



UCare’s provider training series

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 Feb. 11 and March 13. 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.

Virta Health’s virtual clinic for type 2 diabetes reversal

Available for UCare and EssentiaCare members between the ages of 18 and 79 who have a current type 2 diabetes diagnosis. Some medical conditions exclude patients from the program.

UCare teamed up with Virta Health to offer eligible members a type 2 diabetes reversal program. Virta is a virtual nutrition therapy clinic that helps members lower blood sugar, lose weight and rely less on prescription drugs. Virta’s care plan is tailored to each member and offers support from medical providers, coaches and digital health tools.

Members who participate receive:

- Nutrition education, including meal plans, shopping tips and recipe guides
- Medical supervision from a Virta physician, nurse or physician’s assistant
- Unlimited 1:1 health coaching
- Daily support with Virta’s mobile app and health tools
- Access to a private online patient community
- Diabetes testing materials including meters and strips

Members are identified for program eligibility via claims, pharmacy or other records, then they are sent communication regarding how they may benefit from the program. Visit ucare.org/virta for more information.

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UCare provider website

www.ucare.org/providers

Provider Assistance Center

612-676-3300
1-888-531-1493 toll-free

UCare introduces trading partner for electronic transactions

UCare now works with Availity as its trading partner for electronic data interchange (EDI) services. On Feb. 21, 2024, UCare's previous trading partner, Change Healthcare, experienced a nationwide network interruption related to a cyber security issue. UCare has now restored all EDI services, except 276/277, directly through Availity.

Providers still have their choice of clearinghouse. However, either providers or their clearinghouse must enroll with Availity for EDI transactions with UCare.

Providers or their clearinghouses may contact Availity:

- Through the [Availity Registration website](#)
- Via the [Chat and e-ticketing page](#)
- Over the phone at 1-800-282-4548, Monday through Friday from 8 am – 8 pm EST

For more information on electronic transactions, see the [Resources for Electronic Transactions webpage](#). UCare's Provider Manual will be updated with this information in Q1 2025.

Clinical practice guidelines

Clinical practice guidelines are designed to assist health care professionals, organizations and members by providing a framework for evaluating and treating a variety of conditions. Guidelines are not intended to replace a clinician's judgment or establish a protocol for all members with a particular condition.

Visit the [Clinical practice guidelines page](#) for a list of organizations that offer evidence-based guidelines. This list is not exhaustive, and UCare supports the use of these and other well-researched guidelines to support clinical decision-making.

Coverage update for pharmacist-provided services

Applies to UCare Individual and Family Plans and UCare Individual and Family Plans with M Health Fairview.

Effective Jan. 1, 2025, UCare updated coverage for pharmacist-provided services per Minnesota Statue 62A.15. To submit claims for reimbursement, pharmacists must be enrolled and participate in UCare's Medication Therapy Management (MTM) network and meet all provisions outlined in the [UCare Provider Manual](#). Contact the UCare Provider Assistance Center with questions.

Controlling asthma

Available for members age 5 to 64 with an asthma diagnosis.

UCare's Asthma Education Program is a personalized plan that provides daily and emergency guidance on managing asthma. The program reviews the importance of having an asthma action plan and helps members learn how to manage their asthma triggers, symptoms and medications.

Asthma educators encourage members to visit their health care provider annually to update their asthma action plan. Members are encouraged to share this plan with family members, daycare, school and sports teams so they are prepared when asthma symptoms appear.

The program accepts referrals and refers members to other programs and resources. Visit the [Disease management page](#) for referral forms or the [Health conditions page](#) for more information. Contact the disease management team at Disease_mgmt2@ucare.org, 612-294-6539 or 1-866-863-8303 with questions.

Human papilloma virus (HPV) vaccination and cervical cancer screening

It's important to talk about HPV vaccination and cervical cancer screening with patients to ensure prevention and early detection. According to the Centers for Disease Control and Prevention (CDC), HPV vaccination could prevent more than 90% of cancers caused by HPV. That's an estimated 33,700 cases in the United States every year. Regular screening is the best way to find cancer in its early stages. UCare follows the United States Preventive Service Task Force (USPSTF) screening guidelines and covers 100% of cervical cancer screening. UCare also offers an incentive for eligible members when they complete their screening.

UCare's Health Improvement Specialists call members who have not seen their provider for cervical cancer screening or other preventive care screenings. The Health Improvement Specialist will help members schedule appointments, transportation and interpreter services, as applicable.

The [Health Improvement team](#) can be reached at 612-676-3481, 833-951-3185 or outreach@ucare.org.

Restricted Recipient form updates

The Authorization for PCP Partners in Clinic form has been updated by UCare's Restricted Recipient team. This form allows primary care clinics to authorize practice partners for visits or prescribing privileges, which allows for appropriate claims payment. The UCare Restricted Recipient team must receive this form within 90 days of the date of service. Contact the Restricted Recipient team at 612-676-3397 with questions.

LivingWell Kids Kit

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

Each kit includes engaging tools to improve health and wellness. 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

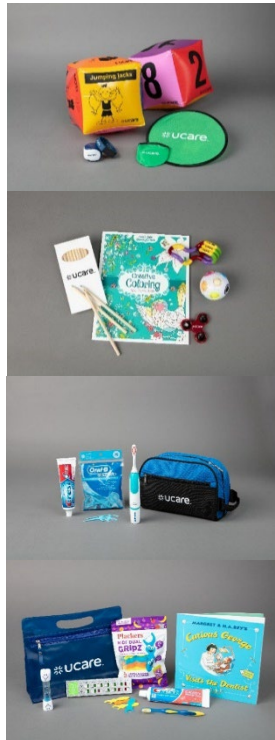
- Coloring book
- Colored pencils
- Fidget toys

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



Juniper

Available to UCare's Minnesota Senior Health Options (MSHO) members.

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 help foster well-being, prevent falls and promote self-management of chronic conditions. Members can register through the Juniper site or by contacting customer service.

SEATS Program

Available to UCare's Prepaid Medical Assistance Program (PMAP), UCare's Individual & Family Plans, MinnesotaCare, UCare Connect and UCare Connect + Medicare members age 0 to 9 and pregnant members in their third trimester.

Pregnant members are eligible to receive a car seat during their third trimester through [UCare's SEATS program](#); however, once the baby is born, the seat must be covered by the baby's insurance. UCare's SEATS program partners have seen an influx of adult members requesting car seats after their baby has been delivered. We encourage eligible members to get their car seat prior to giving birth.

Documentation improvement: Diabetes

Diabetes is one of the most frequently and incorrectly documented conditions, especially when it comes to supporting diabetes with chronic complications.

When documenting diabetes be sure to include the following:

- Type of diabetes - type 1, type 2 or secondary, due to underlying condition.
- Document any complications of diabetes.
- Note whether diabetes is controlled, uncontrolled, inadequately controlled or poorly controlled.
- Treatment plan: document whether the patient is on insulin or if the patient's diabetes is controlled by diet and exercise.
- Identify when comorbidity is not due to diabetes.
- Document the current status of any amputations or dialysis status.
- Create a clear relationship between the condition and any manifestation. Use linking verbiage such as "with, due to, or associated with." If the conditions are not related, providers should clearly document this.

Complete and clear medical documentation of diabetes plays a significant role in patient care. Accurate and thorough reporting of all conditions to the patient's disease severity level allows the patient to be identified for disease or care management that assists with improving health status.

Importance of maintaining accurate Provider Directory data

Providers are required to make sure UCare has 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 data that providers gave to UCare for the Provider Directory 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). Providers should ensure 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.

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.