

Health Lines



March 2024

UCare creates online resource for 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 has created a webpage to keep providers informed at <https://www.ucare.org/providers/policies-resources/change-healthcare-optum>. Providers are encouraged to check the webpage regularly for updates.

UCare understands the hardship and disruption this creates for our providers. We are prioritizing your concerns and working as quickly as possible to find alternatives and other solutions to assist.

March is Colorectal Cancer Awareness Month

Colorectal cancer is the second leading cause of cancer deaths in the United States. National screening guidelines recently lowered the recommended age that adults begin colorectal cancer screening to 45. It's important to talk with your patients about prevention and screening options.

UCare's support and the Health Improvement Team

UCare covers preventive colon cancer screenings for adults aged 45 and older. We encourage members to complete their screenings when they are due.

Incentives are provided for members who complete one of the following screenings:

- Colonoscopy (recommended every 10 years)
- Sigmoidoscopy (recommended every five years)
- CT colonography (recommended every five years)

Visit the [Rewards and incentives page](#) for more information.

UCare's Health Improvement Team schedules appointments for colon cancer and other preventive care screenings. The team also helps members with transportation or interpreter arrangements and connects members to social services to refer them to food, housing and other community resources that align with members' needs or cultural/ethnic backgrounds.

If you know a UCare member who needs additional support, advise them to contact the [Health Improvement Team](#) at 612-676-3481, 1-833-951-3185 or outreach@ucare.org.

Cologuard and Exact Sciences

UCare partners with Cologuard's vendor, Exact Sciences, to provide Cologuard to all eligible UCare members at no cost.

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UCare provider website
www.ucare.org/providers

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

Cologuard is intended for members of average risk with no family history of colorectal cancer. Kits ship directly to their home, and negative results are valid for three years.

Exact Sciences reminds the member to complete and return the kit and then provides status updates once the kit is returned. Once a kit is processed, the member receives a result letter from Exact Sciences. If the result is positive or abnormal, Exact Science will call the member to educate them on the test results and recommend that they share their results with their provider to see if a follow-up colonoscopy is needed.

Cologuard kits can be ordered at www.Cologuard.com, advise members to call the Exact Sciences Customer Care Team at 1-844-870-8870 toll-free; available 24 hours a day, seven days a week with ordering questions. Direct other questions to UCare at ucarequality@ucare.org.

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 provider. A member would buy a Part D vaccine at a pharmacy 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](#).

Disease management offerings for members

When UCare receives a referral, the Disease Management team identifies the appropriate program for the condition, reviews member eligibility, facilitates program enrollment and follows up regarding the referral outcome.

If you know someone who could benefit from UCare’s Disease Management programs, visit the [UCare Disease Management page](#) for referral forms. For more information, email Disease_mgmt2@ucare.org or leave a voicemail at 612-294-6539 or 1-866-863-8303 toll-free.

UCare’s Asthma Education Program

This program helps members with an asthma diagnosis learn to better manage their asthma. The program lasts five to six months, a new asthma topic is discussed each month and consists of monthly phone calls with an asthma educator who is either a registered nurse or a registered respiratory therapist.

The initial phone call covers an overview of the member’s asthma history, including when their asthma was diagnosed and their current asthma medications. The program discusses asthma management, including medications, action plans, triggers and the importance of regular doctor visits. Members receive an asthma education book to help guide the monthly education phone calls.

Cecelia Health Asthma Support Program

UCare partners with Cecelia Health’s Asthma Support Program to help members with asthma manage their health. Members receive phone support from a Cecelia Health registered respiratory therapist. Together, they develop a plan to better understand the member’s needs to manage their asthma.

Juniper® classes available for eligible members

Available for members in UCare’s Minnesota Senior Health Options plan.

Juniper® is an independent company that provides evidence-based classes led by certified instructors and coaches that promote health and prevent disease among adults. These classes foster well-being, prevent falls and promote self-management of chronic conditions. Members can register through the Juniper site or they can contact customer service.

Keeping UCare members active

One Pass

Available for members in UCare Medicare Plans (excluding UCare Advocate Choice and UCare Advocate Plus), UCare Your Choice, UCare Your Choice Plus, UCare Medicare Supplement, UCare Medicare with M Health Fairview & North Memorial Health, EssentiaCare, UCare's Minnesota Senior Health Options, UCare Connect + Medicare and UCare Connect plans.

One Pass is a complete fitness solution for body and mind, available at no additional cost for eligible members. One Pass offers:

- Access to more than 24,000 participating fitness locations nationwide.
- Thousands of on-demand and live-streaming fitness classes.
- Workout builders to create personalized workouts.
- Home Fitness Kits are available to members who are physically unable to visit or reside at least 15 miles outside of a participating fitness location.
- A personalized, online brain training program to help improve memory, attention and focus.
- Social activities, community classes and events available for online or in-person participation.

Find participating fitness locations and learn more at ucare.org/onepass.

Health Club Savings

Available for members in MinnesotaCare, Prepaid Medical Assistance Program (PMAP), Individual & Family Plans (IFP), Individual & Family Plans with M Health Fairview, UCare Medicare Plans (excluding UCare Advocate Choice, UCare Advocate Plus and UCare Medicare Supplement plans), UCare Your Choice, UCare Your Choice Plus, UCare Medicare with M Health Fairview & North Memorial Health and EssentiaCare plans.

Eligible UCare members who belong to a participating health club can receive a monthly reimbursement for their health club membership fees. Members must show their UCare ID card when they sign up at a participating location. Online fitness classes at participating Health Club Savings locations may count toward their monthly visit requirement. Classes must meet certain guidelines found [here](#). Learn more about [Health Club Savings](#). To see a full list of participating health clubs, visit ucare.org/fitness.

Plan	Monthly reward (Members earn money toward their monthly health club membership fees)	Monthly visit requirement
IFP[†] IFP with M Health Fairview[†] MinnesotaCare[†] PMAP[†]	Up to \$20	12 visits
EssentiaCare^{**} UCare Medicare Plans^{* **} UCare Medicare with M Health Fairview & North Memorial Health^{**} UCare Your Choice^{**} UCare Your Choice Plus^{**}	Up to \$30	No visit requirement

^{*}Excluding UCare Advocate Choice, UCare Advocate Plus and UCare Medicare Supplement plans.

^{**}Members are only eligible if they don't participate in One Pass and if their club is not in the One Pass network.

[†]Must be age 18 or older to be eligible.

For IFP plans, if you have family coverage, one covered dependent age 18 or older may enroll for a credit of up to \$40 per month per family membership. Members must visit at least 12 times per calendar month and be a member in the month of attendance.

Living Well Kids Kit

Available for members age 17 or younger in UCare's MinnesotaCare and Prepaid Medical Assistance Program (PMAP) plans.

UCare offers the Living Well Kids Kit to help kids feel and be well. Each kit includes engaging tools to improve health and wellness at no cost. Members may call customer service to order their kit and can choose one of the following options:

Fitness Fun Kit

- Fitness tracker
- Frisbee
- Fitness dice
- Hacky sack



Youth De-stress Kit

- Coloring book
- Colored pencils
- Fidget toys



Child Dental Kit

- Child-sized toothbrush
- Floss picks
- Toothpaste
- Timer
- Dental care tracker
- Curious George book



Tween or Teen Dental Kit

- Electric toothbrush
- Toothpaste
- Floss picks
- Kit bag



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. This is especially important after the start of a new calendar year.

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 to report any suspected FWA against UCare or UCare members.