



people powered health plans

FAQ: Elderly Waiver (EW) Services

What is the EW benefit?

The Elderly Waiver (EW) program is a federal Medicaid waiver program that funds home and community-based services for people 65 and older who are eligible for Medical Assistance (MA), require the level of care provided in a nursing home, and choose to live in the community.

What UCare members may be eligible for this benefit?

This benefit is available to eligible UCare Minnesota Senior Health Option (MSHO) and UCare Minnesota Senior Care Plus (MSC+). For Eligible Member guidance visit: [Elderly Waiver Program \(state.mn.us\)](https://state.mn.us)

Is authorization required, what is the authorization/approval process?

Yes. The member's care coordinator determines the need for services and submits a notification of service authorization to UCare for claims payment purposes. UCare will then fax a written approval letter to the provider.

Do I need to be contracted with UCare to provide EW services to UCare members?

UCare does not contract for EW services, however, UCare does recognize MN-DHS registered EW providers found on [MNHelp.Info](https://mnhelp.info) as participating providers with UCare.

- Important note: UCare contracts directly for some extended waiver services such as Nonemergency Medical Transportation (NEMT), Personal Care Assistants (PCA), Home Health Services (home care nursing, skilled nurse visit, home health aide) and Durable Medical Equipment (DME).

How do I find a member's Care Coordinator?

- Call Care Management at 612-676-6622 or 1-866-242-2497,
- Send a secure email to the Provider Assistance Center in the Provider Portal, or
- Call the Provider Assistance Center at 612-676-3300 or 1-888-531-1493.

I'm enrolled with DHS - are there additional steps I need to take before I can submit my first claim to UCare?

Yes. Once you have gone through the DHS provider enrollment process you will need to enroll in UCare's payment system before submitting a claim to UCare.

- Complete and submit the [UCare Facility Add Form](#)
- For multiple locations, a Facility Add Form must be completed for each location along with a completed W-9 form
- You will be notified via email when the process is complete.
- Claim submission prior to notification of enrollment will result in a claim rejection.

How do I bill for these services?

All claims must be submitted electronically to UCare through a clearinghouse. Minnesota E-Connect is a free clearinghouse established to meet AUC guidelines for MN electronic billing requirements. Guidance for electronic claims submission is provided in the Electronic Data Interchange chapter of the [UCare Provider Manual](#).

What special codes, modifiers or forms do I use for billing?

Bill only for services and units approved by UCare on the Service Authorization Letter

- UCare follows the [MN DHS Long-Term Services & Supports](#) procedure codes and rates for EW
- Each service (procedure code & modifier) on the claim must have a unit (number) associated with it
- Definitions for each service differ in that some indicate time, per item, per day or visit
- A week is considered Monday- Sunday when an authorization lists the number of units of service (UOS) approved per week
- EW providers bill using the CMS-1500 form



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How do I access information I need to work with UCare members?

Once enrolled in UCare's payment system, contact the portal administrator within your organization. The administrator has access rights to add, update and remove users within your organization. If there is no designated administrator account established for your organization, you may request one on the [UCare Provider Portal Registration page](#).

- The Provider Portal allows providers to be able to view claims status, explanation of payments, authorizations, verify member eligibility and secure email our Provider Assistance Center (PAC).
- The Provider Portal Administrator must work within the organization. Third-party billers cannot be the Administrator on an account. Third-Party billers can be added as a User within the portal by the organizations Portal Administrator.
- [UCare Provider Portal Quick Tips Reference Guide](#)

I am receiving paper checks and remittances; how do I receive electronic payments from UCare?

Within the [UCare Provider Portal](#), you can request electronic payment and remittance. If no selections are made, paper checks and electronic provider portal remittances are issued.

- Select Provider Payment and Remittance Request Form from the Resource Center in the Provider Portal and submit. You will be notified via email when the process is complete.
- If you have questions, email EFT835@ucare.org

My Facility Tax ID or NPI/UMPI changed, is there anything I need to do?

To ensure claim payment accuracy, keep your information up to date with UCare such as Facility Tax ID, Legal Name, Address, NPI/UMPI.

- To update your information for claims, visit the Manage Your Information page on the UCare Provider Website and complete the [Facility Change Form/Demographic Change/Update](#)
- Once the Facility Change Form has been processed, the next step is to complete the "Add Additional Clinics/Facilities Affiliated" request form in the Provider Portal under the Administrator Profile page to link the new Facility Tax ID and NPI/UMPI under one portal account to view information after the changes occurred.

I contract with a third-party biller, do I need to notify UCare?

Yes. Providers who contract with a third-party biller must have a signed authorization form on file that gives UCare permission to release information to the biller when they call UCare on behalf of the provider.

- The [Third-Party Agreement Notification Form](#) is found on the [Manage Your Information](#) page in the Add or Update Third-Party Biller Authorizations section

Does UCare have any Elderly Waiver provider resources or training available?

Providers can utilize the [UCare Non-Contracted Provider Resources](#) page on the [UCare Provider Website](#) to find information on how to submit claims for payment, what to expect after submitting a claim, authorization resources and information, gaining access to the UCare Provider Portal, UCare Policies, Provider Manual and more.

UCare also has an Elderly Waiver Provider Relations Liaison available to offer on-site or virtual training and education on UCare specific operations to participating EW providers. Contact Brooke Robinson, LADC, by email at brobinson@ucare.org or by phone at 952-256-0849.

Who can I contact if I have additional questions?

For additional questions, please contact the UCare Provider Assistance Center at 612-676-3300 or toll free 1-888-531-1493 between 8 a.m. to 5 p.m., Monday through Friday.