Health Lines

UCare Provider Manual Has Been Updated

UCare's Provider Manual contains critical information that providers need to effectively work with UCare and our members. It is important that providers reference it regularly for up-to-date content. The Provider Manual has been updated to reflect current business practices.

Please review the entire provider manual at https://www.ucare.org/providers/policies-resources/provider-manual.

Pay close attention to the following summary of key updates. Bulleted items with an asterisk (*) indicate a section that all UCare providers should review and are expected to be familiar with.

Helpful pages:

- *Cover page* - the date the document was last updated is shown on this page.

- *Table of Contents* - the Provider Manual is a PDF, the table of contents links to sections within.

- *Appendix* - as the year progresses, an appendix will be added. This appendix will contain a chart that will link to changes within updated sections and briefly describe the changes made.

Chapters that require close review:

- *Authorization and Notification Standards chapter** - updated to reflect UCare's current practices.

- *Compliance and Fraud, Waste and Abuse chapter** - updated to reflect UCare's current practices.

- *Mental Health and Substance Use Disorder Services chapter** - updated to reflect UCare's current practices.

Chapters with significant updates in 2023:

- *Provider Assistance chapter* - the new UCare Provider Portal and third-party agency guidance was updated.

- *Working with UCare's Delegated Business Services chapter* - decision timeframes and submission for prior authorization requests were updated. Added details regarding working with Fulcrum Health for Acupuncture Services.

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UCare Provider Website
www.ucare.org/providers

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

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- *Provider Responsibilities chapter* - the Model of Care Training and Communication With Enrollees sections were updated.

- *Member Enrollment and Eligibility chapter* - updated Minnesota Health Care Programs (MHCP) guidance.

- *Claims and Payment chapter* - updated Medicare Supplement information related to claim payments, clearinghouse information and the addition of a new pricer.

- *Electronic Data Interchange chapter* - removed the Electronic Attachments section.

- *Authorization and Notification Standards chapter* - removed the Magellan Health information related to physical, occupational and speech language pathology therapy.

- *Member Appeals and Grievances chapter* - the Member Rights and Responsibilities section, Standard Payment Redeterminations, Expedited Appeals and Standard Service Appeals sections were updated.

- *Clinical Practice Guidelines - Medical and Mental Health Substance Use Disorders chapter* - two Mental Health and Substance Use Disorder clinical practice guidelines were added.

- *Disease Management Programs chapter* - added details outlining Diabetes and Hypertension, removed a section on Chronic Condition Management Telemonitoring Program.

- *Medication Therapy Management (MTM) Program chapter* - revised details around billing processes.

- *Health Promotion Programs chapter* - updated details for most programs listed.

- *Child and Teen Checkups chapter* - revised text within the Every Visit Is An Opportunity, Billing for C&TC When Using Telemedicine, Well Child Care Coding for Quality Measurement and Payment sections.

- *UCare's Federally Qualified Health Center (FQHC) - Rural Health Clinic (RHC) Payment Carve-Out Process chapter* - added CARC number 24 under the ANSI Codes on Remittance Advice/Explanations of Payment and updated the DHS Provider Manual link.

- *Home and Community Based Services - Waiver Services chapter* - added text indicating that all Elderly Waiver services require authorization from the UCare Care Coordinator before services can begin.

- *Home Care Services chapter* - updated the Starting PCA Services, PCA Provider Time and Activity Documentation Requirements sections, as well as the PCA Billing Guidelines, Qualified Professional (QP) Supervision Standards and Qualified Professional Responsibilities sections.

- *Hospital Services chapter* - updated the Care Transitions section and added the Care Transition Protocols for I-SNP Members section.

- *Interpreter Services chapter* - updated the name and contact information for interpreters. Details regarding Reimbursement and Claims Processing Guidelines for Interpretive Services were also updated.

- *Nursing Facility Services chapter* - there had been a requirement that when hospitals transferred Medicare members to a skilled nursing facility, it needed to be within 50 miles. That mileage requirement has been removed.

- *Maternity, Obstetrics and Gynecology chapter* - revisions were made to the Breast Pump Coverage and Nurse Advice Line sections.

- *Public Health chapter* - updated the Information for Referring Providers section and added the Enhanced Asthma Care Services and Allergen-reducing Products for Children section.

- *Transportation Services chapter* - updated the Nonemergency Ambulance Transportation Services section.

If you have questions, contact UCare's Provider Assistance Center at 612-676-3300 or 1-888-531-1493 toll-free.

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New Provider Portal - Did You Know?

Within the new UCare Provider Portal, Provider Admins can remove a user's access to prevent the user from accessing Tax ID(s), NPI(s) or location address(es) that you do not want them to view.

To make this change, select the User Management tab and search by email address or scroll through the list to identify the user. Select the portal users First Name to open the Manage Portal Users page, then the Access tab. Select Edit User Provisions and indicate No Access for each Tax ID, when all updates are complete, click the Continue & Save button.

For additional information, see the Admin User Guide on the [UCare Provider Portal Login page](#).

UCare Grants Support Underserved Minnesotans

Funding to Health System and Community Clinic Programs to Help Medicaid Members Stay Covered

During the Public Health Emergency (PHE), Medicaid members were able to maintain continuous coverage and access to care. Continuous coverage expires on Mar. 31, per The Consolidated Appropriations Act of 2023. States will be able to disenroll Medicaid members. In Minnesota, about 1.4 million people are expected to be impacted.*

UCare is providing grants to 16 Minnesota care systems, community organizations and community clinics who serve Medicaid members in all regions of the state. The grants fund comprehensive coverage retention programs, outreach to update member contact information and help navigating the redetermination process.

Additionally, UCare is partnering with the MNsure Navigator organization, Portico HealthNet, to directly assist members who need application assistance. Portico is experienced at helping families and people who do not speak English, renew their Medicaid eligibility or sign up for other insurance through the exchange.

Grants to Community Partners Focusing on Food and Housing for Underserved Minnesotans

UCare directed its 2022 end-of-year funding to expand and develop programs addressing food and housing insecurity for underserved communities. Grants were made to 25 community organizations who make a difference for diverse populations and cultures spanning urban and rural regions of the state. Following are some of the recipients:

- Secure housing for more than 185 at-risk individuals with mental illness and/or substance use disorders in St. Louis County.

- [The Food Group](#) - two new, propane-powered school buses to expand the Twin Cities Mobile Market's reach. Funding also expands the traditional foods available to Indigenous communities to improve outcomes related to obesity, diabetes, heart disease and mental health issues.

- [Catholic Charities](#) - seniors in 13 greater Minnesota counties had access to more than 191,000 frozen, nutritious meals.

- [Hmong American Farmers Association (HAFA)](#) - supports a program focused on food as a change tool for business development, education, advocacy and wealth creation for the community of 300,000 and its 155 acres of farmland.

- [Second Harvest Heartland](#) - funds provided emergency food and milk resources, stocks partner food pantries and distributes 25,000 culturally connected fresh prepared meals a week.

- [The Damiano Center](#) - supports emergency service programs like Community Kitchen and Kids' Kitchen for homeless and other low-income people, which serves 6,000 Duluth area individuals annually.

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- [911 Meal Packs](#) - supports this volunteer meal packing event to help generate five million healthy, non-perishable meals to relieve hunger.

- [AccessAbility's](#) - purchased nutrition courses for its wellness program, which serves people with barriers to employment and community inclusion.

- [Community Emergency Assistance Programs (CEAP)](#) - this is the Mobile Food Program's next phase of hunger relief for its neighbors.

- [Wilder Research](#) and [Hearth Connection](#) - partner with both organizations to learn more about barriers and challenges for people experiencing homelessness to secure and maintain stable housing.

- [St. Louis County Public Health](#) - supported the Housing Fund to move individuals experiencing, or at risk of experiencing, homelessness into independent and permanent housing and providing additional supports and services to avoid returning to homelessness.

- [YWCA St. Paul](#) - fund helps provide safe, affordable housing units for individuals and families experiencing homelessness and customized support services to help participants stabilize their lives, build new skills, connect to community and secure a future of safe, stable housing.

[MN Department of Human Services, Fast Facts, 2022 Legislative Session, "Minimizing disruptions in public health care coverage after the federal COVID-19 emergency ends," March 2022.](#)

Updated Transplant Services Notification Form and Process

UCare updated the Transplant Services Notification Form. The updated form aligns with the 2023 Authorization Grids for all product lines. The new form can be found on the [Medical Services Authorization page](#) under UCare Authorization & Notification Forms. **Effective April 1, 2023, UCare will no longer accept the previous Transplant Notification Form.**

Additionally, UCare updated the Transplant Services Notification requirements. UCare requires notification at **three junctures** in a member's transplant journey. The new Transplant Services form is to be used for each notification type. Providers will select the appropriate notification type at the top of the form. The three junctures are:

- Transplant consult or evaluation
- Transplant listing
- Within 24 hours of inpatient hospital admission (for transplant)

The Transplant Services Notification Form can be submitted to UCare Clinical Services via:

- Fax: 612-884-2499 or 1-866-610-7215
- Email: HCM_Fax@ucare.org

With these updates to the form and notification process, UCare teams can better support members throughout the transplant process. For questions regarding the updated form or process, call 612-676-3300 or 1-888-531-1493.

Preventing Falls for UCare Members

Falls are the leading cause of fatal and nonfatal injuries for older adults. Each year one in three adults aged 65 or older experience falls. Since falls are all too common among older adults, many people develop a fear of falling. This fear may cause them to limit their activities and lead to reduced mobility, loss of physical fitness and an increased risk of falling. For more information on preventing falls visit [ucare.org/falls](#).

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Strong & Stable Kit

UCare created the Strong & Stable Kit because falls are a major concern for older adults. This kit is available to UCare's Minnesota Senior Health Options (MSHO), Minnesota Senior Care Plus (MSC+) or UCare Advocate Choice/UCare Advocate Plus members.

Care Coordinators may order the kit for members. Members are eligible for one kit per year. The kit includes:

- Resistance band strength kit
- Tip sheets with helpful falls prevention advice
- Tub grips
- Nightlight
- Medication box

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UCare also offers MSHO members the opportunity to learn more about falls prevention in **free** falls prevention classes through the Juniper Network. The Juniper Network offers free classes to increase activity, build strength and improve balance to reduce the risk of falls, in addition to learning ways to modify the environment to prevent falling. Members can visit https://yourjuniper.org under the "Falls Prevention Classes" section to find classes, their dates, times and locations.

Lutheran Social Service of Minnesota Announces Healthy Transitions

The Healthy Transitions program (formerly Community Companion program) offers individualized support, education and resources to UCare's Minnesota Senior Health Options (MSHO) members during the first critical 30 days after a stay at the hospital or short-term rehabilitation center. The member who returns home from the hospital or rehabilitation center is paired with a specially trained and certified Community Health Worker who provides a series of four touch points (two in-home and two telephone) during which the following topics are reviewed and 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

Healthy Transitions allows members to stay healthy and independent and out of the hospital or ER. The program fills the gap between hospital and home and supports patients who are high utilizers of services.

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To qualify for the Healthy Transitions service, members must:

- Be enrolled as a 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 should first talk to the UCare MSHO members to determine their interest in enrolling in the service. If the member is interested, Care Coordinators should then complete the Healthy Transitions Post-Discharge CHW Authorization Request Form and **send to BOTH** CLSintake@ucare.org **and** HealthyTransitions@lssmn.org.

Subscription-Based Billing Reminder

Many UCare members arrange for multiple, prescheduled rides in advance of their scheduled appointments. Per UCare policy, non-emergency medical transportation (NEMT) providers must verify that all rides were provided to members. They must do so by reviewing trip log documents submitted by drivers prior to submitting claims for reimbursement.

Providers should report any suspected fraud, waste or abuse against UCare or UCare members by calling 1-877-826-6847 for an anonymous reporting option or emailing compliance@ucare.org. Reference the Transportation chapter of the UCare Provider Manual for more information.

Ineligible Provider List Updated January 25, 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.

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

ONLINE
www.ucare.org/providers

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