Health Lines
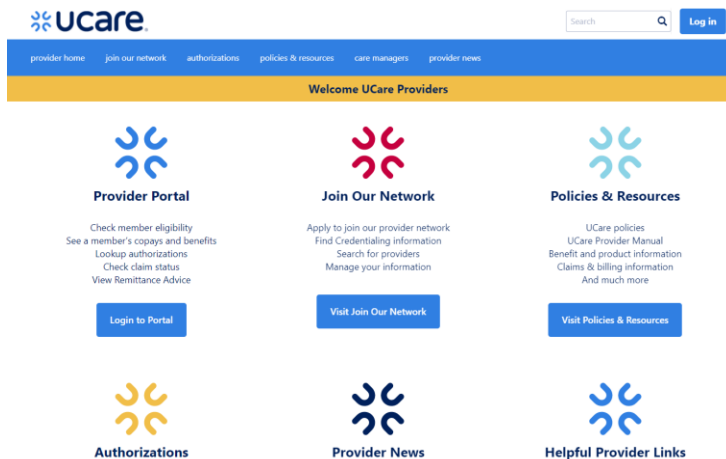
An Updated Look for UCare.org/providers

In August, UCare launched a new website. We are excited to provide you with an improved digital experience.

Website changes and enhancements include:

Revised home page – reorganized so you can find the information you need quickly and easily. You will still find main resources like our Provider News and Policies & Resources pages linked on our home page. Also, make sure to visit the Helpful Provider Links section for easy access to frequently used resources.

Navigational "bread crumbs" – these are located in the upper left-hand corner of the page. They're a snapshot of where you are within the site and allow you to quickly navigate back a level by clicking them.

Search box – located in the upper right-hand corner, this is a quick way to find what you're looking for and allows you to search both provider and member-facing page content.

Forms page – this newly created page was designed to provide a one-stop place to access the provider forms you need.

A fresh design – the UCare brand is now consistently represented across both the provider and public-facing pages.

UCare Provider Website
www.ucare.org/providers

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

Claims & Billing – this page is now accessible under Helpful Provider Links on the homepage or on the Policies & Resources page.

Some things to keep in mind when you visit the new UCare provider website:

- Check the bookmarks you currently have saved, make sure to update those bookmarks with the new URLs displayed in the address line.
  - Note: It is best not to bookmark a document. Instead, bookmark the page you access the document from rather than the document itself.
- All content from the previous website is now on the new site, but it may be in a somewhat new location.

UCare will continue to update the website to enhance the provider online experience. Watch *Health Lines* for information about future developments to assist you in serving our members. We will spotlight different sections of the website in more detail in the months to come.

UCare Provider Portal to Be Unavailable

UCare's Provider Portal will be unavailable from 6 pm, Saturday, Sept. 11 through 9 am, Sunday, Sept. 12 for maintenance testing. Please plan to access the portal before or after that time frame. We apologize for any inconvenience.

Joy Marsh Joins UCare as Associate Vice President, Equity and Inclusion

Joy Marsh (she/her) has been hired as UCare's Associate Vice President of Equity and Inclusion. Marsh will be responsible for increasing UCare's accountability and leadership of Diversity, Equity and Inclusion (DEI) efforts, and work to advance health and racial equity among members and the community. The creation of this new role is a significant step in UCare's journey to become an anti-racist organization.

Marsh is a racial and transgender equity leader with a demonstrated history of leading organizational and systems change in government administration, financial services, health care, nonprofit and education sectors. She comes to UCare from the City of Minneapolis where she was Director of the Division of Race and Equity for the last six years.

At UCare, Marsh will lead UCare's anti-racism initiatives working with internal and external stakeholders to identify and address health disparities, foster a DEI workplace and dismantle systemic racism in UCare policies and procedures. She will lead a newly created Equity and Inclusion Department and report to UCare's Senior Vice President and Chief Medical Officer Julia Joseph-Di Caprio, MD, MPH.

New UCare Coverage Policies Added

The following new coverage policies for UCare's Individual and Family Plans (IFP) will be effective October 1, 2021:

- Colorectal Cancer Tests (CP-IFP21-012A)
- Infertility Diagnosis (CP-IFP21-011A)
- Palliative Care (CP-IFP21-010A)
- Preventive Services Adults/Women/Children (CP-IFP21-013A)

UCare Coverage Policies provide clarification and specificity to the benefit sections of the UCare product contract. The specific contract is noted on each new or updated coverage policy. All UCare Coverage Policies are available on the provider website at https://www.ucare.org/providers/policies-resources/coverage-policies-disclaimer.

September is Falls Prevention Awareness Month

Falls are the leading cause of fatal and non-fatal injuries for older adults. Each year one in three adults, age 65 or older, experience a fall. Since falls are common among older adults, many develop a fear of falling. This fear may cause them to limit their activities, which leads to reduced mobility, loss of physical fitness, and an increased risk of falling.

Providers can help by making sure to assess every patient over 65 years of age for fall risk and to talk to members about fall prevention measures. For more information visit ucare.org/falls.

UCare Offers the Strong & Stable Kit to Help Prevent Falls
Available for UCare's Minnesota Senior Health Options (MSHO) and UCare's Minnesota Senior Care Plus (MSC+) members.

Select members are eligible for one Strong & Stable kit per year. Members can contact their care coordinator or case manager to order a kit.

UCare's Strong & Stable kit includes:

- Theraband resistance bands
- Tip sheets with helpful fall prevention advice
- Tub grips
- Night light
- Medication box

New UCare Tobacco & Nicotine Quit Program for Maternity

UCare now offers a special program to help UCare members who are planning a pregnancy, are currently pregnant or are postpartum. The program helps them quit smoking, chewing tobacco and/or vaping.

Through this program, members have access to:

- Specially trained quit coaches.
- Intensified behavioral support with relapse prevention.
- An increased number of outbound coaching calls.
- Unlimited inbound coaching calls.

Pregnant and postpartum members who call the quit line to complete an initial assessment will receive a $25 gift card.

Members can enroll by calling the UCare Tobacco & Nicotine quit line at 1-855-260-9713 (toll free), visiting myquitforlife.com/ucare or downloading the Quit for Life mobile app on a smartphone.

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.

Additional information is available in the Claims & Payment section of the [Provider Manual](#).

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.).

Documentation Improvement: Stroke

A cerebrovascular accident (CVA/stroke) is a medical emergency and requires immediate medical care. Documenting and reporting for stroke can be challenging due to the meaning behind the diagnosis and code set.

Tips on how to document for CVA/stroke:

- It is only during the initial care of a CVA/stroke that the diagnosis of acute stroke and corresponding diagnosis codes are appropriate.
- When a provider evaluates and treats a patient in the office after the initial care of a CVA/stroke, the provider usually addresses one of two situations. The patient either has made a recovery without long-lasting complications or there is a residual condition(s).
- If there are late effects of the CVA/stroke, the documentation should clearly note the deficit and treatment allowing the sequelae of stroke code to be assigned.
- Using an acute CVA/stroke diagnosis for office visits would be erroneous.
- When there are no lasting complications, history of CVA/stroke is the appropriate diagnosis and code assignment.

Accurate documentation and code selection is necessary to correctly report the health status of your patients and their needs post CVA incident.

Ineligible Provider List Updated August 5, 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.

ONLINE
www.ucare.org/providers

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

EMAIL
providernews@ucare.org

MAIL
UCare, P.O. Box 52, Minneapolis, MN
55440-0052

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