



I-SNP - Advocate Plans Participating Facility Change Process Effective 8/1/23

Adding a Facility

UCare Advocate plan partners may **add** new participating facilities to their networks under the following conditions:

As stated in the UCare agreement:

- The facility must be appropriately licensed and accredited and have not been excluded from participation in federal or state health care programs.
- Agreement between the Parties is required in the event Participant wishes to extend contracts to additional facilities/providers.

Additionally, the facility must be:

- Within the current year UCare Advocate Plans service area.
- A Skilled Nursing Facility, Assisted Living or Memory Care (Independent Living units are not included in the UCare Advocate plans Model of Care).

Process for adding a new facility:

1. Complete the ISNP Change Form to communicate requested additions to UCare at least **60 days in advance** of the desired participation date for the facility. **Additions must be submitted on or before June 1 of the contract year for effective dates within the current contract year.** Additions proposed after this date would be effective **no sooner** than January 1 or later of the following contract year. The I-SNP Change Form can be found on the [Manage Your Information page](#), within the Add or Update a Facility or Location accordion and should be emailed to prcdemographic@ucare.org.
2. Ensure that Model of Care training is completed by facility and any new care coordination / PCP staff before effective date (UCare cannot enroll anyone who lives in a facility where staff are not trained on the Model of Care.) Coordinate with I-SNP Program Coordinator.
3. Schedule product training with UCare Sales as needed. Coordinate with UCare I-SNP Sales Manager.
4. Identify any facility-level marketing collateral needed/desired – coordinate with UCare I-SNP Sales Manager. Facilities added after a January 1 may not be listed in print marketing material.

Process for removing a facility:

1. Complete the ISNP Change Form to communicate requested additions to UCare at least **90 days in advance** of effective date. The I-SNP Change Form can be found on the [Manage Your Information page](#), within the Add or Update a Facility or Location accordion and should be emailed to prcdemographic@ucare.org.



2. If there are current UCare Advocate plan enrollees living in the facility, partner must work with UCare Sales to initiate dis-enrollment of member from UCare Advocate plans.

The primary focus should be on continuity of care, where UCare Sales staff educate the member or family on options - either on different UCare plans or a new ISNP facility to maintain coverage – whatever is in the best interest of the member.