



UCare legacy Provider Portal to remain open longer

UCare has decided to postpone the retirement of its legacy Provider Portal from June 17, 2024, until a future date. UCare will notify providers when a new retirement date is determined.

Although the legacy portal will remain open longer, providers are encouraged to use the [new Provider Portal](#).

Provider Portal Administrators (Admin) for an organization set up their organization’s Users and assign access. Users should contact their organization’s Provider Portal Admin if they are a:

- Legacy Provider Portal User who does not have access to the new Provider Portal
- New Provider Portal User with questions about portal access

For assistance, the Quick Reference, Admin and User Guides are available on the [new Provider Portal login page](#). Once Users have access to the portal and are logged in, they can access a Frequently Asked Questions page by clicking the “?” in the upper right corner. This page covers common questions about the new portal and links to recorded trainings.

Contact UCare’s Provider Assistance Center for additional information.

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.

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UCare provider website
www.ucare.org/providers

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

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.

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 [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](#).

Ineligible Provider List updated June 6, 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 in the Provider Portal (Legacy portal - under Provider Inquiries, new portal – in the Document Center under Resources). 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.

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

Companion Guide update

UCare’s Minnesota Health Care Programs (MHCP) All Patient Refined Diagnosis Related Groups (APR DRG) Companion Guide was updated, and will be effective for discharges on or after Jan. 1, 2025. Providers contracted under this methodology may email providercontracts@ucare.org to request the refreshed document.

Upcoming Elderly Waiver provider training seminar

UCare’s Provider Relations and Support Services department will offer in-person and virtual training opportunities about providing Elderly Waiver (EW) services to members. This training will give providers a better understanding of:

- UCare’s EW programs available for members
- UCare’s EW enrollment and onboarding process
- UCare’s provider portal and clearinghouse requirements
- The service authorization process within UCare
- How to access resources and assistance within UCare

Visit <https://forms.office.com/r/wVDrR5mvat> to register.

This training seminar will include a brief overview of care coordination roles and responsibilities for providers, as outlined by the Department of Human Services (DHS), but it is not intended to be a care coordination-specific training.

The Minnesota DHS [CBSM - Waiver, AC and ECS case management](#) document provides guidance on covered services for activities performed by case managers and care coordinators.

The Elderly Waiver Provider Liaison will contact registrants with additional information about the training, including how to attend virtually.

Area	Date	Time	Venue
Rochester	August 21, 2024	In-Person: 12:30 pm – 2 pm	125 Live 125 Elton Hills Drive NW Rochester, MN 55901
		Virtual: 1 pm – 2 pm	Microsoft Teams Meeting
Duluth	September 25, 2024	In-Person: 12:30 pm – 2 pm	Great Lakes Aquarium 353 Harbor Drive Duluth, MN 55802
		Virtual: 1 pm – 2 pm	Microsoft Teams Meeting
Owatonna*	TBD		TBD

*Once scheduled, the location and training date will be posted on the [Training and Education page](#) under "Elderly Waiver (EW) Services."

Asthma Action Plan

One of the most important elements of asthma control is to have an Asthma Action Plan. This written, individualized tool that provides daily and emergency guidance includes:

- Green, yellow and red zone asthma symptoms and action steps
- Inhaler and/or medicine instructions
- Important phone numbers such as the health care provider or school nurse
- Emergency plan that may include when to take medicine, contact a clinic, go to the Emergency Room or call 911

UCare Asthma Educators reinforce the importance of members developing an Asthma Action Plan with their health care provider through the Asthma Education Program. Each member enrolled in the program receives an asthma education workbook that includes information about an Asthma Action Plan and a form for them to bring to the clinic for visits, as needed.

Our Asthma Educators encourage members to visit their health care provider annually to update their Asthma Action Plan. We encourage children and teenage members to share their Asthma Action Plan with their family members, daycare, school, before/after school activities and sports teams so they are prepared when asthma symptoms appear.

There is no way to prevent asthma, but having a specific plan designed with a health care provider can lead to a better quality of life and improved asthma control. For more information about UCare's Asthma Education Programs, contact the Disease Management voicemail at 612-294-6539 or 866-863-8303. Program referral forms can be found on the [Disease Management \(DM\) page](#), email them to Disease_mgmt2@ucare.org. When a referral is received, the DM team will identify the appropriate program for the condition, review member eligibility, facilitate program enrollment and follow up regarding the referral outcome.

Virta Health - Virtual clinic for the reversal of type 2 diabetes

*Available to UCare and EssentiaCare members between the ages of 18 and 79 with a current type 2 diabetes diagnosis.** UCare and Virta Health contact eligible members who are identified via claims, pharmacy and other records.*

UCare and Virta Health offer eligible members a type 2 diabetes reversal*** program at no cost to the member. Virta Health is a virtual nutrition therapy clinic that provides personalized nutrition planning and helps members lower blood sugar, lose weight and rely less on prescription drugs. Virta Health's care plans are tailored to each member and offer support from medical providers, coaches and digital health tools.

Members who participate in the program receive:

- Nutrition education, including meal plans, shopping tips and recipe guides
- Medical supervision from a Virta Health physician, nurse or physician's assistant
- Unlimited 1:1 health coaching
- Daily support with Virta Health's mobile app and health tools
- Access to a private online patient community
- Diabetes testing materials such as meters, strips and more

For more information, visit ucare.org/virta.

***Some medical conditions exclude patients from the Virta Health program.*

****Reversal on Virta is defined as reaching an A1c below 6.5% without the use of diabetes medications beyond metformin. Diabetes and related issues can return if lifestyle changes are not maintained.*

Importance of blood pressure checks

High blood pressure has few warning signs or symptoms but can lead to serious health conditions such as heart disease, kidney disease or stroke.

UCare provides resources to members to manage their wellness, diabetes, hypertension or other chronic conditions while supporting them in improving their blood pressure numbers:

- Brook Health Companion app.
 - Available at no cost, this app provides coach support, goal setting, ways to stay active, meal plans and schedule reminders.
 - Encourage members to text "Brook" to 41411 and tap the download link.
- Fitness programs and discounts.
 - Available at no additional cost to members within UCare Medicare Plans (excluding UCare Advocate plans), UCare Your Choice plans, UCare Medicare with M Health Fairview & North Memorial Health, EssentiaCare, MinnesotaCare, Prepaid Medical Assistance Program, UCare Individual & Family Plans and UCare Individual & Family Plans with M Health Fairview (for members 18 years or older).
 - Designed to help eligible members meet their overall physical and mental health goals.
 - Encourage members to visit ucare.org/healthwellness.
- Blood pressure check incentive voucher.
 - Eligible members earn a \$25 voucher if they get their blood pressure checked each year.
- Medication review.
 - Members with prescription drug benefits are eligible for a complete medication review with a pharmacist.
 - Encourage members to visit ucare.org/mtm.

Members may contact their case manager, care coordinator or the [Health Improvement team](#) at 612-676-3481, 833-951-3185 or email outreach@ucare.org for information regarding services, blood pressure resources, kit orders and appointment scheduling assistance.

Medicare coverage exclusion – Drugs used for weight loss

Demand for weight loss drugs has recently grown. UCare has seen an increase in requests for these drugs for Medicare members with Part D coverage. Medicare Part D does not cover drugs or classes of drugs, or their medical uses, which are excluded from coverage or otherwise restricted under section 1927(d)(2) of the Social Security Act. This includes agents when used for weight loss, even if used for a non-cosmetic purpose (i.e., morbid obesity). Currently, there is no pathway to coverage for drugs when used for weight loss through Medicare Part D. This exclusion is currently written into law within the Social Security Act with no exception to coverage.

Dental access for members

Mobile Dental Clinic (MDC)

UCare's MDC provides dental check-ups, cleanings and simple restorative care to members with limited access to quality dental care. All care is provided by faculty-supervised dental, dental hygiene and dental therapy students from the University of Minnesota School of Dentistry, UCare's MDC partner.

The clinic is a specially designed, wheelchair-accessible, 43-foot dental office on wheels. The MDC has three dental chairs, state-of-the-art instruments, chairside digital radiography and an electronic health record system. This clinic on wheels visits several sites in the metro and greater Minnesota annually.

Any member with a UCare dental benefit may schedule a MDC visit. They can call 1-866-451-1555 Monday through Friday, 8 am to 4:30 pm, to schedule an appointment. Visit ucare.org/mdc for the schedule.

UCare's Dental Connection

This program helps members manage their dental care on one phone call. Representatives help members:

- Find a dental provider or dental home.
- Schedule dental appointments, including appointments for follow-up and specialty care.
- Coordinate transportation to dental appointments.
- Coordinate interpreter services for dental appointments.
- Answer dental benefit and claims questions.

Members can contact UCare's Dental Connection at 651-768-1415, 1-855-648-1415 toll-free or TTY: 711. Representatives are available Monday through Friday, 7 am to 7 pm.

Dental Kits

Available for UCare's Minnesota Senior Health Options, UCare Connect + Medicare and UCare Advocate Choice or UCare Advocate Plus members.

Eligible members receive the Adult Dental Kit once every three years. In the years they do not receive the Adult Dental Kit, they can request the Adult Dental Refill Kit. Members can call UCare Customer Service to order a kit.

Adult Dental Kit:

- Rechargeable toothbrush with charger
- Two extra brush heads
- Toothpaste
- Dental Floss



Adult Dental Refill Kit:

- Two toothbrush heads
- Toothpaste
- Dental floss



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.).

Reminder: UCare Medicare Part D vaccine information

As a reminder, UCare denies claims for providers administering Part D vaccines in their clinics.

The preferred method is to have Part D vaccination provided at a pharmacy. A member would buy a Part D vaccine and have it administered at the pharmacy. The member would only be responsible for the coinsurance or copayment.

Shingrix and Tetanus vaccines are covered as Tier 1 medication for Medicare members when the member is vaccinated at a pharmacy.

Additional information about Part D vaccines is available in the Claims and payment chapter of the [Provider Manual](#).

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 to report any suspected FWA against UCare or UCare members.

Upcoming holidays

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

- Wednesday, June 19, 2024 - Juneteenth
- Thursday, July 4, 2024 - Independence Day

If you need assistance during these times, 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.