



UCare's legacy Provider Portal is closed

UCare permanently closed its legacy Provider Portal last month. Providers must now use the [current Provider Portal](#) instead. As a reminder, UCare will launch its Availity Provider Portal at a later date; the launch date has not yet been determined.

Provider Portal Administrators (Provider Admin) for an organization set up their organization's Users and assign access. Provider Admins without access to the current portal should request access [here](#). Once approved, Provider Admins will receive an email to activate their account and log in to the portal.

Users should contact their organization's Provider Portal Admin if they:

- Do not have access to the current Provider Portal
- Are a current Provider Portal user with questions about portal access

The Quick Reference, Admin and User Guides are available for assistance via the [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 current portal and links to recorded training sessions.

Contact UCare's Provider Assistance Center for additional information.

Biosimilar formulary addition

On Aug. 1, 2025, Steqeyma was added to the formulary.

Steqeyma 90mg strength

For all UCare Medicare and UCare Minnesota Senior Health Options (MSHO) and UCare Connect + Medicare plans.

Steqeyma 45mg strength

For UCare MSHO and UCare Connect + Medicare plans.

Steqeyma is a low-cost interchangeable biosimilar with the same safety and efficacy as Stelara. Minnesota pharmacies can automatically substitute interchangeable biosimilars, but pharmacies may still require a new prescription for the biosimilar.

Any currently approved prior authorization for Stelara will automatically allow coverage of Steqeyma.

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UCare provider website
www.ucare.org/providers

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

Changes in diabetic testing supply coverage

Accu-Chek Guide meter and test strips have been added to the formulary for all UCare Medicare, UCare Minnesota Senior Health Options, UCare Connect + Medicare and UCare Individual and Family plans.

In light of recent news regarding LifeScan and the potential for future supply disruptions of OneTouch products, UCare will cover 100% of the cost for the Accu-Chek Guide meter, and the test strips may offer additional savings for members with cost-sharing.

OneTouch meters and test strips will be removed from the UCare Individual and Family Plans formulary on Sept. 1, 2025. They will no longer be covered.

Updates to UCare's Medical Assistance (Medicaid) renewal support

UCare continues to support members with Medical Assistance renewals, but there are a few changes to UCare's programs.

Minnesota Senior Health Options (MSHO), Minnesota Senior Care Plus (MSC+), UCare Connect and UCare Connect + Medicare plans

- The UCare Keep Your Coverage Team no longer takes referrals to assist UCare seniors and Special Needs BasicCare (SNBC) members with Medical Assistance renewals.
- Refer members to the following resources for assistance:
 - Disability Hub at 1-866-333-2466
 - Senior Linkage Line at 1-800-333-2433

Prepaid Medical Assistance Program (PMAP) and MinnesotaCare plans

- Portico Healthnet supports PMAP and MinnesotaCare members with renewals and eligibility assistance.
- Refer UCare members to the following resources for assistance:
 - Portico at 651-603-4360

Stretch & Stroll at the Minnesota State Fair

UCare will host the all-day Stretch & Stroll event at the Minnesota State Fair on Seniors Day, Thursday, Aug. 28, in Dan Patch Park. There will be live music from the Pearl Brothers, senior fitness classes and giveaways.

Documentation improvement: focus on eating disorders

The most common eating disorders are anorexia nervosa (separate from anorexia, where those affected don't want to eat) and bulimia nervosa. These disorders are both classified as mental health conditions. [Anorexia and bulimia](#) primarily affect females; however, prevalence among the male population has grown.

<u>Classifications from the Cleveland Clinic</u>	<u>Tend to be or are classified as:</u>	<u>This can lead to:</u>
Anorexia nervosa	Have a negative body image, a fear of gaining weight and of being overweight.	Restriction of food intake, excessive exercise, malnutrition and severe, life-threatening conditions.
Bulimia nervosa	Binge eating, excessive amounts of food in a brief period.	Inducing vomiting, abusing laxative products, lack of control with eating behaviors and excessive exercising.

Some factors that lead to eating disorders include:

- Insecure feelings
- A need to be in control
- Family history of depression or an eating disorder
- History of sexual abuse

- Extreme social pressures
- Pressure to perform in sports

Improving the documentation of these conditions will support the severity of the patient's illness. Many medical organizations use this data to identify individuals who may need additional care coordination and medical support to maintain or improve their health status. Taking a few extra steps in documentation and diagnosing is well worth the time when it improves patient care.

In 2024, the [ICD-10-CM Manual was updated](#). Those updates included major changes in the code selection criteria that require providers to be more specific with their documentation, leading to more accurate and specified code selection.

Below are a few examples of the [new and expanded codes](#) from chapter five of the [ICD-10-CM Manual](#) (this list is not complete or all-inclusive).

- F50.010 Anorexia nervosa, restricting type, mild
- F50.011 Anorexia nervosa, restricting type, moderate
- F50.20 Bulimia nervosa, unspecified
- F50.21 Bulimia nervosa, mild
- 50.810 Binge eating disorder, mild
- F50.811 Binge eating disorder, moderate

August is National Immunization Awareness Month (NIAM)

NIAM raises awareness for why vaccines are important for people of all ages and how vaccines can help prevent serious, sometimes deadly, diseases and illnesses. All staff in healthcare practices, including non-clinical staff, play important roles in this effort.

UCare covers preventive care and vaccines at no cost. Visit the [UCare website](#) for the recommended schedule for check-ups, vaccinations and screenings.

UCare's Health Improvement Specialists educate members on the importance of preventive care and about [rewards and incentives](#) they may be eligible for by completing their preventive screenings.

If you know a member who needs additional support accessing resources, reach out to the Health Improvement Team. The team will connect members to social services and find and make referrals for food, housing, transportation and any other community resources that align with the member's needs or cultural or ethnic background.

Contact the [Health Improvement team](#) via email at outreach@ucare.org or by phone at 612-676-3481 or 1-833-951-3185 toll-free.

Training for participating providers working with UCare

UCare offers monthly virtual training opportunities for new providers and long-standing partners working with UCare. These trainings will give providers a better understanding of the following:

- UCare programs available for members
- UCare enrollment and onboarding process
- UCare provider portal and clearinghouse requirements
- Service authorization and prior authorization process within UCare
- General claim processing overview and tips
- How to notify UCare of administrative changes
- Information regarding how to access resources and assistance within UCare

Providers can register for the live WebEx on UCare's [Training and Education](#) webpage. Please choose the session that best fits your UCare enrollment.

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.

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. Add the providernews@ucare.org email address to the safe senders or contact list to ensure this doesn't happen with UCare Provider Communications emails. Each email platform's settings differ; check with your IT department or email provider for instructions.

Upcoming holiday

UCare and the Provider Assistance Center (PAC) will be closed for Labor Day on Monday, Sept. 1, 2025. 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.