Health Lines

Medicaid providers required to enroll with Minnesota Health Care Programs (MHCP) – Deadline extended

The federal 21st Century Cures Act requires all Medicaid managed care organization (MCO) contracted network providers (organizations and individuals) to be screened and enrolled with State Medicaid programs. The Minnesota Department of Human Services (DHS) previously announced MCO network providers must enroll with Minnesota Health Care Programs (MHCP) by July 15, 2024 (see https://mn.gov/dhs/health-care/provider-news).

DHS has extended the enrollment requirement date to **Sept. 16, 2024**. You must enroll with MHCP or your contract with UCare may be discontinued and/or your claims may deny starting October 2024.

The Sept. 16, 2024, enrollment date does not apply to the following provider types that require a site visit from the Minnesota Department of Human Services (DHS):

- Provider type 10 – Community Mental Health Center
- Provider type 11 – Rehab Agency
- Provider type 46 – Day Treatment
- Provider type 64-O – Home Care Nursing Organization
- Provider type 82 – Medical Transportation

The providers in the bulleted list must enroll by Dec. 31, 2024. MHCP will conduct an announced site visit within 60 days of the referral date for those providers. These providers must complete both the enrollment process and site visit by Dec. 31, 2024.

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

Note: *When providers enroll with MHCP, it does not commit them to scheduling or serving patients with straight Minnesota Medical Assistance. MHCP enrollment is not a "Fee-for-Service (FFS) only or FFS and Managed Care Organization In-Network Provider Agreement."*

If you are a new provider, the DHS website has resources that explain how to enroll. Follow the link provided here: New Organization Provider Enrollers.

Things to consider:
1. If you have more than one business location that provides a service, you must enroll at each business

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UCare provider website
www.ucare.org/providers

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

location, even if they share the same tax ID and/or National Provider Identifier (NPI).

2. Individual Practitioners only need to enroll once at a single location address to be eligible at all locations where they provide services to patients.

Existing providers who fail to comply with the federal enrollment mandate will be removed from the MHCP provider network and will no longer be eligible to receive payments for MHCP members.

Enrollment portal
The MPSE portal is the online application providers can use to enroll with MHCP. Providers can also use the MPSE portal to update enrollment information.

Training available
MPSE offers a variety of training options for providers, including:
- On-demand videos that provide quick instruction on a concept or technique.
- MPSE Weekly Question and Answer Sessions – Wednesdays from 1 to 2 pm on the portal training site; no registration is required. See the training site for details, rescheduled sessions or cancellations.

Additional resources and information
- 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."
- Review the Enrollment with MHCP section of the MHCP Provider Manual.
- Sign up for MHCP news and updates.
- Review the MPSE FAQs.
- Contact the MHCP Provider Resource Center at https://mn.gov/dhs/health-care/provider-resources with additional questions.

2024 UCare Provider Manual Q3 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:
- Working with UCare's delegated business services
- Member enrollment and eligibility
- Provider credentialing
- Claims and payment
- Health and wellness programs
- Home and community based services or waiver services
- Hospital services
- Maternity, obstetrics and gynecology
- Transportation

For providers who bookmark UCare document links

UCare has recently changed the URLs associated with document links. Providers who bookmark documents on the UCare.org website will want to update the bookmarks to ensure they are linking to the most current document. To ensure you're accessing the most up-to-date version of the UCare document, take the following steps:
1. Navigate to the webpage where the document is linked.
2. Click the link to open the document in your browser. All document links should start with https://ucm-p-001.sitecorecontenthub.cloud/api/.

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3. Replace the URL following whatever steps are appropriate for the web browser you are using. If you are unsure of how to do this, search for "updating bookmarked links in <insert your browser name>."

Cost savings for members who switch from Humira to Hadlima

UCare covers Humira and its biosimilar Hadlima on Medicare and Exchange plans. Hadlima is much lower in cost and may provide significant savings for members who switch to the biosimilar.

Hadlima and Humira are both specialty drugs, which often have a coinsurance of 30-40%. A 28-day supply of Hadlima has a wholesale acquisition cost of $1,038 vs. $6,922 for the equivalent Humira product. Members with a high deductible plan may pay the full difference of $5,884. Additionally, Hadlima has a copay card program that patients with UCare Individual and Family Plans can use.

	Coinsurance	Monthly payment	
		Hadlima	Humira
UCare Medicare patient	30%	$311	$2,080
UCare Individual and Family Plans patient	40%	$415	$2,769

Hadlima is available as a 40mg syringe or push-touch device in both high and low concentrations. It has a 29-gauge needle and includes citrate buffers. The device does not include latex in the needle cap. Hadlima has a pending application for interchangeability, though legislation seeks to eliminate this distinction and treat all biosimilars as interchangeable, as is the case in Europe.

Patients who wish to switch from Humira to Hadlima must obtain a new prescription. However, a new prior authorization is not required if the member already has one for Humira. Please consider discussing this switch with patients who may benefit from it.

Importance of maintaining accurate Provider Directory data

Providers must ensure UCare has the most current demographic information on their practice, available practitioners and services offered. The information provided to UCare is used to populate the online and paper Provider Directories. Accurate Provider Directory data ensures that UCare members can find the providers and services they need at the correct locations.

For a Provider Directory to be accurate, practitioners should only be listed at locations where members can schedule appointments and phone numbers should be correct and connect the member to a scheduler. A recent audit on the Provider Directory data given to UCare by providers found some practitioners were not practicing at listed locations and phone numbers were inaccurate.

Providers should follow these best practices to keep their data current:
- Comply with UCare's Provider Participation Agreement and the Provider Manual (see Provider Responsibilities chapter), i.e., providers should make sure their data is up to date and review their information for accuracy at least once per quarter.
- Visit the Manage your information page to review and edit demographic information.
- Ensure the Centers for Medicare and Medicaid Services (CMS) National Plan and Provider Enumeration System (NPPES) profile is updated routinely. Keeping this information up to date helps reduce provider data discrepancy.
- Aim to reduce excessive practitioner location listings. If the practitioner does not regularly accept appointments at a location, they should not be listed there. UCare does not require location affiliations for claims to pay.

As a reminder, CMS reviews UCare's Provider Directory for accuracy per regulation 42 CFR 422.111 and No Surprises Act Sec. 116. UCare's information is dependent on the data providers supply.

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Policies & Resources page houses many tools for providers

The [Policies & Resources page](#) houses important resources to help you work with UCare and our members. The information is sorted into drawers. Click the drawers to open them and reveal the contents within. The page contains resources for administration, clinical support, product information and more, including:

- **Coverage Policies, Medical Policies and Payment Policies** – Find the latest guidance in these three areas in the "Policies" drawer.
- **Clinical Practice Guidelines (CPG)** – The link to this page, which houses Medical and Mental Health CPGs, is in the "Clinical Support Resources" drawer.
- **Culture Care Connection** – This resource and several others in the "Cultural Support Resources" drawer aid health care providers in delivering care while respecting their patients' cultural beliefs and behaviors.
- **Quality Complaint Reporting Form** – This and many other valuable tools are in the "Administrative Resources" drawer.
- **Working with UCare – Quick Reference Guide** – New and long-standing providers are encouraged to reference and bookmark this page. This resource is located in the "Administrative Resources" drawer and provides an overview of how to work with UCare and how to navigate the UCare website.

Providers can access the Policies & Resources page from the title of the same name in the middle header of the [UCare.org/providers](#) homepage.

Stretch & Stroll at the Minnesota State Fair

UCare will host an all-day Stretch & Stroll program at the Minnesota State Fair on Seniors Day, Thursday, Aug. 29, in Dan Patch Park. The event will feature live music from the Pearl Brothers, senior fitness classes, entertainment and giveaways.

Connect to Wellness Kit

Available for UCare Connect and UCare Connect + Medicare members.

UCare's Connect to Wellness Kits help improve member health and wellness. The following kit options are available:

- Kit A: Fitness Kit
- Kit B: Sleep Aid Kit
- Kit C: Stress Relief Kit
- Kit D: Dental Kit
- Kit E: Amazon Echo Kit
- Kit F: Five-pound weighted blanket (only available to UCare Connect + Medicare members)

Members can order a kit[*] through their online member account or by calling UCare Customer Service at the number on the back of their member ID card.

Each member is limited to one kit per year. Kit contents may be subject to change. Allow four to six weeks for delivery.

Commodity Supplemental Food Program (CSFP)

Available for low-income members age 60+.

A free box of healthy, shelf-stable groceries is available monthly for seniors through the CSFP, also known as the Nutrition Assistance Program for Seniors (NAPS). This program is designed to help reduce food insecurity for seniors. Encourage your members to call the CSFP Care Center team at 651-401-1411 or 1-866-844-FOOD, or email naps@2harvest.org for more information and to enroll.

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Summer Food Program for Kids

Available for kids 18 and younger.

Food insecurity increases for kids and families when school is not in session. Summer EBT is a new food support program that provides $120 per eligible school-aged child to buy groceries while school is out. Most families automatically receive these benefits, but some parents need to apply. Learn more on the S-EBT page or call the helpline at 651-431-4608.

Asthma Peak Week

The third week of September is Asthma Peak Week. The American Lung Association says this is when asthma-related flare-ups and hospital visits increase the most. One-quarter of all children's hospital visits for asthma occur in September. While everyone with asthma needs to take extra precautions when this week arrives, children, the elderly and those with compromised immune function are especially vulnerable.

Reasons for this September spike include:
- It's the height of ragweed season, ragweed is the most common fall allergy.
- Flu season is beginning.
- Children returning to school encounter more respiratory viruses, such as colds and the flu, which they can transmit to family members.
- Kids may attend school in old buildings with poor air quality, mold or other asthma triggers.
- There's more air pollution from school buses.
- Children and young adults may come across smoking and vaping on campus.
- Stress and anxiety can increase during the new school year transition, which can worsen asthma.

UCare's Asthma Education Program is designed for members ages 5-64 with asthma. The program is telephone-based to help members better understand and manage their asthma. During one-on-one phone calls with a UCare registered nurse or registered respiratory therapist, members learn how to identify and minimize asthma triggers, especially during peak week. Encourage members to utilize the AirNow website or mobile app from the Environmental Pollution Control Agency (EPA) for current pollen counts and air quality.

UCare's Asthma Educators also discuss the correct inhaler technique, how to handle an asthma flareup and the importance of developing an asthma action plan with their provider.

For more information about UCare's Asthma Education Programs or to send a referral, email Disease_mgmt2@ucare.org or call 612-294-6539 or 1-866-863-8303. Visit the Disease Management page to access referral forms. When the Disease Management team receives a referral, they identify the appropriate program for the condition, review member eligibility, facilitate program enrollment and follow up regarding the outcome.

National Immunization Awareness Month (NIAM)

NIAM is observed every August to highlight the importance of vaccinations to prevent serious, sometimes fatal, diseases and illnesses for people of all ages.

UCare covers preventive care and vaccines. Find the recommended schedule for check-ups, vaccinations and screenings on the Preventive Care page.

UCare Health Improvement Specialists educate members on the importance of preventive care and about rewards they may be eligible for when they complete preventive screenings. If you know a member who could benefit from additional support with finding resources, contact the Health Improvement Team at 612-676-3481, 833-951-3185 or outreach@ucare.org. The team connects members to social services to find and make referrals for food, housing, transportation and other community resources that align with the member's needs and cultural or ethnic background.

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Weight management program

This plan is available for members 18 years or older who are currently taking weight loss medication and are enrolled in UCare Connect, UCare Connect + Medicare, MinnesotaCare, Minnesota Senior Care Plus, Minnesota Senior Health Options or Prepaid Medical Assistance Plans.

UCare partners with [Cecelia Health's Weight Management Virtual Support Program](#) to help members better manage their health. Available at no additional cost, members receive virtual support from a Cecelia Health registered dietician (RD). Together, they'll develop a plan to help members achieve and maintain a healthy weight and enjoy healthier lives. UCare members are identified via claims, pharmacy or other records and are sent communications about how they may benefit from the program.

The weight management program offers one-on-one support and education to help members:
- Manage weight loss, with or without medication
- Design a personalized nutrition plan
- Access helpful guides, recipes and tips for maintaining motivation
- Get real-time feedback and chat with their clinical team through a secure app
- Ability to connect to smart devices and share results with their clinical team
- Set goals and track progress

Upcoming holiday

UCare and the Provider Assistance Center (PAC) will be closed for Labor Day on Monday, Sept. 2, 2024. 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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