



July 2024

## Reminder: Medicaid providers required to enroll with Minnesota Health Care Programs (MHCP)

**UCare providers who are contracted to provide services to Medicaid members are expected to enroll with MHCP by July 15, 2024**, except for 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 the 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 go through the screening and enrollment process again.

**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 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 they are providing 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.**

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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

## 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](#).

## Revised coverage policies added

UCare posted the following revised coverage policies that were effective July 1, 2024:

- Individual and Family Plans (IFP)
  - DME: Compression Stockings & Wraps (CP-IFP21-014A)
  - Home Health Services (CP-IFP20-004B)
- Medicare
  - Medicare Physical Exam Coverage (CP-MCR22-005A)
    - Medicare Preventive Care Office Visits - Exam Grid

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 coverage policies are available on the [UCare Coverage Policies page](#).

## UCare’s Health Improvement team

UCare’s Health Improvement Specialists provide health education with an emphasis on preventative care, identify member [rewards](#), schedule appointments, arrange interpreter and transportation services and find community resources for members. This team connects members to UCare’s health programs and orders incentive forms, materials and wellness kits.

The Health Improvement team and a member may call to schedule the following appointments.

Preventive care	Diabetes care
Annual exams (might include immunizations and blood pressure checks)	A1C testing
Well-child visits	Nephropathy (blood and urine) testing
Dental visits	Dilated eye exams
Colon cancer screenings	
Breast cancer screenings	
Cervical cancer screenings	

If a member needs help finding resources, encourage them to contact the Health Improvement Team at 612-676-3481 or 1-833-951-3185 or via email at [outreach@ucare.org](mailto:outreach@ucare.org). The team refers members to social

services for food, housing, transportation and any other community resource that aligns with their needs or cultural or ethnic background.

## **Cecelia Health and UCare’s chronic obstructive pulmonary disease (COPD) virtual support program**

*Available at no additional cost to UCare and EssentiaCare members age 18 or older with a COPD diagnosis.*

UCare partners with Cecelia Health to help members with COPD better manage their health. Through the COPD support program, members receive virtual support from a Cecelia Health registered respiratory therapist (RRT) to develop a plan that helps them better understand their health needs and manage their COPD.

### **What to expect**

The COPD support program offers guidance, education, support and resources to help members:

- Understand their COPD-related medications and how they work
- Understand triggers and allergens to watch for
- Learn how to use a COPD management plan
- Improve the critical COPD health measurements
- Recognize the importance of regular doctor visits
- Achieve healthy eating and exercise goals
- Understand how sleep, stress and emotional barriers can impact their breathing

### **Eligibility**

UCare identifies eligible members through claims, pharmacy or other records. UCare then contacts those members and communicates how they may benefit from the virtual support program. For more information, visit [ucare.org/copdprogram](http://ucare.org/copdprogram).

## **Health coaching healthy hearts program**

*Available for adult members with a heart failure diagnosis within MinnesotaCare, Minnesota Senior Care Plus, Prepaid Medical Assistance Program, UCare Connect, UCare Connect + Medicare, UCare Individual and Family Plans, UCare Medicare Plans and UCare’s Minnesota Senior Health Options plans.*

UCare’s health coaching program helps members diagnosed with heart failure manage their health and well-being through monthly, scheduled, personalized telephone calls with a health coach. During calls, health coaches meet members where they are in their health journey and explore growth opportunities. They guide members to highlight motivation, assess readiness for change, elicit strengths and reduce barriers.

Through UCare’s health coaching program, members gain an understanding of how heart failure and medication adherence affect their health, confidence and lifestyle. This program builds confidence in lifestyle choices, including diet, physical activity, sleep and stress.

If you know a member who may benefit from this program, refer them to [UCare’s Disease Management team](#) via email at [Disease\\_mgmt2@ucare.org](mailto:Disease_mgmt2@ucare.org) or phone at 612-676-6539 or 1-866-863-8303.

## Activity tracker plus personal emergency response system (PERS) device

Available for members within UCare's Minnesota Senior Health Options and UCare Connect + Medicare plans.

The activity tracker plus PERS devices are ready to use out of the box, so there is no need to set up or pair them with a cell phone or Wi-Fi. These easy-to-use activity trackers feature:

- 24/7 emergency call-for-help through the watch directly to a support agent
- Step and heart rate tracking
- Built-in GPS
- Members who use this device and have a hypertension diagnosis are also eligible for a blood pressure monitor.

Members can contact their care coordinator to order. If they need to know who their care coordinator is, advise them to contact 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 alphabetically 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

## 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. Add the [providernews@ucare.org](mailto:providernews@ucare.org) email address to the safe senders or contact list to ensure this doesn't happen with UCare Provider Communications emails. Each email platform's settings differ; check with your IT department or email provider for instructions on how to do this.

## 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 - [SNBCclinicalliaison@ucare.org](mailto: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](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:

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

## 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.