

# Health Lines



**April 2024**

## Access UCare’s online resource for the Change Healthcare/Optum outage

Change Healthcare is experiencing a nationwide network interruption related to a cyber security issue that started Feb. 21, 2024. UCare is monitoring this evolving situation and created a webpage to inform providers of updates at <https://www.ucare.org/providers/policies-resources/change-healthcare-optum>. Providers are encouraged to check the webpage regularly.

UCare understands the hardship and disruption this outage creates for providers. We are prioritizing your concerns and working to find alternatives to assist.

## COVID-19 information for providers

The COVID-19 Public Health Emergency (PHE) ended May 11, 2023. UCare continues to monitor the situation as needed.

On March 11, we updated the [COVID-19 Information for Providers page](#):

- Within the Tests and Treatment section:
  - The Sept. 30, 2024, deadline was added to the Over-the-Counter (OTC) Testing accordion.
  - The CMS link was removed from the COVID-19 Vaccine Coverage accordion.
  - The CMS information was removed from the Monoclonal Antibodies and Antivirals accordion.
- The Billing and Payment section merged with the Telehealth, Telemedicine and Technology Based Services section. Within the section:
  - The Modifier -CS and Disaster (DR), Catastrophe/Disaster (CR) Modifier and Increase to the MS-DRG for Confirmed COVID-19 Cases accordions were removed.
  - The Telehealth, Telemedicine and Technology Based Services chart was removed.

UCare monitors inquiries for common questions and will update the web page with additional information as it becomes available. We recommend that providers visit the website regularly for the latest information.

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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

## Ineligible Provider List updated March 14, 2024

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 Providers List should be directed to [compliance@ucare.org](mailto:compliance@ucare.org).

\*Please note: This list is in addition to any prior and ongoing communications regarding ineligible individuals that network providers may receive.

## UCare's Claims Payable Calendar

Providers can find the standard Claims Payable Calendar on the [Claims & Billing page](#) of the UCare provider website. This calendar displays the dates providers can expect remittance payment. Providers will receive notifications of additional temporary claim payment dates via [Health Lines](#) or [Provider Bulletins](#).

## Expedited appeals for pharmacy and medical drugs

UCare is committed to completing prior authorization appeals as accurately and as quickly as possible. As our partners in this endeavor, we remind you about the expedited appeal process. Share this with any staff involved in the prior authorization process.

- Per CMS guidance, appeals should only be expedited when applying the standard timeframe could seriously jeopardize the life or health of the enrollee or the enrollee's ability to regain maximum function.<sup>1</sup>
- Expedited appeals must close within the timeline listed in the below chart. If UCare needs additional information to review a case, expediting reduces the amount of time for the clinic to respond, sometimes leading to denials due to lack of information. This is especially true late in the week or over the weekend when we are generally not able to get in touch with prescribers or their staff.
- Even though longer time frames are allowed for standard requests, we typically complete appeals more quickly than the allowed time frame.

Time allowed for review of pharmacy and medical benefit drug prior authorization appeals			
Type of appeal	Medicare	Medicaid	Health exchange
Standard	7 days	30 days	15 days (72 hours for pharmacy benefit formulary exceptions)
Expedited	72 hours	72 hours	72 hours (24 hours for pharmacy benefit formulary exceptions)

<sup>1</sup>Parts C & D Enrollee Grievances, Organization/Coverage Determinations, and Appeals Guidance. (2022, August 3). Retrieved from <https://www.cms.gov/Medicare/Appeals-and-Grievances/MMCAG/Downloads/Parts-C-and-D-Enrollee-Grievances-Organization-Coverage-Determinations-and-Appeals-Guidance.pdf>.

## Coverage policies revised

UCare posted the following revised coverage policies for Individual and Family Plans (IFP) that were effective April 1, 2024:

- Maternity Services (IFP) (CP-IFP23-034A)
- Preventive Services Men/Women/Children (IFP) (CP-IFP21-013A)
- Colorectal Cancer Tests (IFP) (CP-IFP21-012A)

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 Provider Website at <https://www.ucare.org/providers/policies-resources/coverage-policies>

## 2024 summer camps for young UCare members

UCare partners with summer camps across Minnesota to pay camp costs for eligible young UCare Prepaid Medical Assistance Program and MinnesotaCare members. Campers must be UCare members at the time of registration and the time of camp to be eligible. Visit the [Summer Camps for Youth](#) page for details.

### **YMCA Camp Ihduhapi – Camp Superkids:**

Youth with asthma ages 7 - 16

June 23 – 28, 2024

YMCA Camp Ihduhapi, Loretto, MN

### **Camp True Colors – One Heartland:**

LGBTQ+ youth ages 7 - 17

Multiple dates from June 15 – July 13, 2024

One Heartland Camp, Willow River, MN

### **Camp Northstar – One Heartland:**

Youth experiencing housing instability ages 7 - 13

July 15 – 20, 2024

One Heartland Camp, Willow River, MN

### **Camp Heartland – One Heartland:**

Youth living with or impacted by HIV/AIDS, ages 7 – 17

July 22 – July 27, 2024

One Heartland Camp, Willow River, MN

### **Camp Needlepoint and Camp Daypoint – American Diabetes Association:**

Youth with type 1 diabetes ages 5 - 16

August 11 – 16 or August 18 – 23, 2024

YMCA Camp St. Croix, Hudson, WI

### **Camp Maverick – American Diabetes Association:**

Youth with type 1 diabetes ages 8 – 17

June 9 – 14 or June 16 – 21, 2024

Camp Maverick, Park River, ND

## Grandpad

*Available for UCare’s Minnesota Senior Health Options (MSHO) members who received a depression diagnosis.*

Grandpad is an electronic tablet, specially designed to help members stay connected and feel less isolated. It includes what members need to connect with caregivers and family. Grandpad helps members:

- Keep in touch through voice or video calls without the need of Wi-Fi.
- Tune into their favorite AM/FM station or search for their favorite songs.
- Type messages or send hassle-free voice recorded messages to loved ones.
- Connect with a Grandpad customer service specialist to answer their questions.

If you know a member who could benefit from this service, have them contact their MSHO Care Coordinator or UCare Customer Service at the number on the back of their member ID card.

## How to search UCare's website libraries

The UCare website houses numerous content libraries ([Provider News](#), [Medical Drug Policies](#), [Coverage Policies](#), [Payment Policies](#), etc.). When searching for specific content within those libraries, type a keyword in the Search bar in the upper left-hand corner of the library. The library defaults to showing all entries in alphabetical order by the first column. Providers can sort the library by any column, using the up and down arrows to sort in ascending or descending order.

### News Archive

To find a specific provider communication, use the "Document Name," "Date Published" or "Communication Type" columns or enter a key word in the search box.

Document Name	Date Published	Communication Type
<a href="#">2024 Authorization and Notification Requirement Grids Now Available</a>	2023-11-13	Bulletin
<a href="#">2024 Code and Editing Updates</a>	2023-12-01	Bulletin
<a href="#">2024 Product and Benefit Changes</a>	2023-11-08	Bulletin

## 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.

## 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. Provider agrees to complete the mandatory initial and annual Model of Care training and to submit the Attestation Form to UCare.

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 UCare's Minnesota Senior Health Options (MSHO), UCare 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 Model of Care Training for Providers 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 Model of Care Training for Providers page](#).
- Email us to request an individual training or to register for an in-person or virtual presentation:
  - I-SNP - [ISNPprogramcoordinator@ucare.org](mailto:ISNPprogramcoordinator@ucare.org)
  - MSHO - [MSC\\_MSHO\\_Clinicalliaison@ucare.org](mailto:MSC_MSHO_Clinicalliaison@ucare.org)
  - UCare Connect + Medicare - [SNBClinicalliaison@ucare.org](mailto:SNBClinicalliaison@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](mailto:MOCattestation@ucare.org) for support.

**Group Attestation:** One authorized individual may attest for the entire agency. To attest for a group, the authorized individual should use the Group Attestation form found in the Quick Links and include the First Name/Last Name/Credentials of all in attendance. The addendum is located on the [UCare Model of Care Training for Providers page](#).

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:

- o I-SNP - [ISNPprogramcoordinator@ucare.org](mailto:ISNPprogramcoordinator@ucare.org)
- o MSHO - [MSC\\_MSHO\\_Clinicalliaison@ucare.org](mailto:MSC_MSHO_Clinicalliaison@ucare.org)
- o UCare Connect + Medicare - [SNBCclinicalliaison@ucare.org](mailto:SNBCclinicalliaison@ucare.org)

## UCare provider news emails

If you know someone who could benefit from receiving news and alerts from UCare Provider Communications, invite them to sign up for UCare provider emails [here](#). Multiple employees in an office can subscribe to receive provider news emails. Once they sign up, they will receive monthly *Health Lines* newsletters and bulletin updates from UCare.

**Note:** Workplace security often filters emails that could be spam. As a result, emails providers signed up to receive can end up in spam or junk folders. To ensure this doesn't happen with UCare Provider Communications emails, add the [providernews@ucare.org](mailto:providernews@ucare.org) email address to the safe senders or contact list. Each email platform's settings differ; check with your IT department or email provider for instructions on how to do this.

## Upcoming holiday

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

- Monday, May 27, 2024 - Memorial 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.