



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, there are resources available on the DHS website that explain in detail how to enroll. Follow the link provided here: [New Organization Provider Enrollers \(state.mn.us\)](#)

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

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:

- Online, live demonstrations showing how to enroll using the MPSE portal – **Next session is May, 16, 2024, 10 am to 12 pm. [Registration required.](#)**
- 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 required.

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](#).

2024 UCare Provider Manual Q2 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
- Claims and payment
- Culturally congruent care
- Transportation

New search function on the UCare provider website

Providers can now search the UCare provider website via the search function in the upper right-hand corner of the website. Search for forms, documents, resources, policies and more. Providers can filter the search to only show provider-related information, navigate to the left-hand side of the page and select the "Providers" box. See the example below.

The screenshot shows the UCare provider website interface. At the top, there is a search bar and a 'Log in' button. Below the search bar, there are navigation tabs: 'health plans', 'search network', 'health & wellness', 'member center', and 'plan documents'. The search results are displayed in a list format, with the first result being 'Provider Forms' (84 providers). Other results include 'Closed Specialties', 'Non Contracted Providers', and 'DHS Materials'. The 'Provider Forms' result is expanded, showing a description: 'Forms ... Provider Forms ... The following are some commonly used forms for providers who work with UCare. ... Additional forms, information and instruction may be found on the individual pages rel...'

Grocery discounts

Available for members in UCare Medicare Plans (excluding UCare Medicare Supplement plans), UCare Medicare with M Health Fairview & North Memorial Health, EssentiaCare, UCare Individual & Family Plans, UCare Individual & Family Plans with M Health Fairview, Prepaid Medical Assistance Program, MinnesotaCare, UCare Connect, UCare Connect + Medicare, UCare's Minnesota Senior Health Options and Minnesota Senior Care Plus plans.

UCare members can save on healthy foods like milk, whole-grain bread, lean meat, eggs, yogurt, fruits, vegetables and more at participating grocery stores. Weekly discounts are pre-loaded to their UCare Healthy Benefits+ Visa® card, members scan their Visa card or app at checkout to access available discounts.

Members can visit healthybenefitsplus.com/ucare or call 1-833-862-8276 (TTY 711) for more information.

Healthy Food Allowance

Available for members with congestive heart failure, ischemic heart failure, diabetes or hypertension in the Minnesota Senior Health Options plan and members with diabetes, hypertension or lipid disorders in the UCare Connect + Medicare plan.

In 2023, members who took advantage of the Healthy Food Allowance saved \$388 (on average) on groceries throughout the year.

Eligible members receive their UCare Healthy Benefits+ Visa® card pre-loaded with their monthly allowance. This allowance can be used to purchase approved healthy food including fruit, vegetables, healthy grains, dairy and beans at participating retailers including Cub, HyVee and WalMart.

To access the benefit, eligible members scan their Healthy Benefits+ Visa® card or app at checkout. This allowance is effective on the first of each month. Unused funds expire at the end of the month (they don't roll over to the next month) or when the plan terminates (inactive members can't use the allowance).

Advise members to visit healthybenefitsplus.com/ucare or call 1-833-862-8276 (TTY 711) for more information.

Food access referrals

Available for members in Prepaid Medical Assistance Program, MinnesotaCare, UCare Individual & Family Plans, UCare Individual & Family Plans with M Health Fairview, EssentiaCare, UCare Medicare with M Health Fairview & North Memorial Health, UCare Medicare Plans, UCare Your Choice, UCare Your Choice Plus, UCare Connect, UCare Connect + Medicare, Minnesota Senior Health Options and Minnesota Senior Care Plus plans.

UCare partners with Second Harvest Heartland (SHH) to connect members with local food resources. Through this partnership, members can receive over-the-phone help to apply for Supplemental Nutrition Assistance Program (SNAP) benefits and find community food resources (i.e., food shelf, Fare for All, etc.).

If you know a UCare member who could benefit, encourage them to contact Second Harvest Heartland:

- Call Second Harvest Heartland's Care Center at 1-866-844-FOOD toll-free
- Email shhcarecenter@2harvest.org
 - Providers: **do not** email SHH on behalf of the member, as SHH is not able to open encrypted/secure emails through this inbox

SNAP referrals no longer need to go through UCare's Health Promotions team. If a member is unsuccessful in working with the SHH Care Center and/or the member's need for food is not urgent, the Health Promotions team can send a referral. If a member prefers that UCare submit a referral on their behalf, email those to wellness@ucare.org.

World No Tobacco Day

May 31 is World No Tobacco Day; we remind providers that all UCare members are eligible for [UCare's Quit Smoking and Vaping Program](#). Within the program, members receive:

- Access to the Tobacco and Nicotine Quit Line at 1-855-260-9713 (TTY 711), available 24 hours a day, seven days a week
- Access to the Rally Coach Quit For Life mobile app or online at myquitforlife.com/ucare

Nicotine patches, gum or lozenges are also available to eligible members.

May is Mental Health Awareness Month

Mental health plays a significant role in human well-being. Sometimes, a mental health or substance use disorder diagnosis can lead to a medical diagnosis or vice versa.

UCare offers support, resources, access to care and case management. Members can receive help with scheduling and confirming same or next-day, future and/or telehealth visits and determining visit needs. Through UCare's Triage Line, we support members through mental health and substance use disorders or crises.

If you know a member who needs support, advise them to call the Triage Line at 612-676-6811 or 1-833-276-1191 (TTY 1-800-688-2534), Monday - Friday from 8 am - 5 pm. When a member needs help outside of those hours, they can be transferred to our 24/7 Nurse Line if it is a crisis, or they can leave a message for a call back the next day.

Health and Wellness Kits for Mental Health

Available for Minnesota Senior Health Options, UCare Connect and UCare Connect + Medicare members.



Sleep Aid Kit



Stress Relief Kit



Smart Home Device Kit

The above kits are available at no cost to eligible UCare members. Only one kit per year is available per member. Members should receive their kits four to six weeks after order.

Sleep Aid Kit includes:

- Aromatherapy diffuser with a sound machine and night light
- Essential oil

Stress Relief Kit includes:

- Therapy lamp
- Putty
- Push pop

Members can contact their case manager or care coordinator to learn more about mental health resources, order kits or get assistance scheduling appointments. If they don't have one, they can contact the [Health Improvement Team](#) at 612-676-3481 or 833-951-3185 or outreach@ucare.org.

Lutheran Social Services (LSS) Healthy Transition Services

Available for Minnesota Senior Health Options members recently discharged from inpatient care.

Once a member is enrolled in the LSS Healthy Transition Services program, LSS works with them over four visits in the 30 days after discharge. The program assesses the member's social history, nutrition, follow-up appointments, transportation, fall risk, health concerns, goal setting and resource provision. Members can enroll through their care coordinator, or LSS can use the daily admission report (DAR) to enroll a member.

LSS:

- Reviews that things are going well and assess areas where more support is needed.
- Works with Community Health Workers (CHW) who email notes after each visit detailing discussion areas and follow-up items.
- Completes the CDC's STEADI checklist to assess for fall risks.
 - Share results with both the member and care coordinator via case notes.
- Compiles a personal health record to include personal information like emergency contact, power of attorney (POA), care coordinator contact info, hospital, primary care provider information, etc.
- Assist with upcoming appointments; they'll write down questions and concerns the member indicates they have, track medications and put goals in writing.
- Conducts a pre and post-service survey with members.
 - LSS has members sign a PHI consent form to share PHI with the care coordinator.
 - A letter of agreement is also completed that explains LSS' service and indicates that the member agrees to participate in service.

UCare Health Coaching programs

UCare's Health Coaching programs include the Diabetes Health Journey, Migraine Management and Healthy Hearts (Heart Failure) Health Journey programs.

What is health coaching?

A partnership with a trained or certified health coach who offers member support, guidance and encouragement. The coach meets members where they are in their health journey to address what they want to change. They do so by looking at their needs, values, barriers, strengths, gaps in care and goals to help bring about their personal best. Each program offers guidance, resources and education.

Why use a health coach? A health coach:

- Is an effective way to create sustainable and lasting change.
- Improves member health.
- Helps develop a vision for change and focuses on goal setting based on member readiness to change.
- Identifies and breaks down barriers and patterns of behavior that prevent change.
- Helps members focus on the present rather than the past, moving them forward and holding them accountable to their goals.

What does a health coach do? A health coach:

- Empowers members to overcome challenges, see their success, and become their best selves.
- Changes perspectives and creates openness for change.
- Identifies values and needs for change.
- Honors autonomy and readiness to change.
- Facilitates and guides change and growth.
- Highlights strengths.
- Creates resiliency and confidence.

How to refer a UCare member to a Health Coaching program:

Email the member's first name, last name, member identification number and the program they are interested in to Disease_mgmt2@ucare.org. Call 612-676-6539 or 1-866-863-8303 with questions.

Policies & Resources page houses many tools for providers

The Policies & Resources page houses many important resources you will use to 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 much 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 providers and those who would like a refresher on how to work with UCare and our members should review the link to this page. This resource is located in the “Administrative Resources” drawer.

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

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 on the following days:

- Monday, May 27, 2024 - Memorial Day
- Wednesday, June 19, 2024 - Juneteenth

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.