



### CEO Transition

After 22 years at UCare – and over four years as President and CEO – Mark Traynor has decided to leave UCare to pursue a career in teaching. Traynor and the UCare Board of Directors have been preparing for a transition this year, and his last day at UCare will be October 31, 2021. Traynor departs UCare during a period of strong growth, market-leading products and improved member experience.



The UCare Board has appointed [Hilary Marden-Resnik](#) as interim President and CEO upon Traynor’s departure. Marden-Resnik has been UCare’s Senior Vice President and Chief Administrative Officer for 11 years. As interim CEO, she will lead the 1,100-employee organization alongside an experienced, committed senior management team with a combined 72 years at UCare. The Board Search Committee has commenced a comprehensive national search for the next leader.

### Utilization Management Satisfaction Survey

We are pleased to announce that UCare’s annual Utilization Management Satisfaction Survey will be distributed in August. Surveys will be emailed to providers who submitted a prior authorization or notification after January 2021. Please note that your office may receive more than one survey if we have received a request from more than one staff person.

This brief survey should take less than five minutes to complete. We value your feedback on this important process, if you receive a survey we highly encourage you to fill it out.

As a thank you, **we will award five respondents with a \$20 Amazon gift card** for completing the survey.

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UCare Provider Website  
[www.ucare.org/providers](http://www.ucare.org/providers)  
Provider Assistance Center  
612-676-3300  
1-888-531-1493 toll free

## In-Home BioIQ Test Kits to Launch in September for UCare Members

Starting in September, UCare will once again offer members in-home testing kits for microalbumin, A1c and colorectal cancer screening (FIT kit). We continue to use BioIQ as our trusted partner in this effort to target our hardest to reach members.

When a member completes and returns the test kit(s) to the lab for analysis, both the member and their primary care clinic will receive:

- lab results in the mail
- a phone call from BioIQ if the lab result is abnormal or positive to discuss next steps

With the convenience of in-home test kits, we remove time, transportation and availability barriers so members can get the care they need, when they need it. There is no added cost for these tests to the provider or member.



Please direct questions about this program to: [ucarequality@ucare.org](mailto:ucarequality@ucare.org).

UCare members receiving the kit(s) and needing assistance can call BioIQ Customer Service at 844-813-5758, TTY: 711, Monday through Friday, 9 am – 8 pm ET.

## Osteoporosis Screening Following a Fracture

*UCare Medicare Plans and UCare's Minnesota Senior Health Options (MSHO) members only*

The UCare Quality department has an ongoing program for outreach to female members, age 65 to 85 years, who have recently had a fracture. We assist them with scheduling their bone density screening, which helps diagnose osteoporosis (low bone density). There is no cost to the UCare member for this screening.



Eligible members receive:

- An educational flyer in the mail with a gift card voucher attached.
  - We currently offer a \$100 gift card to members who complete this screening within six months following a bone fracture.
- A call from a UCare Member Engagement Specialist to assist with scheduling an appointment.
  - We offer in-home screening through QuestHealth Connect, LLC or if the member prefers, we will help schedule an appointment at their clinic.

If you receive questions from members regarding QuestHealth Connect's services, here are helpful talking points:

- The test is done by a health care technician.
- The test is done using an ultrasound. It takes pictures of the heel to detect bone loss.
- The screening is fast, simple and painless.
- It measures bone strength to see if the member is at risk for future bone fracture.
- The results will be sent to the member's doctor for review.

Questions about the program can be directed to the UCare Quality department at [ucarequality@ucare.org](mailto:ucarequality@ucare.org).

## UCare's Mental Health and Substance Use Disorder Services Access Line

UCare is a resource for providers regarding the mental health or substance use disorder (MHSUD) needs of our members.

Via our access line, Access Coordinators help to:

- Connect members to MHSUD services.
- Contact clinics and providers to schedule services such as comprehensive assessments, psychotherapy, diagnostic assessments, children's mental health services and more.
- Remind members by calling one business day prior to a scheduled appointment.
- Follow-up two business days after an appointment to assess further questions and needs.

Access Coordinators can be reached at 612-676-6811 or 833-276-1191 (toll free), Monday-Friday from 8 am-5 pm. Send email inquiries to [MHSUDaccess@ucare.org](mailto:MHSUDaccess@ucare.org).

## Mental Health and Substance Use Disorder Services Authorization and Notification Tips

UCare's Mental Health and Substance Use Disorder Services team assists providers with a smooth authorization and notification process.

Below are some helpful tips:

- To initiate a prior authorization or notification review, fax your request to our intake line at 612-884-2033 or submit by [secure](#) email to [MHSUDservices@ucare.org](mailto:MHSUDservices@ucare.org).
- To provide concurrent review information for inpatient or residential treatment services, fax your information to our utilization management review line at 612-884-2231 or send via [secure](#) email to [MHSUDConcurrent@ucare.org](mailto:MHSUDConcurrent@ucare.org).
- For timely processing, fax or [secure](#) email each member's authorization or notification request separately.
- To ensure correct service locations, please indicate the correct NPI number on the UCare authorization or notification request forms.

The UCare intake team can be reached at 612-676-6533 or 833-276-1185 (toll free), Monday through Friday from 8 am-5 pm. When you call, please provide three pieces of the member's protected health information (PHI), e.g., member identification number, PMI number, name, and/or date of birth. Please note, we cannot process any authorization requests verbally over the phone.

## Reminder: Universal Referral Form is Available for Use

Provider groups state that accuracy, completeness and timeliness when communicating member needs remains to be a priority. Previously, to assist with communication between providers, UCare created a [universal referral form](#) to promote bidirectional communication between medical, mental health and substance use disorder providers. Providers are advised to continue to utilize this form.

## Documentation Improvement: Major Depressive Disorder

When documenting for Major Depressive Disorder (MDD), it is critical to capture the episode and severity with the most accurate diagnosis codes. Accurately and completely documenting MDD to the highest degree of specificity supports high-quality care for your patients.

Documentation should include:

- **Episode:**
  - Single or recurrent
- **Severity:**
  - Mild
  - Moderate
  - Severe without psychotic features or severe with psychotic features
- **Clinical status of the current episode:**
  - In partial or full remission
- **Treatment plans, medication, counseling/therapy**

Documentation examples include:

- Major depression, recurrent, in remission
- Moderate recurrent major depression
- Major depression, single severe episode with psychotic features

## Model of Care Training

UCare's Minnesota Senior Health Options (MSHO) and UCare Connect + Medicare plans are Dual Eligible Special Needs Plans, meaning that the member's Medicare and Medicaid benefits and services are integrated into one benefit package, with Long Term Services and Supports incorporated in the MSHO product. The Model of Care (MOC) describes the population, management, procedures and UCare's approach to caring for our population. It also details how UCare provides and coordinates benefits and services for these members.

UCare's MSHO and UCare Connect + Medicare members face a host of unique challenges and barriers to getting the care they need. These products are designed with a unique set of benefits and services to help members meet these needs and assist them in staying healthy and independent.

The Centers for Medicare and Medicaid Services (CMS) requires training on the MOC for providers on the management and procedures necessary to provide services and coordination of care to members to promote knowledge of the MSHO and Connect + Medicare population and assist providers in caring for these members.

All providers are required by CMS to complete one training option annually. Two options are available:

- Review the MSHO and UCare Connect + Medicare MOC training at <https://ucare.webex.com/recording/service/sites/ucare/recording/ae8f7b29104544ccb3ab82b3bd42d94b/playback> or via the Play Recording hyperlink at the bottom of the [UCare website](#).

OR

- Attend an in-person/live WebEx presentation, visit the [UCare website](#) for the training schedule. Individual meetings are also available upon request, email [clinicaliain@ucare.org](mailto:clinicaliain@ucare.org) to schedule.

Following the training, share or review the information with all appropriate staff and partners at your clinic.

UCare recommends that you complete the [Model of Care Attestation](#), found on the [UCare website](#), for your training completion records.

Providers may contact us at [clinicaliain@ucare.org](mailto:clinicaliain@ucare.org) for information about MSHO and UCare Connect + Medicare MOC training.

## New UCare Rewards Program

*Applies to all UCare Minnesota Senior Health Options (MSHO) incentives, excluding osteoporosis, as well as two new Prepaid Medical Assistance Program (PMAP) incentives.*

UCare members can earn rewards for taking care of their health. Once members complete an eligible service, they can redeem their incentive by mail, phone or online.

- Members who are due for a service will receive a mailing from UCare Rewards. Members can send the completed health care activity coupons to:
  - Fulfillment Center
  - PO Box 7185
  - Rantoul, IL 61866
- Members can also redeem incentives by phone or online
  - 1-888-373-2828 (toll free), TTY: 711, Monday through Friday, 7 am-9 pm or Saturday 9 am-2 pm
  - <http://www.ucare.org/ri>

More information about the incentives is available at [ucare.org/rewards](http://www.ucare.org/rewards).

## New UCare Rewards Benefit Mastercard Active July 16, 2021

*Applies to UCare Prepaid Medical Assistance Programs (PMAP), MinnesotaCare (MnCare), UCare Connect (SNBC), UCare Connect + Medicare (HMO D-SNP), Minnesota Senior Care Plus (MSC+), UCare Individual & Family Plans, UCare Individual & Family Plans with M Health Fairview & North Memorial Health, UCare Medicare Plans, UCare Medicare with M Health Fairview & North Memorial Health and EssentiaCare.*

To offer flexibility and choice to our members, the UCare Rewards Benefit Mastercard is a reloadable Mastercard. Members will no longer receive a Target gift card upon completion of an incentive. When a member completes their first incentive, they will receive a UCare Rewards Benefit Mastercard. For subsequent incentives earned, the Mastercard will be reloaded with the reward value, and members will be notified.

How can you help? Remind members:

- Not to throw their card away, as the card is reloadable.
  - Reward cards are valid through the expiration date displayed on the front.
  - As members renew their UCare plan each year, the card will continue to be valid.
- The card can be used anywhere Mastercard is accepted.
  - This card cannot be used for cash or any cash equivalent.
  - This card will not work at liquor, firearm or tobacco/vaping retailers.

If a member is having problems using the UCare Rewards Benefit Mastercard, advise them to call 1-866-609-4651 (toll free) to:

- Request a replacement card.
- Check their available balance.
- Retrieve a pin number (this number can't be customized).

If a member called but is still experiencing problems, direct them to call the number on the back of their member card and our Customer Service team will assist.

## Ineligible Provider List Updated August 4, 2021

Contracted UCare providers must make sure that they, their company, owners, managers, practitioners, employees and contractors are not on the UCare Ineligible Providers List.\* Providers should search the list of UCare Ineligible Providers on a regular basis, and before hiring or entering into contracts with individuals to provide services or items to UCare members. The most current list can be found under Provider Inquiries on the Provider Portal. Please reference Chapter 5 of the UCare [Provider Manual](#) for additional information.

Questions regarding the UCare Ineligible Providers List should be directed to [compliance@ucare.org](mailto:compliance@ucare.org).

\*Please note: This list is in addition to any prior and ongoing communications regarding ineligible individuals that network providers may receive.

## Upcoming Holiday

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

- Monday, September 6, 2021 – Labor 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.

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**ONLINE**

[www.ucare.org/providers](http://www.ucare.org/providers)

**Call**

612-676-3300,  
1-888-531-1493

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55440-0052

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