Health Lines

Frontline Worker Pay Applications Accepted Until July 22, 2022

In April of 2022, frontline worker payments were signed into law to assist Minnesotans who worked the frontlines during the COVID-19 public health emergency. You or your employees may be eligible to apply for Frontline Worker Pay. Visit the [Minnesota Frontline Worker Pay website](#) for more information and to apply.

Kidney Health Evaluation for Patients With Diabetes

UCare collects quality data from our providers to measure and enrich the quality of care members receive. Kidney Health Evaluation for Patients with Diabetes (KED) is one of the many aspects of care we measure and address in our quality programs.

In 2020, the National Committee for Quality Assurance (NCQA), in collaboration with the National Kidney Foundation, released this new measure with hopes to improve kidney health nationwide. KED tracks the percentage of adults age 18 - 85 with diabetes (type 1 and type 2) who received an annual kidney health evaluation, including both of the following tests during the measurement year:

- Estimated glomerular filtration rate (eGFR)
- Urine albumin-creatinine ratio (uACR)
  - *Please note: the uACR is identified by the patient having both a quantitative urine albumin test and a urine creatinine test with service dates four or less days apart.*

There is substantial underutilization of chronic kidney disease (CKD) testing in at-risk patients, with less than half of diabetic patients receiving both annually. This measure promotes amplified testing that combines assessment of kidney function (eGFR) and damage (uACR) to assist in identification of CKD and the development of a treatment plan.

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UCare Provider Website
www.ucare.org/providers

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

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Strategies for improvement:
- Set alerts in your electronic medical record to order an eGFR and an uACR annually for a diabetic patient.
- Dedicate time to educate patients on effects of diabetes and why these tests are important to complete annually.
- Ensure your patient understands what the results of an eGFR and an uACR mean to their health journey.

UCare currently offers a $30 incentive to members who complete these tests during the measurement year. If your patient is interested in learning more, have them visit the UCare Rewards and Incentive website.

Any questions about the measure can be directed to UCare Quality a ucarequality@ucare.org.

Ineligible Provider List Updated June 24, 2022

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 the Provider Responsibilities chapter of the UCare Provider Manual for additional information.

Questions regarding the UCare Ineligible Provider 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.

Update to Medical Authorization Grids for Acupuncture Services

Medical services authorization grids have been updated with changes related to acupuncture services for members in UCare's Prepaid Medical Assistance Program, MinnesotaCare, UCare Connect, Minnesota Senior Care Plus, UCare's Minnesota Senior Health Options and UCare Connect + Medicare plans. These changes are effective August 8, 2022. For more information, see the June 21, 2022 Provider Bulletin on the Provider News page.

Over-the-Counter (OTC) Benefit Through Health Savings

Available for UCare Medicare Plans, UCare Medicare with M Health Fairview & North Memorial Health, EssentiaCare, UCare Advocate Choice and UCare Advocate Plus Plans.

Twice a year, eligible members receive an over-the-counter (OTC) allowance to use on items like adhesive bandages, allergy medication, vitamins and more.

Eligible members can purchase these OTC items through:
- Any of the 489+ participating locations across Minnesota.
- Online at the URL on the back of their Healthy Savings card.
- Over the phone via the number on the back of their Healthy Savings card.

In addition to the OTC benefit, members also have access to Healthy Savings food discounts in store at participating grocery stores. To learn more about their Healthy Savings food discounts, members can visit the URL on the back of their Healthy Savings card.

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Healthy Savings Food Allowance

Available to UCare's Minnesota Senior Health Options (MSHO) members diagnosed with congestive heart failure or diabetes.

In 2022, UCare's Minnesota Senior Health Options (MSHO) members diagnosed with congestive heart failure or diabetes receive a $30 monthly allowance on their Healthy Savings card. The allowance can be used to purchase approved healthy foods and produce at participating stores.

Approved items include fruits, vegetables, healthy grains, dairy, beans and more. Participating stores include Cub, Hy-Vee, Walmart and more. Members simply scan their Healthy Savings card at checkout. This benefit begins the first day of each month and cannot roll over into the next month. Any unused allowance will be lost.

Eligible members receive a welcome letter and Healthy Savings card to access the benefit. Additional benefit details are available on HealthySavings.com/UCare or call 1-855-570-4740, TTY 711 for more information.

Food Access Referrals

Available to Prepaid Medical Assistance Program (PMAP), MinnesotaCare (MnCare), UCare Connect, UCare Connect + Medicare, UCare's Minnesota Senior Health Options (MSHO) and Minnesota Senior Care Plus (MSC+) members.

Second Harvest Heartland
UCare partners with Second Harvest Heartland to connect members with local food resources.

Supplemental Nutrition Assistance Program (SNAP)
Members can receive over-the-phone assistance with their application for SNAP benefits as well as to find food resources in their community (i.e., food shelf, Fare for All, etc.). SNAP is the federal government nutrition assistance program that provides nutrition benefits to supplement the food budget of needy families so they can purchase healthy food and move toward self-sufficiency.

If you have a patient who could benefit, send referrals with the member's name, ID number, phone number and address to: wellness@ucare.org. The UCare Health Promotion team receives the referrals and sends them to Second Harvest Heartland. Second Harvest Heartland will then call referrals within one week.

New Coverage Policies Added

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.

UCare posted the following new coverage policies for UCare Individual and Family Plans (IFP), effective July 1, 2022:
- Category III Codes (CP-IFP22-026A)
- Cosmetic Services (CP-IFP22-027A)
- Travel Vaccines (CP-IFP22-028A)
- Rabies Vaccine (CP-IFP22-029A)

UCare posted the following new coverage policies for Medicaid or State Public Programs products, effective July 1, 2022:
- Enhanced Asthma Services for Children (CP-MCD22-003A)
  - **Effective date retroactive to January 1, 2022.*
- Septoplasty (CP-MCD22-004A)

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UCare posted the following updated coverage policy for Medicaid or State Public Programs products, effective July 1, 2022:
- Male Circumcision (CP-MCD20-001B)

UCare posted the following new coverage policies and forms for Medicare, effective July 1, 2022:
- Category III Codes (CP-MCR22-003A)
- Septoplasty (CP-MCD22-004A)
- Medicare Physical Exam Coverage (CP-MCR22-005A)

UCare Coverage Policies are available at https://www.ucare.org/providers/policies-resources/coverage-policies-disclaimer.

Documentation Improvement: Asthma

When documenting asthma, specify[1]:

Severity:	Mild, moderate or severe.
Frequency:	Intermittent or persistent.
Level of exacerbation:	Uncomplicated, acute exacerbation or status asthmaticus.
Key terms:	Allergic, allergic bronchitis, allergic rhinitis with asthma, atopic asthma, chronic obstructive asthma, extrinsic allergic asthma, intrinsic nonallergic asthma, idiosyncratic asthma, exercise-induced bronchospasm and cough-variant asthma.
Cause:	Exercise induced, cough variant, related to smoking, chemical or particulate cause, occupational. Establish a cause-and-effect relationship (e.g., detergent asthma, miner's asthma, asthma due to dusts, etc.), identify causative agent, if known.
Tobacco use/exposure:	Any related tobacco use, abuse, dependence, past history or exposure (second hand, occupational, etc.).

Documenting asthma to the highest degree of specificity is the best method to capture and report the most accurate diagnosis for the patient. Complete documentation will also support the appropriate patient management.

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

Model of Care Training

UCare is required to provide annual training on our Model of Care program for Dual Eligible Special Needs (D-SNP) and Institutional Special Needs (I-SNP) Plans. The Model of Care training includes information about UCare's D-SNP and I-SNP plans: UCare's Minnesota Senior Health Options (MSHO), UCare Connect + Medicare and the Institutional Special Needs Plans Advocate Choice and Advocate Plus. The Model of Care describes the population, management and UCare's approach to caring for our population.

UCare's MSHO, Advocate Choice, Advocate Plus and UCare Connect + Medicare members face a host of unique challenges and barriers to get the care they need. These products are designed with unique benefits and services to help members meet these needs and assist them in managing their care.

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UCare providers must be compliant in completing Model of Care training to meet Centers for Medicare and Medicaid Services (CMS) requirements. This training will identify how you, the care provider, will support UCare's Model of Care and understand the CMS requirements for serving these members. Additional information on the Model of Care training requirement can be found in the Provider Responsibilities chapter of the UCare [Provider Manual](#).

Providers are required to submit a completed Attestation Form after finishing the Model of Care training so UCare can ensure compliance with the CMS regulatory requirements.

Accessing the Model of Care Training

The Model of Care Provider training deck and Attestation Form can be found on UCare's website, https://www.ucare.org/providers/policies-resources/model-of-care-training.

Providers have three options to complete the training, you may:
- Access a pre-recorded training on our website
- Register to attend an in-person/virtual presentation (MSHO/UCare Connect + Medicare only)
- Request an individual training by emailing the product mailbox:
  - I-SNP - ISNPprogramcoordinator@ucare.org
  - MSHO - MSC_MSHO_Clinicalliaison@ucare.org
  - UCare Connect + Medicare - SNBCclinicalliaison@ucare.org

Following completion of the training, UCare requires that you complete the Attestation Form and submit it via email to MOCAttestation@ucare.org.

More information about MOC training, including FAQs can be found on the [Model of Care Training](#) page. If you have any questions about MOC training, contact UCare at:
  - I-SNP - ISNPprogramcoordinator@ucare.org
  - MSHO - MSC_MSHO_Clinicalliaison@ucare.org
  - UCare Connect + Medicare - SNBCclinicalliaison@ucare.org

Fraud, Waste and Abuse Reporting Reminder

UCare takes a proactive approach toward stopping [fraud, waste and abuse](#) (FWA). Health care resources are limited, we ensure they are devoted to meeting genuine health needs. Providers should call 1-877-826-6847 for an anonymous reporting option or email compliance@ucare.org to report any suspected FWA against UCare or UCare members.

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. **This is especially important in 2022, as members in our Prepaid Medical Assistance Program (PMAP), MinnesotaCare (MnCare), UCare Connect, UCare Connect + Medicare, Minnesota Senior Care Plus (MSC+) and UCare's Minnesota Senior Health Options (MSHO) plans received a new member ID card with a new ID number**.

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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.).

Upcoming Holiday

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

- Monday, July 4, 2022 - Independence 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.

ONLINE	Call	EMAIL	MAIL
www.ucare.org/providers	612-676-3300, 1-888-531-1493	providernews@ucare.org	UCare, P.O. Box 52, Minneapolis, MN 55440-0052

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