



Reminder for Providers: Enroll With Minnesota Health Care Programs

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

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

To prepare for this change, 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](#). Sessions will take place July 25 and 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](#).

Redeterminations and Renewals

Medical Assistance Redeterminations

The Minnesota Department of Human Services (DHS) reinstated Medicaid redeterminations (or renewals) for Medical Assistance members in Prepaid Medical Assistance Program (PMAP), UCare Connect, UCare Connect + Medicare, Minnesota Senior Care Plus (MSC+) and Minnesota Senior Health Options (MSHO) plans. The renewal process started with Medical Assistance members with a July 1, 2023, renewal date.

During the COVID-19 Public Health Emergency, Medicaid redeterminations were paused. Members kept their coverage for three years, regardless of their eligibility status.

Table of Contents

- [Reminder for Providers: Enroll With Minnesota Health Care Programs](#) 1
- [Redeterminations and Renewals](#) 1
- [Over-the-Counter \(OTC\) Benefits Through Healthy Savings](#) 2
- [Juniper® Health Management and Wellness Classes](#) 2
- [Fraud, Waste and Abuse Reporting Reminder](#) 3
- [Model of Care Training](#) 3

UCare Provider Website
www.ucare.org/providers

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

Medical Assistance members will renew in monthly cohorts based on their original enrollment date. MinnesotaCare members will go through the renewal process this fall with a Jan. 1, 2024, effective date. Visit the DHS [Renew My Coverage](#) page for more information.

Member Contact Information Updates

Medicaid members should report any contact information updates as soon as possible to ensure they receive all notifications from DHS or UCare. UCare is now able to update Medicaid member contact information on the member's behalf. Members can call UCare directly or can visit the [My Contact Information](#) page to update their information, then UCare submits the change to DHS and counties for processing.

Member Communications

UCare will notify affected members of their renewal date and provide information on where to go for assistance with renewals. Members are notified via U.S. mail, email, automated call and/or text message. Providers can review the [Communications Toolkits for Partners](#) page for collateral regarding this change.

Renewal Application Assistance Available for All Members

UCare staff are trained in the renewal process, able to answer standard questions and can refer members who need assistance to complete renewal paperwork. If you work with a UCare member who needs to renew, had a lapse in coverage, or needs additional assistance, contact:

- **Keep Your Coverage Team** for members in MSHO, MSC+, UCare Connect and UCare Connect + Medicare 612-676-3438 or 1-855-307-6978 (TTY users call 612-676-6810 or 1-800-688-2534)
Monday through Friday, 8 am-5 pm
keepyourcoverage@ucare.org
- **UCare Customer Service** for members in PMAP and MinnesotaCare 612-676-3200 or 1-800-203-7225 (TTY call 612-676-3200 or 1-800-203-7225)
Monday through Friday, 8 am-5 pm

Over-the-Counter (OTC) Benefits Through Healthy Savings

Available for UCare Medicare Plans, UCare Medicare with M Health Fairview & North Memorial, EssentiaCare, UCare Advocate Choice and UCare Advocate Plus members.

Eligible members receive an OTC allowance twice a year for items like cough drops, first aid supplies, pain relief, sinus medications, toothpaste and much more. Members can purchase eligible items at over 489 [participating locations](#) across Minnesota, online or over the phone (URL and phone number are on the back of the member's Healthy Savings card).

So far in 2023, 50% of member OTC cards were activated and many members used their OTC benefit. Members also have access to grocery discounts through their Healthy Savings card, these are to be used in-store at participating locations. Members can visit the URL on the back of their Healthy Savings card to learn about food discounts.

Juniper® Health Management and Wellness Classes

Available for Minnesota Senior Health Options (MSHO) members.

Juniper® provides evidence-based health management and wellness classes to help members get fit, better manage their chronic conditions and prevent falls. Members can register to attend wellness classes either in-person or virtually through online participation at yourjuniper.org

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.

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
 - UCare's Minnesota Senior Health Options (MSHO) - MSC_MSHO_Clinicalliaison@ucare.org
 - UCare 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, reach out to 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, 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
- UCare's Minnesota Senior Health Options (MSHO) - MSC_MSHO_Clinicalliaison@ucare.org
- UCare Connect + Medicare - SNBCclinicalliaison@ucare.org