



2025 UCare Provider Manual released

The UCare Provider Manual contains critical information that providers need to effectively work with UCare and our members. The provider manual was updated to reflect current business practices, visit the [Provider Manual page](#) for the revised manual.

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 March 13 and April 8. 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.

Documentation compliance

In recognition of Colorectal Cancer Awareness Month, UCare focuses on colon cancer documentation and coding compliance.

Compliant documentation should include:

- Primary site (including the organ affected and the location in the organ)
- Laterality
- Histology
- Malignant or benign
- Stage and grade
- Treatment or treatment plan
- Any secondary sites noting the primary site

Codes for malignant neoplasm of the colon are found in code category C18 and consist of four characters. The fourth character will indicate the location of the cancer:

- C18.0 – Malignant neoplasm of cecum
- C18.1 – Malignant neoplasm of appendix
- C18.2 – Malignant neoplasm of ascending colon
- C18.3 – Malignant neoplasm of hepatic flexure

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UCare provider website
www.ucare.org/providers

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

- C18.4 – Malignant neoplasm of transverse colon
- C18.5 – Malignant neoplasm of splenic flexure
- C18.6 – Malignant neoplasm of descending colon
- C18.8 – Malignant neoplasm of overlapping sites of colon
- C50.9 – Malignant neoplasm of colon, unspecified

Documentation best practices include:

- The use of terms like “metastatic” and “metastasis” alone does not clearly describe the primary and secondary sites. Instead, the use of terms like “to” and “from,” “secondary,” or “primary” will more clearly describe the origin.
 - Example: “colon cancer with metastasis to bone” or “lung cancer secondary to colon cancer.”
- For multiple metastatic sites, specifically identify each site.

Providers should not document “history of neoplasm” or “no evidence of disease” (NED) if the neoplasm is still actively being treated, even if it has been excised. Instead, document the continuum of care, noting what has been done and what is left to do.

If targeted or immunotherapy is prescribed, document whether the medication is treatment for active cancer or for prophylaxis against the cancer’s return.

- Active treatment would result in an active neoplasm code.
- Prophylaxis would result in a history of cancer code.

According to the [ICD-10-CM coding guidelines](#), “When a primary malignancy has been previously excised or eradicated from its site and there is no further treatment (of the malignancy) directed to that site and there is no evidence of any existing primary malignancy at that site, a code from category Z85, personal history of malignant neoplasm, should be used to indicate the former site of the malignancy.”

Visit the CDC website for information regarding [Screening for Colorectal Cancer](#).

Colorectal Cancer Awareness Month

UCare covers preventive colon cancer screenings for adults 45 and older and encourages members who are due to complete them. There is no additional cost for members. Visit ucare.org/rewards for more information.

Incentives are provided for members who complete one of the following screenings:

- Colonoscopy (recommended every 10 years)
- Sigmoidoscopy (recommended every five years)
- CT colonography (recommended every five years)

UCare Health Improvement Specialists schedule appointments for colon cancer and other preventive care screenings and can help with transportation or interpreting service arrangements.

If you know a UCare member who needs additional support finding resources, contact the [Health Improvement team](#) at 612-676-3481 or 1-833-951-3185, or via email at outreach@ucare.org. The team can connect or refer members to social services including food, housing and any other community resources that align with the member’s needs or cultural/ethnic background.

Disease Management (DM) overview

Available for all UCare members.

DM engages with UCare members who live with chronic conditions. The program focuses on meeting members where they are in their health journey. The program’s goal is to promote healthy living, improve quality of life, encourage self-care and develop treatment plans to better manage member conditions.

Program topics include:

- Asthma
- Chronic obstructive pulmonary disease (COPD)
- Chronic kidney disease (CKD)
- Diabetes
- Hypertension
- Heart failure
- Migraines
- Weight management

Program delivery modes include reminder mailings, newsletters, phone apps, interactive voice response (IVR) or text message education, and one-to-one phone education and coaching programs.

The team works closely with Case Management, Pharmacy, Health Improvement, Health Promotion and provider teams to assist members in self-management of their chronic conditions. UCare accepts referrals for all programs and assists members with referrals to other programs and resources.

Visit the [Managing health conditions](#) page for more information and the [Disease Management page](#) for referral forms. To send DM a referral, email Disease_mgmt2@ucare.org or leave a voicemail at 612-294-6539 or 1-866-863-8303.

Weight management program: Cecelia Health weight management virtual support program

Available for UCare Connect, UCare Connect + Medicare, MinnesotaCare, Minnesota Senior Care Plus, Minnesota Senior Health Options and Prepaid Medical Assistance Plan members age 18 or older who are identified via claims, pharmacy or other records that they currently take a weight loss medication.

UCare partners with Cecelia Health to help members better manage their health through their weight management support program. At no additional cost, members receive virtual support from a Cecelia Health registered dietician. Together, they develop a plan to achieve and maintain a healthy weight and life.

The weight management program offers one-on-one support and education to help members:

- Manage weight loss, with or without medication
- Design a personalized nutrition plan
- Access helpful guides, recipes and tips for maintaining motivation
- Get real-time feedback and chat with their clinical team through a secure app
- Connect to smart devices and share results with their clinical team
- Set goals and track progress

Visit the [Cecelia health weight management virtual support program page](#) for program details.

Dental care on the move

The UCare Mobile Dental Clinic (MDC) provides dental check-ups, cleanings and simple restorative care to UCare members who have limited access to quality dental care. All care is provided by faculty-supervised dental, dental hygiene and dental therapy students from the University of Minnesota School of Dentistry, UCare's MDC partner.

The clinic is a specially designed, wheelchair-accessible, 43-foot dental office on wheels. The MDC has three dental chairs, state-of-the-art instruments, chairside digital radiography and an electronic health record system. This clinic visits several sites in the metro and greater Minnesota each year.

Any member with a UCare dental benefit may schedule a MDC appointment, visit ucare.org/mdc for the schedule. Members can call 1-866-451-1555 Monday through Friday, 8 am to 4:30 pm, to make an appointment.

Connecting members to dental care

UCare's Dental Connection helps members manage their dental care in one phone call. Representatives help members:

- Find a dental provider or dental home.
- Schedule dental appointments, including appointments for follow up and specialty care.
- Coordinate transportation to dental appointments.
- Coordinate interpreter services for dental appointments.
- Answer dental benefit and claims questions.

Members can call the following with questions:

- Medicaid
 - 1-888-227-3310, TTY 1-800-466-7566
- UCare's Minnesota Senior Health Options (MSHO) and UCare Connect + Medicare (SNBC)
 - 1-855-209-3155, TTY 1-800-466-7566

Dental kits

Available for UCare's Minnesota Senior Health Options (MSHO), UCare Connect + Medicare and UCare Advocate Choice and UCare Advocate Plus members.

Members are eligible to receive the Adult Dental Kit once every three years. On the years they do not receive the adult dental kit, they can request the Adult Dental Refill Kit. Members are not eligible to receive the Adult Dental Refill Kit in the same year they receive the complete adult dental kit. To order the kit, eligible members may call UCare customer service.

Adult Dental Kit:

- Rechargeable toothbrush with charger
- Two extra brush heads
- Toothpaste
- Dental floss



Adult Dental Refill Kit:

- Two toothbrush heads
- Toothpaste
- Dental floss



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.

Accurate member information is key to smooth claim submissions

Each time a member presents for services, providers should ask for a current insurance card. This allows you to update information in your electronic records system, which can reduce rejected claim submissions or delayed claims processing.

When submitting a claim, the UCare member ID number listed on the card, or given on the electronic eligibility and benefit transaction, should be submitted exactly as provided; no digits should be added or excluded. Please note that all UCare members have their own unique member ID number. Do not submit claims using the subscriber ID number with a dependent code.

Maintaining current insurance information for members is imperative to successful and timely claims processing. Incorrect member information can initiate suspected fraudulent claims investigations and HIPAA violations. Please remember to verify that the information on the claim submission matches the information of the member receiving the service (name, member ID number, birth date, address, etc.).

Reminder: UCare Medicare Part D vaccine information

As a reminder, UCare denies claims for providers administering Part D vaccines in their clinics.

The preferred method is to have Part D vaccination provided at a pharmacy provider. A member would buy a Part D vaccine at a pharmacy and have it administered at the pharmacy. The member would only be responsible for the coinsurance or copayment.

Shingrix and Tetanus vaccines are covered as Tier 1 medication for Medicare members when the member is vaccinated at a pharmacy.

Additional information about Part D vaccines is available in the [Provider Manual](#).