



“A Salute to Excellence” Celebrates 22 Providers

On Sept. 21, UCare held the 15th annual “A Salute to Excellence!” event at the Delta Hotels in northeast Minneapolis. The event honored 21 Minnesota clinics and care systems with top results in 2022 Healthcare Effectiveness Data and Information Set (HEDIS) measures. Awards were given for health care providers who delivered high-quality care to UCare’s Medicare, Medicaid and Special Needs Plan members. Apple Tree Dental – a dental care provider dedicated to overcoming barriers to oral health – received UCare’s Innovation Award for implementing innovative approaches to critical dental access for Medicaid and uninsured populations.

This year’s event featured a presentation from Julia Joseph-Di Caprio, MD, President and Founder of Leap Pediatric and Adolescent Care. Dr. Joseph-Di Caprio discussed the rewards and challenges of starting a local, non-profit community-based practice with a health equity focus.

“A Salute to Excellence!” honored the following clinics and care systems from across Minnesota and the surrounding areas:

- Astera Health
- Bluestone Physician Services
- Catholic Health Initiatives
- CentraCare
- Children’s Health Network
- Essentia Health
- Genevive
- Grand Itasca Clinic & Hospital
- HealthPartners/Stillwater Medical Group
- Lakewood Health System
- M Physicians
- Mankato Clinic
- Mayo Clinic
- Minnesota Community Care
- North Memorial Health
- Olmsted Medical Center
- Ridgeview
- Sanford Health
- Twin Cities Physicians
- Voyage Healthcare
- Winona Health Services

Navitus Health Solutions Selected as 2024 Pharmacy Benefit Manager

Beginning Jan. 1, 2024, UCare will transition to a new Pharmacy Benefit Manager (PBM), Navitus Health Solutions. Navitus Health Solutions will process pharmacy claims, perform first-level prior

Table of Contents

- [“A Salute to Excellence” Celebrates 22 Providers](#) 1
- [Navitus Health Solutions Selected as 2024 Pharmacy Benefit Manager](#) 1
- [UCare Teams Up With Costco Mail Order Pharmacy](#)..... 2
- [Revision to 2023 Medical Services Authorization Grids](#)..... 2
- [2023 UCare Provider Manual Q4 Update](#) 2
- [Revised Coverage Policies Added](#) 2
- [Combat Social Isolation Through Community Education Discounts](#)..... 2
- [Conclusion of UCare’s Companion Service Program](#) 3
- [Health Promotion’s Preventative Care Rewards and Incentives Program](#)..... 3
- [November is Diabetes Awareness Month](#) 3
- [Diabetes Health Coaching](#)..... 4
- [Training Available for Early Intensive Developmental and Behavioral Intervention \(EIDBI\) Providers](#) 4
- [Altered Medical Records Reminder](#) 4
- [Reminder: Enroll With MHCP, Trainings Available to Use MPSE Portal](#)..... 5
- [Upcoming Holidays](#)..... 5

UCare Provider Website
www.ucare.org/providers

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

authorization reviews, manage the pharmacy network and manage the Pharmacy Help Desk for all UCare plans.

All UCare members will receive a new member ID card with the updated pharmacy billing information. Encourage members to bring their new ID cards to the pharmacy to ensure their prescription claims are properly billed.

UCare Teams Up With Costco Mail Order Pharmacy

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, watch for upcoming [Provider News](#) and updates on the [UCare Pharmacy page](#).

Revision to 2023 Medical Services Authorization Grids

For UCare's Minnesota Senior Health Options, UCare Connect + Medicare, EssentiaCare, UCare Individual & Family Plans (IFP), UCare Individual & Family Plans with M Health Fairview, UCare Medicare Plans, UCare Your Choice, UCare Medicare Plans with M Health Fairview and North Memorial, Institutional Special Needs Plans (I-SNP), UCare Connect, Minnesota Senior Care Plus (MSC+), Prepaid Medical Assistance (PMAP) and MinnesotaCare plans.

The 2023 medical services authorization grids have been updated with new contact information, effective Oct. 23, 2023.

2023 UCare Provider Manual Q4 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 Support
- Member Enrollment and Eligibility
- Provider Credentialing
- Claims and Payment
- Mental Health and Substance Use Disorder Services
- Home and Community Based Services - Waiver Services
- Hospital Services
- Interpreter Services
- Maternity, Obstetrics and Gynecology

Revised Coverage Policies Added

UCare posted the Durable Medical Equipment (DME) (IFP) (CP-IFP21-006A) revised coverage policy for Individual and Family Plans (IFP). This policy's effective date is Nov. 1, 2023.

UCare Coverage Policies provide clarification and specificity to the benefit sections of the UCare product contract. The specific contract is noted on each new or updated coverage policy. All UCare Coverage Policies are available on the [Coverage Policies page of the UCare Provider Website](#).

Combat Social Isolation Through Community Education Discounts

Social isolation poses mental and physical health risks. Socially isolated people experience higher risks of high blood pressure, heart disease, obesity, depression, cognitive decline and other issues. UCare offers discounts for in-person and virtual community education classes to encourage social connection and reduce social isolation among members. We partner with over 100 community education programs across Minnesota.

UCare Medicare and Individual and Family Plans members can receive a limit of three discounts per calendar year, up to \$15 per Community Education class. State Public Program members can receive unlimited discounts, up to \$15 per class. They must take these through partnering community education programs.

To receive the discount, members should show their UCare member ID card when they enroll in a class. They can check their local community education catalog or contact the local school district for class times and locations.

Do you know of a Community Education Program that would like to partner with UCare? Ask them to contact us at wellness@ucare.org. Visit the [UCare Community Education Class Discount page](#) for more information.

Conclusion of UCare's Companion Service Program

On Dec. 31, 2023, UCare's Companion Service Program, operated by Accra Care, will end. If you know a member seeking companion services in Minnesota, please share the below resources:

Senior Companion Services

- Phone: 1-888-205-3770
- Website: lssmn.org/services/older-adults/companion-services/senior-companion

Senior LinkAge Line

- Phone: 1-800-333-2433 or dial 711

Health Promotion's Preventative Care Rewards and Incentives Program

Due to an influx in voucher use during the second half of 2023, members are experiencing a six-to-eight-week delay for their reward dollars to deposit into their UCare Rewards Benefit Mastercard account. If members inquire about where their reward is, please communicate this to them. Contact UCare Customer Service for members who mailed their voucher prior to Oct. 1, 2023.

The last day for members to use their UCare Rewards Benefit Mastercard is Dec. 31, 2023. Unused funds for active members will automatically transfer to the new UCare Healthy Benefits+ Visa card on Jan. 1, 2024. Reward vouchers submitted to UCare in December of 2023 will process and load on the UCare Healthy Benefits+ Visa card in 2024.

What if a member leaves UCare in 2024?

Members must use their reward dollars before their UCare plan ends on Dec. 31, 2023.

How do members know how many reward dollars they have?

Members can call 1-866-609-4651 toll-free, TTY 711 to check their UCare Rewards Benefit Mastercard balance, review recent transactions and request a new card. Otherwise, members can sign in or create an account on member.ucare.org to access this information via "Health & Wellness," then "Wellness, Rewards & Allowance."

How do members use reward dollars?

They can be used at clothing and hardware stores, gas stations, restaurants, select drug or grocery stores. Members can't use reward dollars for cash-back or cash equivalent, casinos, online gaming, firearms, tobacco, alcohol, copays, deductibles or premiums, at Target, Walmart or Amazon. Other restrictions may apply.

November is Diabetes Awareness Month

UCare covers 100% of diabetes preventive care. There is no additional cost for in-network doctors or clinics to prevent, manage and/or treat diabetes. Some UCare members can receive a reward when they complete the following diabetes screens:

- A1C test
- Kidney health evaluation
- Dilated eye exam

Through UCare's Diabetes Health Coaching Program, members with diabetes are eligible for health coaching, education and support. Refer a member through the [Health Coaching Program page of the UCare website](#) or call 1-866-863-8303 (TTY 1-800-688-2534).

UCare's Health Improvement Specialists call members who have not seen their provider for diabetes management or other preventive care screenings. They help schedule appointments, transportation and interpreter services.

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>

Diabetes Health Coaching

Eligible for UCare Connect, UCare Connect + Medicare, UCare Medicare with M Health Fairview & North Memorial Health, UCare Medicare Plans, MinnesotaCare, Minnesota Senior Care Plus (MSC+), UCare's Minnesota Senior Health Options (MSHO), Prepaid Medical Assistance Program (PMAP), UCare Individual & Family Plans (IFP) and UCare Individual & Family Plans with M Health Fairview plans.

UCare offers a Health Coaching Program to help members with diabetes better control their diabetes and overall health. Eligible members receive personalized health coaching through scheduled, telephone coaching sessions.

If you know a member who may benefit from this program, refer them to UCare's Disease Management team:

- Voicemail: 612-676-6539 or 1-866-863-8303
- Website: ucare.org/healthcoaching

Provider referral forms can be found on [UCare's Disease Management page](#). After a referral is made:

- A health coach contacts the member to see if this program may be helpful.
- An exploratory assessment is conducted to understand the member's diabetes management.
- The member's vision and goals are developed to better manage their condition.

UCare health coaches meet members where they are in their health journey and explore growth opportunities through coaching sessions. Coaching methods highlight motivation, assess readiness for change, elicit strengths, reduce barriers and help guide the member.

Through UCare's Health Coaching Program, members have experienced a greater understanding of how diabetes and medication adherence affects their health, confidence and lifestyle. This includes diet, exercise, sleep, stress management, weight loss, blood pressure, A1C and glucose levels.

Training Available for Early Intensive Developmental and Behavioral Intervention (EIDBI) Providers

UCare posted a training to assist EIDBI providers who work with UCare members in UCare Connect, UCare Connect + Medicare and Prepaid Medical Assistance Program (PMAP) plans. The training explores how to work with UCare and covers the following topics and more:

- Contracting with UCare
- Credentialing
- Services requiring Prior Authorizations
- Claims processing
- Provider Portal
- Provider Website
- Key contacts

Find the training on the [Training & Education](#) web page, under "Early Intensive Developmental and Behavioral Intervention (EIDBI)."

Altered Medical Records Reminder

Providers must maintain detailed documentation of services rendered to UCare members. Fraud occurs when those documents are intentionally altered or otherwise created to show delivery of services not actually received (or services not rendered). For more information, reference the Documentation section within the Compliance and Fraud, Waste and Abuse chapter of the [UCare Provider Manual](#).

Providers should report any suspected fraud, waste or abuse against UCare or UCare members. Call 1-877-826-6847 for an anonymous reporting option or email compliance@ucare.org.

Reminder: Enroll With Minnesota Health Care Programs, Trainings Available to Use Minnesota Provider Screen and Enrollment (MPSE) Portal

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).**

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

Training Available

Providers can watch live demonstrations of how to use the new portal by registering for the enrollment process training through the [MPSE portal training website](#) (click the + next to "MPSE New Provider Enrollment Live Demonstration" to register). A training session is scheduled for Dec. 6 from 1-4 pm.

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](#). This site 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](#).
- Remember that **all** group or facility, as well as **individual**, National Provider Identifiers (NPIs) need to be enrolled with the Minnesota Department of Human Services. If you only registered your group with DHS, you also need to register each individual practitioner with DHS.

Upcoming Holidays

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

- Thursday, Nov. 23, 2023 - Thanksgiving
- Friday, Nov. 24, 2023 - Day After Thanksgiving
- Friday, Dec. 22, 2023 - Christmas Eve (observed)
- Monday, Dec. 25, 2023 - Christmas

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

Call

612-676-3300,
1-888-531-1493

EMAIL

providernews@ucare.org

MAIL

UCare, P.O. Box 52, Minneapolis, MN
55440-0052
