The following DM programs are available to members by condition:

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

Diabetes Health Coaching	<ul style="list-style-type: none"> • Telephonic outreach with a health coach. • Partner with members to discover barriers, vision for the future, establish behavior change goals and empower them to achieve goals. • Average one call a month for six months.
Heart Failure Health Coaching	<ul style="list-style-type: none"> • Telephonic outreach with a health coach. • Partner with members to discover barriers, vision for the future, establish behavior change goals and empower them to achieve goals. • Average one call a month for six months.
Migraine Management Program	<ul style="list-style-type: none"> • Telephonic outreach with a health coach. • Partner with members to discover barriers, vision for the future, establish change goals and empower them to achieve goals. • Average one call a month for six months.

Documentation Improvement: Amputation Status

Numerous medical conditions need to be monitored, assessed and treated. Most conditions receive routine care, but some are continually overlooked. An amputation status is one condition often missing from medical documentation. An amputation often becomes a normal part of the member but can be high risk and require ongoing care. Amputation examination and evaluation should be performed and documented annually to monitor the condition.

The following should be documented:

- Amputation site, including laterality
- Assessment and status of the amputation site (well healed, etc.)
- Ongoing care plan
- Counseling on any risk concerns, such as fall risk

Documentation of ongoing amputation assessment is needed to monitor the complete member's health status and provide resources needed for current and future patient management.

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.

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](#).

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 after the start of a new calendar 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.).

Fraud, Waste and Abuse Reporting Reminder

UCare takes a proactive approach toward stopping [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 to report any suspected FWA against UCare or UCare members.

Upcoming Holidays

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

- Friday, Dec. 22, 2023 - Christmas Eve (observed)
- Monday, Dec. 25, 2023 - Christmas Day
- Monday, Jan. 1, 2023 - New Years 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

www.ucare.org/providers

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