Health Lines

October 2023

Disease Management

UCare's Disease Management (DM) team engages with members across all product lines who live with chronic conditions. Programs focus on meeting members where they are in their health journey.

Program topics include asthma, chronic obstructive pulmonary disease (COPD), chronic kidney disease (CKD), diabetes, hypertension, heart failure and migraines.

The DM team connects, one-on-one, with members through reminder mailings, newsletters, phone app communication, interactive voice response (IVR) or text message education, telemonitoring and telephonic education and coaching programs.

Brook Health Companion App
This personal health service app allows members to monitor their health on their own terms. The app lets members chat with health experts, join programs such as stress management or plant-based eating, and create custom reminders as frequently as needed to test blood pressure or sugar or take medications.

If you have a patient who could benefit from this resource, have them visit www.ucare.org/brook for more information.

UCare Provider Website
www.ucare.org/providers

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

Brook provides holistic support

Motivation & accountability
Chat with health experts to stay in your healthy zone.

Better numbers
Get support with blood sugar, pressure, weight, and more.

Reaching health goals
Discover what works best for you and stick to it.

Daily activities
Get and stay healthy so you can live life to the fullest.

Meal planning
Work with dietitians to find the best meal plan for you.

brook

Can help you with:

- Hypertension
- Diabetes
- Healthy lifestyle
- Meal planning
- Reaching goals
- Accountability

Referrals

When UCare receives a referral, the DM team identifies the appropriate program for the condition, reviews member eligibility, facilitates program enrollment and follows up regarding the referral outcome. UCare accepts referrals for all programs and refers to other beneficial programs and resources.

Visit the Disease Management page for information and referral forms. Providers can email referral forms to Disease_mgmt2@ucare.org and can contact the DM team by voicemail at 612-294-6539 or 1-866-863-8303 toll free.

Eligibility

The DM team works closely with Case Management, Pharmacy, Health Improvement, Health Promotion and Provider Relations to assist members in the self-management of their chronic conditions.

	UCare Connect	UCare Connect + Medicare	UCare Medicare with M Health Fairview & North Memorial Health	UCare Medicare Plans	MinnesotaCare	Minnesota Senior Care Plus	UCare Minnesota Senior Health Options	Prepaid Medical Assistance Program	UCare Individual & Family Plans with M Health Fairview	UCare Individual & Family Plans
Asthma IVR/Text Program	X	X			X			X	X	X
Asthma Education Program	X	X			X			X	X	X
Brook Health Companion App	X	X	X	X	X	X	X	X	X	X
CKD Program	X	X	X	X	X	X	X	X	X	X
COPD Program	X	X	X	X	X	X	X	X	X	X
Diabetes At-Risk IVR	X	X	X	X	X	X	X	X	X	X
Diabetes Health Coaching	X	X	X	X	X	X	X	X	X	X
Heart Failure Health Coaching	X	X	X	X	X			X	X	X
Heart Failure Medtronic Telemonitoring	X	X	X	X	X	X	X	X	X	X
Migrane Management	X	X			X	X		X		

Ineligible Provider List Updated Sept. 13, 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.

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Breast Cancer Awareness Month

October is Breast Cancer Awareness Month. The key to fighting breast cancer is early detection. UCare covers 2D and 3D mammograms for all members. Some members who complete screenings will be eligible for an incentive.

It's common for members to not understand the importance of regular breast cancer screenings. Additionally, some members face barriers to complete the screenings. Please talk with your patients to overcome the following barriers:

- Uncertainty regarding 2D or 3D mammograms
- Embarrassment, fear or anxiety
- Lack of family support
- Lack of time
- Discomfort

For patients, mammogram screenings carry many indirect costs, from missing work to transportation and childcare needs. It is also important to consider the cultural barriers members may experience.

Patient anxiety regarding mammograms can be minimized with the following strategies:

- During the examination, provide the patient with positive, factual data and information on breast cancer
- Ensure that clinical staff address the patient with a positive attitude
- Be aware of the patient's potential discomfort

UCare's Health Improvement Specialists call members with a gap in breast cancer screening care to schedule mammograms and other preventative or cancer screening appointments.

If you know a member who needs additional support to find resources or schedule an appointment, contact the Health Improvement Team. They connect members to social services and help with referrals for food, housing, transportation and any other community resources that align with the member's cultural or ethnic needs.

Contact the Health Improvement team:

- Call: 612-676-3481 or 833-951-3185
- Email: outreach@ucare.org
- Website: https://www.ucare.org/health-wellness/health-management/health-improvement-team

UCare Tobacco and Nicotine Quit Program for Maternity

UCare offers a special program to help UCare members who are planning a pregnancy, are pregnant or are postpartum, to quit smoking, chewing tobacco and/or vaping. Members have access to specially trained quit coaches, a greater intensity of behavioral support with relapse prevention and more outbound coaching calls (unlimited inbound calls). Pregnant and postpartum members who call the quit line to complete an initial assessment will receive a $25 gift card.

To enroll, members can call the UCare Tobacco and Nicotine quit line at 1-855-260-9713, visit myquitforlife.com/ucare or download the Quit for Life mobile app on a smartphone.

Working With UCare a Quick Reference Guide

New and long-standing providers are encouraged to reference and bookmark the Working With UCare page. This page overviews how to work with UCare and helps providers navigate the UCare website.

✺ UCare

Fraud, Waste and Abuse Reporting Reminder

UCare takes a proactive approach to stop fraud, waste and abuse (FWA). Health care resources are limited, so 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

Upcoming Holidays

UCare and the Provider Assistance Center (PAC) will be closed on the following days:
- Thursday, Nov. 23, 2023 - Thanksgiving
- Friday, Nov. 24 - Day after Thanksgiving

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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