Health Lines

Provider Enrollment 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 will be expected to enroll with Minnesota Health Care Programs (MHCP) starting July 17, 2023.**

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

To prepare for the opening of the enrollment process, providers are advised to:

- Review the information and frequently asked questions on the Enroll with Minnesota Health Care Programs webpage and bookmark it for future reference.
  - Once on the page, click the + next to "Enrollment process for managed care organization (MCO) network providers."
- Register for training on the enrollment process through the Minnesota Provider Screening and Enrollment (MPSE) portal training website. Sessions will be held June 26, July 25 and Aug. 17 and will include a live demonstration. 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 at https://mn.gov/dhs/partners-and-providers/news-initiatives-reports-workgroups/minnesota-health-care-programs/provider-news/.

Minnesota False Claims Act Reminder

Federal and state laws describe fraud, waste and abuse using a variety of rules and statutes that must be strictly adhered to by both UCare and contracted UCare providers. One example is the *Minnesota False Claims Act, statute 15C.02*, which advises that violations of this law include, but are not limited to, the following:

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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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- Knowingly presenting or causing to be presented a false or fraudulent claim for payment or approval;
- Knowingly making or using, or causing to be made or used, a false record or statement material to a false or fraudulent claim, or;
- Knowingly conspiring to commit an aforementioned violation.[1]

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.

Reference the Fraud, Waste and Abuse chapter of the UCare Provider Manual for more information.

[1]Minnesota False Claims Against the State, 15C.02, Minnesota False Claims Against the State, Minnesota Statute 15C.02

Ineligible Provider List Updated May 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.

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.).

Dental Access for Members

Dental Care on the Move
The UCare Mobile Dental Clinic (MDC) provides dental check-ups, cleanings and simple restorative care to UCare members who have limited access to quality dental care. All care is provided by faculty-supervised dental, dental hygiene and dental therapy students from the University of Minnesota School of Dentistry, UCare's MDC partner.

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The clinic is a specially designed, wheelchair-accessible, 43-foot dental office on wheels. The MDC has three dental chairs, state-of-the-art instruments, chairside digital radiography and an electronic health record system. The mobile clinic visits several sites in the metro and greater Minnesota each year.

Any member with a UCare dental benefit may schedule a MDC visit by calling 1-866-451-1555 Monday through Friday, 8 am - 4:30 pm. Visit ucare.org/mdc for the MDC schedule.

Connecting Members to Dental Care
UCare's Dental Connection helps members manage their dental care in one phone call. Representatives help:
- Find a dental provider or dental home
- Schedule dental appointments, including appointments for follow up and specialty care
- Coordinate transportation to dental appointments
- Coordinate interpreter services for dental appointments
- Answer dental benefit and claims questions

For more information, contact UCare's Dental Connection at 651-768-1415, 1-855-648-1415 toll free, or TTY: 711. Representatives are available Monday through Friday, 7 am - 7 pm.

Adult Dental Kits
Only available for UCare's Minnesota Senior Health Options, UCare Connect + Medicare, UCare Advocate Choice and UCare Advocate Plus members.

Members are eligible to receive the Adult Dental Kit once every three years. On the years the member does not receive the adult dental kit, they can request the Adult Dental Refill Kit. Members are not eligible to receive the Adult Dental Refill Kit in the same year they receive the complete Adult Dental Kit. To order the kit, eligible members may call UCare customer service at the number listed on the back of their member ID card.

Adult Dental Kits include:
- Rechargeable toothbrush with charger
- Two extra brush heads
- Toothpaste
- Dental floss

Adult Dental Refill Kits include:
- Two toothbrush heads
- Toothpaste
- Dental floss

Upcoming Holidays
UCare and the Provider Assistance Center (PAC) will be closed the following days:
- Monday, June 19, 2023 - Juneteenth
- Tuesday, July 4, 2023 - Independence 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.

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