



### Flu Shot Season

Flu season has begun. One of the easiest and most effective ways to prevent the flu is to get an annual flu vaccine. Recommendations from health care providers can greatly impact a patient’s decision to vaccinate against seasonal influenza. Encourage your patients to get their annual flu vaccine to protect themselves and their families.

#### Where can my patients who are UCare members get their flu shots?

UCare will cover the cost of a flu shot at doctor’s offices, local pharmacies and convenience clinics (Minute Clinic or flu shot events). Members will need to show their UCare member ID card to receive their flu vaccine. It is also recommended that members age 65 or older receive a pneumococcal vaccine.

If members need assistance to schedule a flu shot, UCare’s Health Improvement Team can help.

#### UCare’s Health Improvement Team

Call: 612-676-3481 or 833-951-3185

Email: [outreach@ucare.org](mailto:outreach@ucare.org)

#### What if my UCare patient needs a ride to their flu shot?

Members can call UCare’s Health Ride to schedule a ride to their flu shot.

#### UCare’s Health Ride

Call: 1-800-864-2157 (TTY 1-800-688-2534)  
between 7 am-8 pm, Monday through Friday

During September, UCare will sponsor the following flu shot events:

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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*

Date and Time	Event	Location	Appointment needed?
<b>Sept. 14, 2023</b> <b>11 am-3 pm</b>	Flu Clinic	Center for Asian Pacific Islanders (CAPI) 910 E 26 <sup>th</sup> St. #330 Minneapolis, MN 55404	No - available for walk-ins
<b>Sept. 16, 2023</b> <b>9 am-1 pm</b>	Mobile Flu Clinic	Pediatric and Young Adult Medicine 1804 7 <sup>th</sup> St. W St. Paul, MN 55116	Yes - call 651-256-6714 to schedule
<b>Sept. 23, 2023</b> <b>9 am-1 pm</b>	Mobile Flu Clinic	Pediatric and Young Adult Medicine 1965 11 <sup>th</sup> Ave., Maplewood, MN 55109	Yes - call 651-256-6714 to schedule
<b>Sept. 27, 2023</b> <b>11 pm-3 pm</b>	Flu Clinic	CAPI 5930 Brooklyn Blvd. Brooklyn Center, MN 55429	No - available for walk-ins
<b>Sept. 29, 2023</b> <b>9 am-3 pm</b>	Drive Thru Flu and Covid Clinic	UCare 500 NE Stinson Blvd. Minneapolis, MN 55413	No - available for walk-ins
<b>Sept. 30, 2023</b> <b>9 am-3 pm</b>	Drive Thru Flu and Covid Clinic	UCare 500 NE Stinson Blvd. Minneapolis, MN 55413	No - available for walk-ins
<b>Oct. 7, 2023</b> <b>9 am-1 pm</b>	Mobile Flu Clinic	Partners in Pediatrics 13980 Northdale Blvd. Rogers, MN 55374	Yes
<b>Oct. 12, 2023</b> <b>11 am-3 pm</b>	Flu Clinic	CAPI 5930 Brooklyn Blvd. Brooklyn Center, MN 55429	No - available for walk-ins

The [Minnesota Department of Health website](#) has flu information including when to seek medical care.

## UCare's Unclaimed Property Notices

In late August, UCare sent its Unclaimed Property Due Diligence Notifications. Now is the time to review your pay-to address for accuracy. Letters not returned by Oct. 13, 2023, will be escheated (turned over) to the jurisdiction by Nov. 1, 2023.

## September is Falls Prevention Awareness Month

Falls are the leading cause of fatal and nonfatal injuries for older adults. Each year one in three adults age 65 or older experience falls. Since falls are common among older adults, many people develop a fear of falling. This fear may cause them to limit their activities, which leads to reduced mobility, loss of physical fitness and an increased risk of falling. Dangerous falls can happen to anyone, at any time. We encourage providers to assess every patient over 65 years for fall risk and talk to members about fall prevention measures. For more information visit [ucare.org/falls](https://ucare.org/falls).

## Strong & Stable Kit

Available to UCare's Medicare (excluding UCare Your Choice Plans and Medicare Supplement), UCare Medicare with M Health Fairview & North Memorial, UCare Advocate Choice, UCare Advocate Plus, UCare's Minnesota Senior Health Options and Minnesota Senior Care Plus members.

UCare offers one Strong & Stable Kit per year to eligible members to help prevent falls. The kit includes:

- Resistance band strength kit
- Tip sheets with helpful falls prevention advice
- Tub grips
- Nightlight
- Medication box



Providers can encourage members to contact their care coordinator or case manager to order a kit.

## Juniper® Health Management and Wellness Classes

Available to UCare's Minnesota Senior Health Options (MSHO) members.

The Juniper® program includes evidence-based health management and wellness classes to help members get fit, better manage their chronic conditions and learn the skills needed to prevent falls.

Encourage members to visit [www.yourjuniper.org](http://www.yourjuniper.org) to register. Online and in-person classes are available.

## Documentation Improvement: Sepsis

When reporting sepsis as a diagnosis, the provider must document sepsis in the medical record.

Tips for documenting sepsis:

- Document the infection. If the patient is admitted with a localized infection and develops sepsis after admission, document the localized infection along with the sepsis or severe sepsis.
- When there is documentation of severe sepsis, there should be evidence of organ dysfunction or perfusion.
  - Severe sepsis may not be reported without documentation of the organ dysfunction.
- Sepsis and severe sepsis should not be reported unless the provider has documented sepsis, severe sepsis, or an acute organ dysfunction.
- Use words such as “due to/related to/associated with” to specify a causal organism.
  - Example: sepsis due to E. coli.
- Do not report sepsis if the condition has resolved during a patient’s hospital stay.

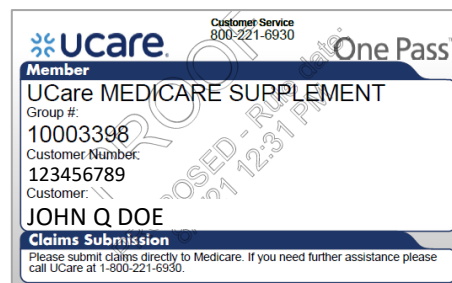
Providing specific and accurate documentation helps to ensure quality of care for a patient. Attention to these details in documenting sepsis supports medical necessity and will improve patient care.

## Medicare Supplement Reminders

UCare offers three Medicare Supplement Plans for Medicare-eligible individuals throughout Minnesota. Medicare Supplement members in these plans may seek care from **any provider** who accepts Medicare assignment for patients. Claims for members in one of **UCare's Medicare Supplement plans should be submitted directly to Medicare.**

The Medicare Supplement plans do not include prescription drug coverage.

To confirm a member's Medicare Supplement eligibility, call the number on the back of the member's insurance card (1-800-221-6930).



## 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.).

## 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](mailto:compliance@ucare.org) to report any suspected FWA against UCare or UCare members.