



### UCare’s provider training

In 2025, UCare kicked off monthly, virtual training opportunities for participating providers, as well as separate training specifically designed for Elderly Waiver (EW) providers. These trainings give providers a better understanding of the following:

- UCare programs available for members
- UCare enrollment processes and requirements
- UCare provider portal and clearinghouse requirements
- Authorization and notification information
- General UCare claim processing overview and tips
- How to notify UCare of administrative changes
- How to access resources and assistance within UCare

Upcoming trainings are scheduled for May 8 and June 10. Providers can visit UCare’s [Training and education](#) page to register for live trainings. Open the “Elderly Waiver Services (+)” accordion for the EW training schedule and registration links or the “Working with UCare Provider Training (+)” accordion for the schedule and links for all other providers.

**Note:** The same information will be shared at each monthly offering. Providers interested in the training need only to sign up for one session.

### Ineligible Provider List updated March 25, 2025

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). For additional information, please refer to the Provider responsibilities chapter of the [UCare Provider Manual](#).

Questions regarding the UCare Ineligible Providers List should be directed to [compliance@ucare.org](mailto:compliance@ucare.org).

*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](http://www.ucare.org/providers)

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

## UCare introduces new provider search

UCare recently launched a new provider search tool on [ucare.org](https://search.ucare.org). The new search tool is available at <https://search.ucare.org>. It contains the same provider information as the previous search, but it offers users enhanced filtering options.

## New coverage policies added

UCare posted the following new coverage policies for Individual and Family Plans (IFP), effective April 1, 2025:

- Emergency/Non-Emergency Transportation (IFP) (CP-IFP25-042A)
- Family Planning Services (IFP) (CP-25-043A)

UCare Coverage Policies clarify and specify the benefit sections of the UCare product contract. Each new or updated coverage policy notes the specific contract. All UCare Coverage Policies are available on the [UCare Coverage Policies page](#).

## 2025 human papillomavirus (HPV) vaccination promising practices series

The American Cancer Society (ACS) and the ACS National HPV Vaccination Roundtable (HPVRT) invite health professionals to learn about evidence-based practices to improve HPV vaccination among adolescents aged 9 - 13. The below sessions will take place at 1 pm on their respective dates.

Event	Date
<b>Systems Interventions</b>	June 25, 2025
<b>Patient Interventions</b>	August 27, 2025
<b>Provider Interventions</b>	November 19, 2025

This no-cost educational opportunity will bring together healthcare providers, public health professionals and community leaders to share the latest data-driven practices and foster progress in cancer prevention through HPV vaccination. [Register here](#) to take part in this series.

## Minnesota DHS preferred drug list (PDL) update

On April 1, 2025, DHS updated their PDL, these changes apply to UCare Medical Assistance (non-dual eligible) plans. Notable formulary changes are listed below:

- Desvenlafaxine ER was added as a preferred drug
- Paliperidone (oral) was added as a preferred drug
- Buprenorphine transdermal patches were added as a preferred drug
- Synjardy, Synjardy XR and Xigduo XR were added as preferred drugs
- Lialda was moved from a preferred drug to a non-preferred drug, it was replaced by its generic version (mesalamine) as a preferred option

## Planned home birth services now available for UCare members

As of Jan. 1, 2025, UCare now covers low-risk pregnancy and low-risk delivery services provided at home for MHCP members. Low-risk means a routine, uncomplicated prenatal course as determined by documentation of adequate prenatal care and the anticipation of a routine, uncomplicated labor and birth.

See the MHCP Provider Manual for coverage details on [Home Birth](#).

## Stress Awareness Month

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

April is Stress Awareness Month. UCare offers the Stress Relief Kits below at no additional cost to eligible members.



**Sleep Aid Kit**



**Stress Relief Kit**



**Smart Home Device Kit**

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 are allowed one kit per year.

UCare's [Health Improvement Team](#) Specialists help members order kits. They can be reached at 612-676-3481, 833-951-3185 or [outreach@ucare.org](mailto:outreach@ucare.org). Kits arrive in four to six weeks. If members have additional questions, advise them to contact their case manager and care coordinator.

## Cecelia Health Diabetes virtual support program

Available to UCare and EssentiaCare members who are identified via claims, pharmacy or other records as being 18 years of age or older with a diabetes diagnosis.

UCare partners with Cecelia Health to help members better manage their health through its [Diabetes Virtual Support Program](#), available at no additional cost. The program provides virtual support from a Cecelia Health-certified diabetes care and education specialist (CDCES).

The diabetes support program offers health coaching and education to help members:

- Monitor their blood sugar
- Lower their A1c and improve their time in range (TIR)
- Reduce the number of sick days
- Adjust their diabetes device to ensure they're using it optimally
- Achieve healthy eating and exercise goals

## UCare's Asthma Education Program

Available for members aged 5 - 64 with an asthma diagnosis.

For members with asthma, spring allergies can be difficult to manage and may trigger an asthma flare-up. UCare's Asthma Education Program is designed to help members live well with asthma or allergies in any season.

Asthma educators reinforce the importance of developing an asthma action plan with a provider that may include instructions for seasonal changes. As part of the program, members receive asthma education and resources that are reviewed during each call. Education topics include:

- Asthma condition information
- How to identify and manage triggers
- How to self-monitor and avoid flare-ups

- How to keep track of asthma symptoms and medications

Visit the [Managing health conditions page](#) for information about UCare’s Disease Management (DM) programs. To send a [DM Referral Form](#), email [Disease\\_mgmt2@ucare.org](mailto:Disease_mgmt2@ucare.org), leave a voicemail at 612-294-6539 or 1-866-863-8303.

## 2025 summer camps for young UCare members

*Available for Prepaid Medical Assistance Plan and MinnesotaCare members aged 7 - 16 with an asthma diagnosis at the time of registration and camp.*

UCare will partner with YMCA Camp Ihduhapi - Camp Superkids in Loretto, MN, this summer to send eligible members to camp from June 22 to June 26. Spots are limited. Members can sign up at [ucare.org/camp](https://ucare.org/camp).

## Keeping UCare members active

### One Pass

*Available for UCare Medicare (excluding UCare Advocate Plans), UCare Your Choice, UCare Medicare Supplement, EssentiaCare, UCare's Minnesota Senior Health Options and UCare Connect + Medicare members.*

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 23,000 participating fitness locations nationwide
- More than 30,000 on-demand and live-streaming fitness classes
- Workout builders to create personalized workouts
- Home Fitness Kits available to members who are physically unable to visit or who reside at least 15 miles outside a participating fitness location
- Personalized, online brain training program to help improve memory, attention and focus
- Over 30,000 social activities, community classes and events available for online or in-person participation

More information can be found at [ucare.org/onepass](https://ucare.org/onepass).

### Health Club Savings

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

Eligible UCare members who belong to a participating health club can receive a reimbursement for their health club membership fees each month. To participate, 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 the monthly visit requirement. *UCare Medicare (excluding UCare Advocate plans and Medicare Supplement plans), UCare Your Choice and EssentiaCare members:*

- Can participate and earn up to \$30 a month toward their health club membership fees each month in the Health Club Savings program if they are not participating in One Pass and their club is not in the One Pass network
  - Do not have a monthly visit requirement
  - Participating health clubs include:
    - Select [Healthy Contributions](#) clubs
    - Select [National Independent Health Club Association \(NIHCA\)](#) clubs

*MinnesotaCare, Prepaid Medical Assistance Program, Individual & Family Plans, Individual & Family Plans with M Health Fairview members:*

- Can earn up to \$20 a month toward their health club membership fees each month
  - Have a monthly visit requirement of 12 visits
  - Must be age 18 or older

- Participating clubs include:
  - [Life Time Fitness](#)
  - [YMCA Twin Cities](#)
  - [SNAP Fitness](#)
  - [Healthy Contributions Clubs](#)
  - [National Independent Health Club Association \(NIHCA\) clubs](#)

Learn more about participating in Health Club Savings [here](#).

## Documentation improvement: myocardial infarction (MI)

A MI can be fatal and is an emergent condition that is treated in an inpatient setting. Patients are usually seen in a physician's office for follow-up and ongoing care. While it can happen, rarely does a patient have an active heart attack in an office.

When coding a MI or heart attack in office, one important rule to adhere to is the "Age Rule," which states; "an MI is considered acute from time of the cardiac event and up to four weeks (28 days) after the event with a code from category I21.-, this includes transfer to another acute care or post-acute care setting. If the patient is being seen after the four-week timeframe for care regarding the MI, then an aftercare code (most often Z51.89) should be used instead of the Acute MI code. If after the four-week timeframe the MI is considered healed and doesn't require additional care, then the I25.2 (Old MI) should be reported."

MI or heart attack can be difficult to code as several documentation details may need to be considered to ensure proper code selection. Coders should become familiar with myocardial infarction coding guidelines and code notations. If the documentation is not clear, a query should be sent to the provider if applicable.

When documenting MI, include:

- Type, such as ST-Elevation Myocardial Infarction (STEMI), non-ST elevation myocardial infarction
- Non-ST-Segment Elevation Myocardial Infarction (NSTEMI) or other type
- Underlying mechanism (e.g., type 1, 2, 3, 4 or 5)
- Location (e.g., anterior, inferior or lateral)
- Date of onset
- Any current complications
- The ICD-10-CM Tabular List instructs you to use an additional code to identify tobacco dependence

Complete and accurate documentation will result in the appropriate diagnosis and ICD-10-CM code assignment. Documentation that clearly represents the specificity of the patient's diagnosis will support the patient's true health status, medical necessity and quality care management.

For example, an 82-year-old male presented for a 2 follow-up on an Acute Myocardial Infarction. Since the in-office visit is within the 28-day window the correct coding would be I21.4.

## 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.

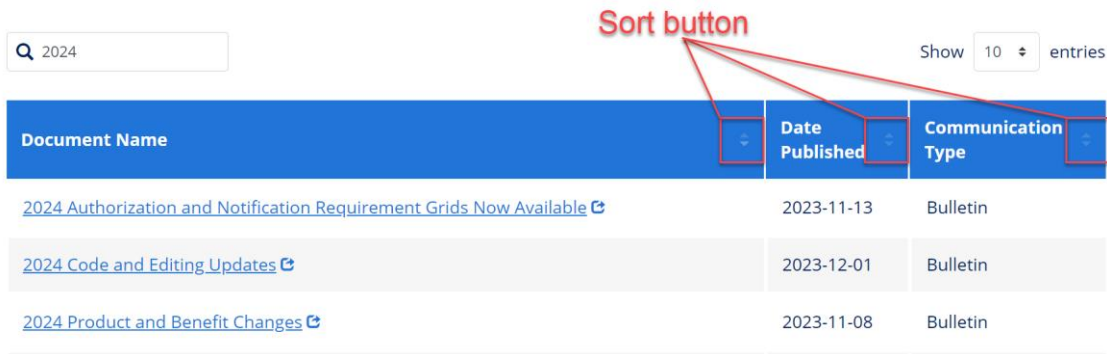
**Note:** Workplace security often filters emails that could be spam. As a result, emails providers signed up to receive can end up in spam or junk folders. To ensure this doesn't happen with UCare Provider Communications emails, add the [providernews@ucare.org](mailto:providernews@ucare.org) email address to the safe senders or contact list. Each email platform's settings differ; check with your IT department or email provider for instructions on how to do this.

## How to search UCare’s website libraries

The UCare website houses numerous content libraries ([Provider News](#), [Medical Drug Policies](#), [Coverage Policies](#), [Payment Policies](#), etc.). A library defaults to showing all entries in alphabetical order 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. When searching for specific content within a library, type a keyword in the Search bar in the upper left-hand corner of the library.

### 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

## Model of Care training

UCare provides annual training on UCare’s Model of Care for Dual Eligible Special Needs Plans (D-SNP) and Institutional Special Needs Plans (I-SNP). The Model of Care training gives an overview of the plan's population, network and UCare’s approach to supporting members.

UCare’s SNP members face a host of unique challenges and barriers to access 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.

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, UCare Advocate Choice and UCare Advocate Plus 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 [MOCAttestation@ucare.org](mailto:MOCAttestation@ucare.org) to request in-person or virtual training.

## 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.

## Upcoming holiday

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

- Monday, May 26, 2025 - Memorial 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.