Health Lines

2024 UCare Provider Manual Q4 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:

- Provider support
- Provider responsibility
- Member enrollment and eligibility
- Restricted recipient or restricted member program
- Provider credentialing
- Claims and payment
- Electronic Data Interchange
- Authorization and notification standards
- Medical necessity criteria for services requiring authorization
- Clinical practice guidelines – medical and mental health and substance use disorders
- Health and wellness programs
- Mental health and substance use disorder services
- Home and community based services or waiver services
- Home care services
- Hospital services

Ineligible Provider List updated October 18, 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 Provider 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.

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UCare provider website
www.ucare.org/providers

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

Portal navigation enhancement

On October 29, UCare deployed top banner and navigation changes to the ucare.org website. Users can now easily navigate to the provider and broker pages of the website by selecting the "for providers" or "for brokers" text within the top banner. This top banner lives on every page of the UCare website for easy access to this information. Additionally, the "log in" button at the top provides a new drop-down menu with links to the various portals (online member account, provider portal, broker portal and Medicare application).

To access the Provider portal, select the "log in" drop-down and click the Provider portal link.
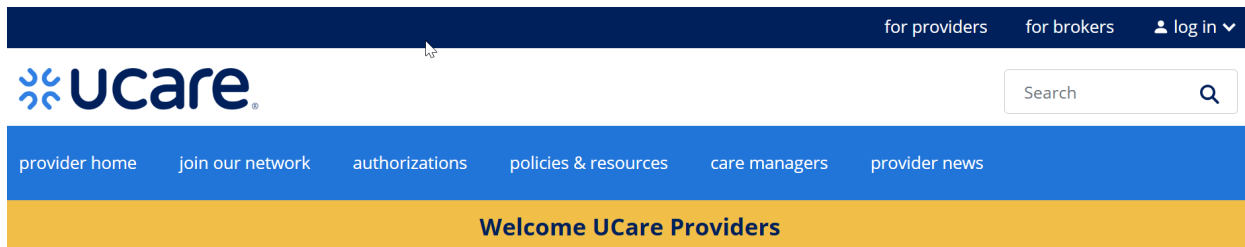
November is Diabetes Awareness Month

This month is a time to raise awareness of the risk factors and management strategies associated with diabetes.

UCare covers 100% of diabetes preventive care, management and treatment at no additional cost for an in-network doctor or clinic. Some members receive rewards when they complete the following screens:
- A1C test
- Kidney health evaluation
- Dilated eye exam

UCare partners with Cecelia Health and their diabetes virtual support program to help eligible members better manage their health at no additional cost. Members can get virtual support from a Cecelia Health-certified diabetes care and education specialist (CDCES) or an endocrinologist (diabetes specialist).

UCare Health Improvement Specialists educate members on the importance of diabetes screenings and share information about rewards they may be eligible for when they complete the screenings. If you know a member who could benefit from these resources, contact the Health Improvement Team at 612-676-3481, 1-833-951-3185 or outreach@ucare.org. The team can refer members to social services for food, housing, transportation and other community resources that align with the member's needs and cultural or ethnic background.

Importance of maintaining accurate Provider Directory data

Providers are required to make sure 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 UCare Provider Manual (see the 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 their demographic information.

- Ensure their Centers for Medicare and Medicaid Services (CMS) National Plan and Provider Enumeration System (NPPES) profile is updated routinely. Keeping this information up to date also helps to reduce provider data discrepancies.
- 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 also 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.

Upcoming holidays

UCare and the Provider Assistance Center (PAC) will be closed on the following days:
- Thursday, Nov. 28, 2024 – Thanksgiving Day
- Friday, Nov. 29, 2024 – Day after Thanksgiving
- Tuesday, Dec. 24, 2024 – Christmas Eve Day
- Wednesday, Dec. 25, 2024 – Christmas Day

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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