



Summary of UCare Health Care Plan Benefit Changes for 2022

UCare Medicare Plans:

UCare will continue to offer a broad portfolio of Medicare Advantage plans across Minnesota, including low and \$0 premium options. Plans will have minimal premium changes for 2022. All plans will continue to cover supplemental benefits for vision and hearing, as well as provide a range of dental benefits. All but two plans will include prescription drug coverage.

There are no new plans or plan closures. UCare’s partnership plan with Essentia Health, EssentiaCare, will not have any plan changes and will remain available in 11 counties in Minnesota and three in Northwestern Wisconsin. Medicare Advantage Group plans will continue to be available in Minnesota and parts of Wisconsin.

UCare Medicare with M Health Fairview & North Memorial Health will lose one plan option, Care Advantage, in 2022. Members who wish to remain with UCare may select another Medicare plan. However, we will launch a new \$0 premium plan called Care Wise. This plan includes prescription drug coverage and, along with the UCare Core plan, will be available in seven Twin Cities Metro counties.

There will be minimal changes to benefits in UCare’s Medicare offerings for 2022. Some plans will increase maximum out-of-pocket amounts and several plans will increase ambulance copays. Ambulatory surgery center copays will be reduced by \$25 on several plans. The UCare Classic plan will offer reduced copays on hearing aids, a reduced Part D deductible and a new medication reconciliation program for members discharged from the hospital. New for 2022, UCare Classic members in the Twin Cities will have access to routine acupuncture 12 times a year, at a \$20 copay per visit.

UCare will continue to participate in an insulin savings model program that allows UCare to offer select insulins, on all plans with drug coverage, for a \$30-\$35 copay. The Shingrix shingles vaccine will remain under Tier 1 in UCare’s drug formulary for Medicare products. Members should go to network pharmacies to receive their vaccine.

There will be enhancements to supplemental benefits on UCare Medicare plans for 2022. Several plans will increase the allowance for dental services, and some will have over-the-

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counter allowance increases from \$50 to \$75, available twice annually. One plan will increase the allowance for eyewear and contact lenses. All plans will offer members the ability to manage eyewear dollars, as well as plan rewards and incentive dollars, on a new UCare-branded MasterCard. Another notable transition is a change in fitness vendors from SilverSneakers to One Pass in 2022, bringing both an expansion of the fitness center network and more virtual fitness alternatives for members.

UCare will continue to work with the following delegates for certain benefits:

- **TruHearing** - Routine hearing exams, hearing aids, and hearing aid fittings and evaluations.
- **Healthy Savings OTC** - Over-the-counter benefits.
- **Delta Dental** - Routine and restorative dental benefits.
- **Mom's Meals** - Certain UCare plans will continue to offer a limited home-delivered meal benefit for members with congestive heart failure, after a hospital discharge.

UCare continues to monitor the COVID-19 pandemic and will operate under federal pandemic guidelines until instructed otherwise. UCare will also have some additional flexibility to cover Medicare-approved telehealth and e-visits in 2022, if the pandemic situation changes.

Institutional Special Needs Plans (I-SNP):

UCare introduced I-SNPs in 2021. We will expand them in 2022 by adding four new primary care and care coordination partners plus almost one hundred additional participating facilities. UCare will also expand the I-SNP service area to 17 counties, with the addition of Blue Earth, Carver and Sherburne. There will be minimal to no premium increase, and reductions in out-of-pocket maximum, Part D deductible, and outpatient hospital, surgery and ambulance copays. Dental and over-the-counter benefit allowances will increase.

The UCare Advocate Choice and UCare Advocate Plus (HMO I-SNP) plans serve adults with Medicare who have lived in a nursing home for more than 90 days and those in assisted living or memory care who are assessed as needing nursing home level of care. The UCare Advocate plans are Medicare-only plans, serving residents of participating facilities in a 17-county service area that includes: Anoka, Blue Earth, Carver, Benton, Chisago, Dakota, Hennepin, Isanti, Mille Lacs, Morrison, Ramsey, Rice, Scott, Stearns, Sherburne, Washington and Wright counties.

The UCare Advocate care model focuses on in-facility primary care and care coordination from Genevive, Bluestone Physicians, CareChoice, Fairview Partners and Lifespark. The model of care is focused on high-touch care management to improve outcomes through reduced ER, inpatient and out-of-facility care visits. The UCare Advocate plans have low premiums and competitive cost sharing.

Each plan includes supplemental hearing aid, vision and dental allowances, over-the-counter drug coverage, limited transportation and special benefits to support members with COPD or heart failure.

Medicare Supplemental Plans:

In late 2020, UCare introduced Medicare Supplement plans (also known as Medigap or MedSupp) in all Minnesota counties. These plans provide additional coverage for individuals with Original Medicare, filling in the "gaps" in payment left over after Original Medicare pays for medical services. These include deductibles, copayments, coinsurance and other out-of-pocket costs.

Three plan options are available:

- UCare Basic Medicare Supplement
- UCare Extended Basic Medicare Supplement
- UCare \$20/\$50 Copay Medicare Supplement

All three options cover a fitness benefit, which will be provided by OnePass in 2022, and tobacco cessation services. There will be no increases to UCare Medicare Supplement plan premiums in 2022.

UCare Individual & Family Plans (IFP):

UCare is excited to introduce a new 2022 plan option with M Health Fairview, designed for young adults under age 30, with basic coverage at the lowest premiums in the market. M Health Fairview Core will be offered in the 10 greater metro area counties our partner plans currently serve.

Following a year of rising medical costs and reduced funding for Minnesota's reinsurance program, IFP premiums will, on average, *increase* by 11% in 2022. However, UCare will continue to offer some of the lowest-cost plans in the market, and many Minnesotans will see a *decrease* in net premiums due to the American Rescue Plan's expanded subsidies.

As in 2021, UCare's IFP portfolio will feature both HSA-compatible and copay designs. In 2022, our Silver copay plans will offer unlimited office visits for a \$40 primary care copay and \$70 specialist copay – not subject to deductible. In addition, all plans will continue to offer a wide array of wellness programs and discounts. Two new programs will join the line-up in 2022: a Member Assistance Program offered by M Health Fairview (this will feature counseling sessions and a variety of support resources), and UCare's SEATS car-seat program, which is currently available to our State Public Programs members.

UCare Individual & Family Plans will continue to be available in 77 counties across Minnesota, with no change in the service areas.

State Public Programs (SPP):

COVID-19 Flexibilities

UCare remains focused on the COVID-19 pandemic and its effect on our members. We will continue to follow Minnesota Department of Human Services (DHS) telehealth guidelines and other flexibilities because of COVID-19. We will monitor state and federal policy changes and communicate any changes to these policies. For more information, visit [UCare's COVID-19 Information for Providers](#).

Medicaid Plans

UCare will continue to follow DHS guidance on continuation of expanded Medicaid telehealth coverage, continuing coverage of audio-only telehealth services, unlimited telehealth visits per week and visits originating from the provider or members' home until July 1, 2023, or until further notice from DHS.

To support members who need or prefer virtual care, UCare will continue to cover unlimited e-visits, or virtual visits, at no cost for all SPP members via [virtuwell](#). Members will be able to use [virtuwell](#) to initiate care online 24/7 for diagnosis and treatment of more than 60 conditions including flu, pink eye, skin conditions and UTIs. Members can access care without leaving home and pick up any prescribed medications sent to their preferred pharmacy.

There will be no change to co-pays for Prepaid Medical Assistance Program, MinnesotaCare, UCare Connect or Minnesota Senior Care Plus plans for 2022. Updates to Medicaid benefits for non-pregnant adults include non-surgical treatment for periodontal disease, including scaling and root planing once every two years for each quadrant, and routine periodontal maintenance procedures (effective upon federal approval). Medicaid will also cover enhanced asthma care services, including home visits and related equipment such as pillowcases and HEPA filters. UCare Minnesota Health Care Programs members will be able to receive a 90-day fill for certain prescription drugs, weight loss drugs will no longer be excluded from the preferred drug list, and brand-name multisource drugs listed in preferred status on the preferred drug list will be available for \$1 per prescription (reduction from \$3). Finally, telemonitoring related to a patient's vital signs or biometric data transmitted to their provider will be covered through Medicaid in 2022.

Dual Eligible Special Needs Plans

UCare's Minnesota Senior Health Options (MSHO) will feature several additional supplemental benefits, including, unlimited access to Juniper's evidence-based health education classes for falls prevention, self-management of chronic conditions (arthritis, chronic pain, diabetes), active living and Tai Ji Quan. To assist with access to community-based wellness activities, UCare has expanded the MSHO flexible transportation benefit to provide three round trip rides per week to participating health clubs, WW weight management workshops, Juniper health classes or a combination of all three. UCare will expand support of members with diabetes or congestive heart failure by offering a \$30 monthly nutritious food allowance. To support members recently discharged from the hospital, we will offer four sessions with a community companion who can help with a safety assessment, follow-up visit coordination and resource coordination. Finally, to help members manage their household affairs, UCare will cover up to four hours per month of individualized home supports with training every six months.

In 2022, UCare will support UCare Connect + Medicare (SNBC) members who have dental anxiety by offering nitrous oxide coverage for two visits per year. To help members with weight management, UCare will offer 13 weeks of WW in-person or virtual weight management workshops for UCare Connect + Medicare members. This includes access to online resources like Headspace and Aaptiv.

UCare will offer several new benefits to both MSHO and Connect + Medicare members. Our new vendor, One Pass, will provide expanded fitness benefits that include a broader range of health clubs, as well as brain training and no-cost social events, activities and classes. Both plans will cover progressive eyewear lenses, anti-glare lens coating and photochromic tinting, available exclusively from Eyekraft. To address ongoing COVID-19 concerns, we will offer a personal protective equipment kit (one reusable mask, hand sanitizer and disinfecting wipes).

Building Bridges Between Health Care and Communities with Culture Care Connection

[Culture Care Connection](https://culturecareconnection.org) (culturecareconnection.org) has been reimagined and redesigned to better support physicians and other clinical and non-clinical health care professionals who serve patients who may not speak English or be familiar with or trustful of traditional United States medical practices.

First launched by Stratis Health and UCare in 2008, this online learning and resource center began with the mission, "to provide actionable resources and information on cultural competency and connection to tools, resources and training in Minnesota."

The long-standing collaboration between Stratis Health and UCare thrives as we continue to advance a shared commitment to addressing social determinants (or drivers) of health (SDoH) and inequitable care and biases and improve patient and community health. The vision for the Culture Care Connection redesign was inspired by the disparate impact of COVID-19, uncertainties about the Delta variant, the racial justice crisis, and declining health and life expectancy for members of racial and ethnic minority groups. Health care and social needs gaps that were already at crisis levels worsened during local and world events.

A recent full-length article in [Minnesota Physician](#) tells the full story of this important tool to support doctors and other health care professionals as they take community-based social drivers into account to ensure patients receive culturally and linguistically appropriate care.

UCare’s Virtual “A Salute to Excellence!” Celebrates 19 Providers

UCare held its 13th annual “A Salute to Excellence!” event Thursday evening, Sept. 30, 2021. The virtual event honored 19 Minnesota clinics and care systems with top results in 2020 Healthcare Effectiveness Data and Information Set (HEDIS) measures. Awards were given for health care providers who delivered high-quality care to UCare’s Medicare, Medicaid and Special Needs Plan members. Convergence Integrated Care (CIC), a statewide network of community-based mental health programs, received UCare’s first ever Innovation Award.

This year’s A Salute to Excellence! was hosted online, with more than 50 health care clinicians and staff in attendance. The evening featured a presentation from Dr. Marilyn Peitso, President, and Janet Silversmith, CEO, of the Minnesota Medical Association (MMA) on clinical implicit bias in health outcomes.

A Salute to Excellence! honored the following clinics and care systems from across Minnesota and western Wisconsin:

- Alomere Health
- Alexandria Clinic
- CentraCare
- Gundersen Health System
- HealthPartners/Park Nicollet
- HealthPartners/Stillwater Medical Group
- Mankato Clinic
- Mayo Clinic
- Minnesota Community Care
- NorthPoint Health & Wellness Center
- Olmsted Medical Center
- Open Cities Health Center
- Ridgeview
- Sanford
- St. Luke’s Hospital of Duluth
- United Family Medicine
- University of Minnesota Physicians
- Voyage Healthcare
- Winona Health Service

UCare 2021 Q4 Provider Manual Update

The 2021 Q4 Provider Manual has been updated to reflect current business practices. See the Appendix for quick links to updates in these chapters:

- UCare Nondiscrimination Policy
- Provider Responsibilities
- Member Enrollment and Eligibility
- Provider Credentialing
- Claims & Payment
- Electronic Data Interchange (EDI)
- Medical Necessity Criteria for Services Requiring Authorization
- Clinical Practice Guidelines – Medical & Mental Health and Substance Use Disorders
- Quality Program
- Health Promotion Programs
- Mental Health and Substance Use Disorder Services
- Interpreter Services
- Maternity, Obstetrics & Gynecology

The latest version of the Provider Manual is available at <https://www.ucare.org/providers/policies-resources/provider-manual> then click "UCare’s Provider Manual."

Lifespark and UCare Announce Innovative Partnership to Deliver on Population Well-Being for Seniors

UCare has strategically invested in Lifespark, the leader in whole-person senior services. Lifespark’s population health operating system and technology platform will holistically serve Minnesota seniors. Lifespark’s home and community-based delivery system is powered by proprietary technology that combines Electronic Medical Records (EMR), social drivers of health (SDoH), all direct care and service interactions, as well as historical claims data to create a deep, person-centered, trusting relationship with seniors and their families.

As the aging population grows at unprecedented rates, Lifespark and UCare are committed to offering new and innovative services to improve older Minnesotans’ health and health care experience in both home and senior living communities. Their focus will be on providing solutions for all aspects of a member’s well-being – social, emotional, medical and financial.

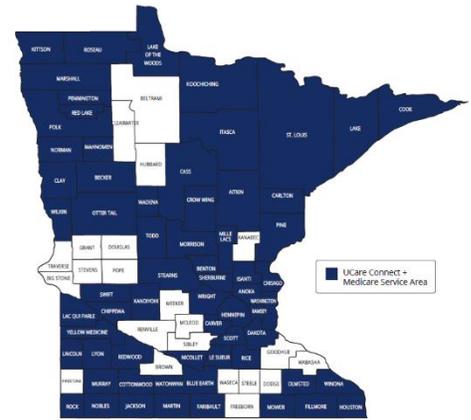
UCare Connect + Medicare Service Area Expansion

Our integrated Special Needs Basic Care (SNBC) plan, UCare Connect + Medicare (HMO D-SNP), is expanding to serve 65 counties in Minnesota. This expansion will be effective January 1, 2022. The new counties UCare will serve include Wadena, Todd and Morrison*.

We currently serve residents with disabilities in these counties through UCare Connect (Medicaid-only SNBC). Now we will also be able to serve those enrolled in Medical Assistance and have Medicare Parts A and B.

This plan provides a full range of benefits including:

- Part D prescription drug coverage.
- Rewards for completing important preventive services.
- A fitness program with gym membership, online classes and more.



Our updated UCare Connect + Medicare service area is outlined in the map to the right.

Visit ucare.org/connectplus for more information.

**Providers must have Minnesota Special Needs Basic Care, dually eligible, integrated listed in their agreement in order for them to be considered an in-network provider for this product.*

Updated Medical Injectable Drug Authorization List

The [Medical Injectable Drug Authorization List](#) was recently updated. The medical drugs on this list are typically administered in the provider’s office and require either prior authorization or step therapy approval before they can be dispensed or given.

The drugs listed below have been added or had criteria that was updated within the last month:

- | | | |
|------------|-------------|------------|
| • Berinert | • Entyvio | • Spinraza |
| • Cinryze | • Aliqopa | • Stelara |
| • Ruconest | • Beleodaq | • Padcev |
| • Haegarda | • Blincyto | • Blenrep |
| • Firazyr | • Kadcyta | • Monjuvi |
| • Kalbitor | • Poteligeo | • Viltropo |
| • Takhzyro | • Synribo | |
| • Nucala | • Luxturna | |

Medical injectable drug policies, which include effective dates, are available on the [Medical Drug Policies page](#).

COVID-19 Information for Providers

The COVID-19 situation is changing quickly, and we are monitoring changes closely. To assist our provider partners in navigating this changing situation, UCare created a [COVID-19 Information for Health Care Providers](#) page on our provider website.

Recently, we updated the following sections:

- On the Billing and Payment page, CPT and HCPCs codes were updated for COVID-19 related services diagnostic testing.
- On the Billing and Payment page, COVID-19 vaccine guidelines were added or updated. Coding guidance for the administration of the COVID-19 vaccine in the patient's home was added.
- On the Billing and Payment page, drug and administration codes were updated within the COVID-19 Monoclonal Antibodies section.
- On the Authorizations page, the end date for the waiving of authorization for post-acute services was extended from October 31, 2021, to January 31, 2022.

UCare monitors inquiries for common questions and will update these web pages with additional information as it becomes available. We recommend [visiting the website](#) regularly for the latest information.

Appropriate Use of the -CS Modifier to Waive Cost Share for COVID-19 Related Services

Providers are asked to check their billing processes and systems to make sure the -CS modifier is being used correctly. The -CS modifier should be used to identify when cost-share for UCare members (in Medicare, Dual Integrated Products when Medicare is the primary benefit and Individual & Family Plans products) should be waived for services related to testing and evaluation of COVID-19.

UCare continues to see claims related to testing and evaluation of COVID-19 where the -CS modifier is **not** being appended. Other claims are being submitted with the -CS modifier appended for services where no testing has been done, the service provided is not waiver eligible and/or the diagnosis is unrelated to COVID-19. The most current list of Centers for Medicare & Medicaid Services (CMS) waived services can be found [here](#).

Appropriate use of the modifier will ensure that members receive the correct benefit for COVID-19 related services.

Documentation Improvement: Hypertension

Proper documentation of hypertension will support provider communication and medical resources to improve patient health status. When documenting hypertension, providers need to specify¹:

Type	"Essential hypertension," "hypertension secondary to renal artery stenosis," "renovascular hypertension," "drug resistant," "accelerated," etc.
Acuity of hypertension	"Hypertensive urgency"
Systemic involvement	"Hypertension with ventricular hypertrophy," "hypertension with diastolic dysfunction," "hypertension with heart failure" and state the type and severity of heart failure (systolic, diastolic, combination, acute, chronic, acute-on-chronic) or "hypertension with chronic kidney disease" and state the stage of CKD
Underlying cause	"Underlying renal conditions" or "hormonal disorders," "sedentary lifestyle," "excessive amounts of alcohol," "stress," etc.
Tobacco use/exposure	Any related tobacco use, abuse, dependence, history or exposure (second hand, occupational, etc.)
Treatment	Medications, lifestyle changes, other

¹. Optum: *Documenting to satisfy reporting requirements 01/08/2020.*

UCare SEATS Program

UCare's Safety Education and Travel Safety (SEATS) program has distributed over 2,200 free car seats to members statewide in 2021. The SEATS program provides free car seats along with installation and safety education from certified car seat technicians through trusted partners. During the pandemic, partners take extra steps to ensure families safely receive their car seat education through in-person visits and/or virtual sessions.

Members in the following plans are eligible for the UCare SEATS program (limits may apply):

- Prepaid Medical Assistance Program (PMAP), MinnesotaCare (MnCare), UCare Connect (SNBC) or UCare Connect + Medicare plans
 - Members who are pregnant (third trimester or later) or children age seven or younger

Members can call the UCare Customer Service phone number on the back of their UCare member ID card for information to locate a car seat partner in their area.

Clinical Practice Guidelines Approved

UCare, through its Quality Improvement Advisory and Credentialing Council (QIACC), adopts and disseminates evidence-based clinical practice guidelines from nationally or locally recognized sources to support good decision making by patients and clinicians, improve health care outcomes and meet state and federal regulatory requirements.

At least every two years, QIACC reviews and approves the content of the guidelines. In September 2021, UCare reviewed and approved the following clinical practice guidelines:

Asthma, Diagnosis and Management

Primary Source: Global Initiative for Asthma

Obesity in Adults; Prevention and Management

Primary Source: American Academy of Family Physicians

Care of the Older Adult

Primary Source: American Geriatrics Society

Prenatal Care

Primary Source: American Academy of Family Physicians

Diabetes, Type 2; Diagnosis and Management

Primary Source: American Diabetes Association

Preventive Services for Adults

Primary Source: American Academy of Family Physicians

Management of Heart Failure in Adults

Primary Source: Journal of the American College of Cardiology (JACC)

Preventive Services for Children and Adolescents

Primary Source: American Academy of Pediatrics Bright Futures (AAP)

To view UCare's current clinical practice guidelines, see the Clinical Practice Guidelines chapter of the [UCare Provider Manual](#) or visit the [Clinical Practice Guideline web page](#).

Ineligible Provider List Updated October 15, 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.

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

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/recordingservice/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 clinicalliaison@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 clinicalliaison@ucare.org for information about MSHO and UCare Connect + Medicare MOC training.

Reminder: UCare Medicare Part D Vaccine Information

As a reminder, UCare began denying 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. Additional information is available in the Claims & Payment section of the [Provider Manual](#).

Upcoming Holidays

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

- Thursday, November 25, 2021 – Thanksgiving
- Friday, November 26, 2021 – Day After Thanksgiving

If you need assistance during these times, 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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