



UCare Provider Manual revisions

The UCare Provider Manual was revised to reflect the recent change to business practices effective Jan. 1, 2025*, including:

- UCare’s dental administrator changed from Delta Dental to DentaQuest.

See Appendix A within the [latest version](#) for quick links to updates in the following chapters:

- Working with UCare’s delegated business services
- Provider credentialing
- Claims and payment
- UCare’s Federally Qualified Health Center – Rural Health Clinic payment carve-out process

**The fully revised UCare Provider Manual for Q1 2025 will be released later this quarter.*

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.

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UCare provider website
www.ucare.org/providers

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

100-Day medication fills

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

Eligible members can now receive 100-day supplies from their pharmacy for most medications. Providers should send prescriptions for 100-day supplies of medications (including three refills), to any network pharmacy.

Benefits of prescribing 100-day supplies include:

- Fewer trips to the pharmacy for your patients, which improves convenience and access. This is especially helpful for patients with transportation barriers or those who live in remote areas.
- Improved medication adherence**. By using 100-day fills at the pharmacy, patients only need to fill their medication three times a year instead of four or more times, when filling a 90-day supply or less.
- Saves patient's money***. UCare members pay the same copay for a 100-day supply as they would for a 90-day supply, which roughly equals one free 30-day fill per year.

**Members or patients need access to their medication at least 80% of the year to be considered adherent, based on the Centers for Medicare & Medicaid Services' (CMS) definition of proportion of days covered (PDC).

***Cost savings does not apply to UCare MSHO and UCare Connect + Medicare members as they do not have copays.

Human papillomavirus (HPV) vaccination provider education materials

Discussing the HPV vaccine series with patients and families can be challenging. The Announcement Approach can help. It offers a simple, research-backed method to make these conversations easier and more effective. For hesitant parents, research-tested responses can address concerns confidently and accurately. Access the full guide [here](#).

The American Cancer Society (ACS) and the ACS National HPV Vaccination Roundtable (HPVRT) invites rural health care partners to a collaborative learning community to enhance HPV vaccination rates among adolescents aged 9–13.

What's offered: Monthly virtual sessions and peer-based learning on quality improvement methodologies and evidence-based practices.

What's new in 2025:

- Learn "The Announcement Approach" aka presumptive messaging
- Diminish vaccine hesitancy via "Start at 9" initiative
- Close gender gaps
- Utilize trusted messengers
- Improve reimbursement processes

Cost: Free

Register: Registration is on a rolling basis; join anytime throughout the year. Learn more [here](#).

Review the [2024 Rural HPV Vaccination Learning Community recordings and slides](#) to access tools and insights for improving vaccination rates.

Coverage policies

Annual review of 2025 Coverage Policies

UCare Coverage Policies are reviewed annually to ensure they are consistent with current contract language, prior authorization processes, coding and are updated as needed. The table on the [Coverage Policies page](#) lists all coverage policies for IFP, Medicare and Medicaid. The policies have been reviewed and approved by the committee responsible for overseeing the coverage policy process.

- [Coverage Policy Annual Review Document 2024](#)

New Coverage Policies

UCare posted the Mental Health Services - (IFP) (CP-24-039A) coverage policy for Individual and Family Plans (IFP) that was effective Jan. 1, 2025.

Revised Coverage Policies

UCare posted the following revised coverage policies for IFP that were effective Jan. 1, 2025:

- Durable Medical Equipment (DME) - (IFP) (CP-IFP21-006A)
- Gender-Affirming Treatment - (IFP) (CP-IFP23-033A)
- Maternity Services - (IFP) (CP-IFP23-034A)
- Preventive Services Men/Women/Children - (IFP) (CP-IFP21-013A)
- DME: Scalp Hair Prosthesis (Wigs) - (IFP) (CP-IFP22-025A)
- DME: Enteral/Total Parenteral Nutrition (TPN) – IFP (CP-IFP20-002A)

UCare Coverage Policies provide clarification and specificity to the benefit sections of the UCare product contract. The specific contract is noted on each new or updated coverage policy.

New year, new goals

The New Year symbolizes a fresh start. Members often set intentions for positive change and self-improvement at this time. UCare's Disease Management (DM) team is here to help members achieve their resolutions and health goals through health coaching and education.

DM has trained and certified health coaches, respiratory therapists and nurses who offer support, guidance and encouragement to members as they work to improve their health and lives.

Through coaching and education, members can:

- Develop a positive vision for their health and lifestyle.
- Create achievable goals based on their motivation and readiness to change.
- Identify and break down barriers and patterns of behavior that prevent change.
- Be empowered to make lasting lifestyle changes and be held accountable for their goals.
- Receive condition-specific education and resources to support their self-management.

UCare accepts referrals for all programs and assists members within our program with referrals to other programs and resources. For more information, visit the [Managing Health Conditions page](#). To send a referral, email Disease_mgmt2@ucare.org or leave a voicemail at 612-294-6539 or 1-866-863-8303. Visit the [Disease Management page](#) for referral forms.

Connect to Wellness Kit

Available for UCare Connect and UCare Connect + Medicare plan members.

Eligible members can order one of the following Connect to Wellness Kit options to help improve their health and wellness:

- Fitness Kit
- Sleep Aid Kit
- Stress Relief Kit
- Dental Kit
- ADHD and Autism Support Kit **(New in 2025)**
- Amazon Echo Kit (only available to UCare Connect + Medicare members)
- Five-pound weighted blanket (only available to UCare Connect + Medicare members)

To order a kit[†] advise members to log in to their member account or create an online member account at member.ucare.org; or call UCare Customer Service at the number on the back of their member ID card.

[†]Members must be eligible UCare members at the time of the order. Each member is limited to one kit per year. Kit contents may be subject to change. Allow four to six weeks for delivery.

GrandPad

Available for Minnesota Senior Health Options (MSHO) and UCare Advocate plan members.

GrandPad is an electronic tablet for eligible members with a depression or anxiety diagnosis, designed to help members feel less isolated and more connected to caregivers and family. With GrandPad, members can:

- Keep in touch through voice or video calls without the need for Wi-Fi
- Tune into AM/FM stations or search for songs
- Type messages or send voice-recorded messages
- Connect with a GrandPad customer service specialist

Lutheran Social Services: Healthy Transitions Program

Available for MSHO and UCare Connect + Medicare plan members.

The Healthy Transitions Program provides individualized support, education and resources for eligible members during the critical first 30 days after a hospital or short-term rehabilitation center stay. When the member returns home from the hospital or rehabilitation center, the member is paired with a specially trained and certified community health worker. The community health worker provides two in-home and two phone visits during those 30 days.

These visits cover:

- Discharge documentation
- Home safety and fall risks
- Nutrition
- Medications
- Socialization
- Appointment setting and transportation
- Short-term goal setting
- Resources and referrals to other providers

The community health worker collaborates with the member and their care coordinator to ensure that all needs are met. Advise members to contact their care coordinator to learn more.

Caregiver Assurance Program

Available for MSHO , UCare Connect + Medicare and UCare Advocate plan members.

Eligible members and their designated caregivers receive up to 12 visits with a caregiver advisor, as well as resources and service referrals. Caregiver advisors are licensed professionals who can make the caregiving journey easier through care coordination, service advice and referrals, stress reduction tips and more.

Advise members to call 612 672-7996 (TTY users call 711) or visit the [Caregiver Assurance page](#) to learn more.

UCare Connect One Pass® eligibility changes

As of Jan. 1, 2025, UCare Connect members are no longer eligible for the One Pass® fitness program. Affected members who used the program in 2024 received a letter in December to notify them of this change.

This year, UCare Connect members will instead have access to other great programs including the Community education class allowance and Connect to Wellness Kits. For more information about UCare's Health and Wellness programs, members can log into or create their member account.

One Pass® in 2025

Available for EssentiaCare, UCare Connect + Medicare, UCare Medicare (excluding UCare Advocate Plans), UCare Medicare Supplement, UCare Your Choice Plans and UCare's MSHO.

One Pass® is a complete fitness solution for body and mind, members:

- Have access to more than 24,000 participating fitness locations nationwide
- Thousands of on-demand and live-streaming fitness classes
- Workout builders to create personalized workouts
- Home fitness kits for members who are physically unable to visit or reside at least 15 miles from a participating fitness location
- Personalized, online brain training program to help improve memory, attention and focus
- Social activities, community classes and events for online or in-person participation

Members can visit ucare.org/onepass or call 1-877-504-6830 toll-free (TTY 711) from 8 am – 9 pm, Monday through Friday to find participating fitness locations and learn more.

Enhancements made to UCare's SEATS program in 2025

In 2025, UCare introduced an improved car seat program to meet the needs our younger members while considering feedback from providers, parents and car seat partners. The enhanced program offers a variety of car seat styles to fit a member's age, weight and height needs.

Pregnant members and children up to age one are eligible for infant car seat carriers. Pregnant members will continue to receive one seat per pregnancy, with exceptions made for members delivering multiple children.

Child members are eligible for two seats distributed with education provided by car seat partners and one backless booster seat. Children ages 7-9 are eligible for backless booster seats. Members can order those through their member account or by calling UCare's Customer Service number on the back of their ID card.

UCare will continue to offer convertible car seats and combination car seats through our car seat partners.

UCare Customer Service can refer members to car seat partners for car seat education and distribution.

Medical Necessity Guidelines

UCare's medical necessity guidelines are available to assist in determining medical necessity for certain clinical procedures, therapies, diagnostic tests, medical devices, etc. where coverage requires determination of medical necessity. Visit the [Medical Necessity Guidelines page](#) to review the updated utilization management criteria memo.

Documentation improvement: Focus on a yearly evaluation

Medical documentation plays a significant role in patient care. Not only must it accurately address the immediate problems or conditions the patient is being seen for, but it must also cover all co-existing conditions affecting the patient's care and overall health status.

Any conditions considered in assessing and treating the immediate problem or condition need to be documented and reported. A patient presenting with an acute injury or illness who is currently being treated for multiple chronic conditions will need their treatment options assessed differently than a patient being treated for the same acute injury or illness with no additional health factors. The chronic conditions affecting the patient's medical management need to be documented. A simple monitoring statement is sufficient, with more detail required if there is a more significant impact on the presenting injury or illness.

In addition to co-existing conditions, health status factors should be evaluated and documented. Health factors such as an amputation, dialysis, insulin dependence, alcohol dependence in remission or artificial opening such as a colostomy need annual evaluation at a minimum. Documentation and reporting of these factors are needed since they play a significant role in the patient's overall health profile.

The start of a new year is the perfect time to evaluate your patient's chronic conditions and health statuses. Accurate and complete documentation of your patient's health will support their health management needs.

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 MOCAtestation@ucare.org to request in-person or virtual training.

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](#). 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 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.

Upcoming holiday

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

- Monday, Jan. 20, 2025 – Martin Luther King Jr. 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.