Health Lines

September 2025

Frequently asked questions are now available for the recent UCare news

As referenced in the Sept. 5, 2025 Provider Bulletin, UCare has made the difficult decision to no longer offer Medicare Advantage HMO, POS, PPO or Group Medicare products beginning Jan. 1, 2026. This also includes the EssentiaCare product. This step reflects rising medical and pharmacy costs that have made it increasingly difficult to sustain these products while protecting UCare's overall stability and mission.

UCare created a Provider FAQs page about the **Medicare Advantage** change that will continue to be updated as new information becomes available.

Additionally, UCare continues to add questions and update the Provider FAQ regarding UCare's recent enrollment changes for **Medical Assistance (Medicaid)**. An update was made earlier this month.

2025 UCare Provider Manual Q3 update

The UCare Provider Manual has been updated to reflect current business practices. See Appendix A within the latest version for quick links to updates in the following chapters:

- Provider support
- Working with UCare's delegated business services
- Provider responsibilities
- Member enrollment and eligibility
- Provider credentialing
- Electronic Data Interchange
- Medical necessity criteria for services requiring authorization
- Clinical practice guidelines – medical, mental health and substance use disorders
- Medication Therapy Management program and pharmacist-provided services
- Health and wellness programs
- Mental health and substance use disorder services
- Integrated care management
- Home and community based services or waiver services
- Home care services
- Hospital services

Table of Contents

UCare provider website
www.ucare.org/providers

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

UCare

Flu vaccines

Flu season is here. One of the easiest and most effective ways to prevent the flu is to vaccinate. Health care provider recommendations can impact a patient's decision to get vaccinated against seasonal influenza. Please encourage your UCare patients to protect themselves and their families.

UCare covers the cost of a flu shot administered at a doctor's office, local pharmacy or convenience clinic. Members must show their UCare member ID card to receive the vaccine.

Also, it is recommended that members aged 65 or older receive a pneumococcal vaccine.

UCare's Health Improvement Team helps members schedule flu vaccines, transportation and interpreter services, as needed.

For assistance, members can email outreach@ucare.org or call 612-676-3481 or 1-833-951-3185. To schedule a ride through UCare's Health Ride program, members can call 1-800-864-2157 (TTY 1-800-688-2534) from 7 am - 8 pm, Monday through Friday.

Documentation improvement: Epilepsy

Epilepsy is a condition where a patient repeatedly experiences unprovoked seizures due to abnormal electrical activity in the brain. The cause may be diagnosed, but in many cases it is unknown (idiopathic). There are treatable (not intractable) and non-treatable (intractable) forms of epilepsy.

A seizure "**with status epilepticus**" has a duration of five minutes or more. It may be a single episode or multiple episodes without the patient returning to a normal state between the seizures, but it needs to be at least five minutes long to qualify as "with status epilepticus."

"**Without status epilepticus**" is a single seizure that lasts less than five minutes (or multiple seizures that might total longer than five minutes when added together, but the patient returns to a normal state before a single episode passes the five-minute mark).

According to findacode.com, under "epilepsy and recurrent seizures," ICD-10-CM specifies the seizures by the cause or type.

Complete documentation and accurately recording what occurs before, during and after a seizure can help providers better manage and treat patients with this condition, and is essential to assigning the correct ICD-10-CM code.

According to Medical News Today, the information to record should include:
- The time and date
- What was happening before the seizure started, and if there were any possible triggers
- If there were any warning signs or aura before the seizure, and how long these lasted
- The duration of the seizure from start to finish, excluding the recovery time
- Any symptoms the person has
- What parts of the body the seizure affected, including where symptoms started and if they spread
- Which side of the body the seizure affected
- How long it takes someone to recover and return to regular activities

Coding example: 35-year-old male presents for management of focal idiopathic epilepsy. He reports no recent seizures or medication side effects. He continues to follow up with Neurology.

Coding scenario: G40.009 - Localization-related (focal) (partial) idiopathic epilepsy and epileptic syndromes with seizures of localized onset, not intractable, without status epilepticus.

UCare Seats, Education and Travel Safety (SEATS) Program

Available to Individual and Family Plans, MinnesotaCare, Prepaid Medical Assistance Program, UCare Connect and UCare Connect + Medicare members.

UCare's SEATS program provides free car seats, installation assistance and safety education from certified car seat technicians through our trusted partners. Members who are pregnant and in their third trimester, and children aged 9 and younger are eligible to receive a free car seat. Limits may apply.

Members should call the UCare Customer Service phone number on the back of their UCare member ID card to find a car seat partner in their area.

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.

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.).

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.

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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.

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