



### 2023 UCare Provider Manual Q2 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:

- Provider Assistance
- Working with UCare’s Delegated Business Services
- Provider Responsibilities
- Restricted Recipient/Restricted Member Program
- Electronic Data Interchange (EDI)
- Medical Necessity Criteria for Services Requiring Authorization
- Member Appeals and Grievances
- Medication Therapy Management (MTM) Program
- Mental Health and Substance Use Disorder Services
- UCare’s Federally Qualified Health Center (FQHC) - Rural Health Clinic (RHC) Payment Carve-Out Process
- Hospital Services
- Maternity, Obstetrics and Gynecology

### Healthy Savings®

#### Grocery Discounts

Through UCare’s Healthy Savings® program, members in any UCare health plan can save on healthy food including milk, eggs, fruit and vegetables through grocery discounts that change weekly. Last year, UCare members redeemed over 71,000 discounts and saved over \$60,000 at participating grocery stores.

Visit [healthysavings.com/ucare](https://healthysavings.com/ucare) to learn about the Healthy Savings® program and find participating locations.

#### Food Allowance

The following groups are eligible for UCare’s Healthy Savings® Food Allowance program. Eligible members will receive a welcome letter that includes the card used to access the benefit:

- Minnesota Senior Health Options (MSHO) members with congestive heart failure, ischemic heart failure, diabetes or hypertension.

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

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

- UCare Connect + Medicare members with diabetes, hypertension or lipid disorders.

The monthly Healthy Savings® Food Allowance can be used toward the purchase of approved healthy foods and produce including fruit, vegetables, healthy grains, dairy, beans and more. These items can be purchased at participating retailers including Cub, HyVee and Walmart. Eligible members simply scan their Healthy Savings® card at checkout. This allowance is effective the first day of each month and **does not** roll over into the next month.

Visit [healthysavings.com/ucare](https://healthysavings.com/ucare) or call 1-855-570-4740 toll-free (TTY 711) to learn about the Healthy Savings® food allowance program and find participating locations.

## Food Access Referrals

UCare partners with Second Harvest Heartland to connect Prepaid Medical Assistance Program, MinnesotaCare, UCare Connect, UCare Connect + Medicare, Minnesota Senior Health Options and Minnesota Senior Care Plus members with local food resources. Through this partnership, members can receive over the phone help to apply for Supplemental Nutrition Assistance Program (SNAP) benefits and find community food resources (i.e., food shelf, Fare for All, etc.).

If you know a member who could benefit from this program, send referrals to [wellness@ucare.org](mailto:wellness@ucare.org) and include the member's name, member identification number, phone number and home address. The UCare Health Promotion team will receive your referral and triage it to Second Harvest Heartland, who will reach out to the member within one week.

## Fraud, Waste and Abuse Reporting Reminder

UCare takes a proactive approach toward stopping [fraud, waste and abuse](#) (FWA). Health care resources are limited; therefore, we ensure they are devoted to meeting genuine health needs. Providers can 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.

## Upcoming Holidays

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

- Monday, May 29, 2023 - Memorial Day
- Monday, June 19, 2023 - Juneteenth

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.