Health Lines

Dental Access for Members

Dental Care on the Move

The UCare Mobile Dental Clinic (MDC) provides dental check-ups, cleanings and simple restorative care to UCare members who have limited access to quality dental care. All care is provided by faculty-supervised dental, dental hygiene and dental therapy students from the University of Minnesota School of Dentistry, UCare's MDC partner.

The clinic is a specially designed, wheelchair-accessible, 43-foot dental office on wheels. The MDC has three dental chairs, state-of-the-art instruments, chairside digital radiography and an electronic health record system. This clinic on wheels visits several sites in the metro and greater Minnesota each year.

Any member with a UCare dental benefit may schedule a MDC visit. Members can call 1-866-451-1555 Monday through Friday, 8 am-4:30 pm to schedule an appointment.

Visit https://www.ucare.org/health-plans/dental/mobile-dental-clinic for the MDC schedule.

Connecting Members to Dental Care

UCare's Dental Connection helps members manage their dental care in one phone call. Representatives help members:

- Find a dental provider or dental home.
- Schedule dental appointments, including appointments for follow up and specialty care.
- Coordinate transportation to dental appointments.
- Coordinate interpreter services for dental appointments.
- Answer dental benefit and claims questions.

Members can contact UCare's Dental Connection at 651-768-1415, 1-855-648-1415 toll-free or TTY: 711. Representatives are available Monday through Friday, 7 am-7 pm.

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UCare Provider Website
www.ucare.org/providers

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

UCare

Adult Dental Kits

Only available for UCare's Minnesota Senior Health Options (MSHO), UCare Connect + Medicare, UCare Advocate Choice and UCare Advocate Plus members.

Members are eligible to receive the Adult Dental Kit once every three years. On the years the member does not receive the Adult Dental Kit, they can request the Adult Dental Refill Kit. Members are not eligible to receive the Adult Dental Refill Kit in the same year they receive the complete Adult Dental Kit. To order either kit, eligible members may call UCare customer service at the number listed on the back of their member ID card.

Adult Dental Kits include:

- Rechargeable toothbrush with charger
- Two extra brush heads
- Toothpaste
- Dental floss

Adult Dental Refill Kits include:

- Two toothbrush heads
- Toothpaste
- Dental floss

Documentation Improvement: Obesity and Body Mass Index (BMI)

When documenting obesity, specify[1]:

Type	Overweight, obese, morbidly (severely) obese, morbid obesity with alveolar hypoventilation (Pickwickian's) or obesity hypoventilation syndrome.
Cause	Due to excess calories, drug-induced obesity – specify drug.
Weight and BMI	Documenting the BMI alone is not enough to satisfy the HEDIS® requirement. Document both the weight and the calculated BMI value.
Associated comorbid conditions	For example, hypertension, diabetes or COPD.

Obesity is defined as having a BMI of 30 or more and morbid obesity as having a BMI of 40 or more. A diagnosis of obesity or morbid obesity cannot be assigned based on the BMI value alone and needs to be documented by the provider, if valid. Proper documentation and reporting of all active conditions and relevant historical conditions supports the medical needs of your patients.

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

UCare®

Ineligible Provider List Updated May 18, 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.

Reminder: Telehealth Billing Education

All claims for telehealth visits with a date of service of March 1, 2020, and after are subject to additional billing modifiers for UCare to reimburse the services. Visit https://www.ucare.org/providers/policies-resources/covid-info-providers/telehealth for the latest directions and explanations, or reach out to UCare with specific questions.

For reference, see Sec. 62A.673 MN Statutes.

Providers should report any suspected fraud, waste or abuse against UCare or UCare members related to telehealth or other services. To do so, call 1-877-826-6847 for an anonymous reporting option or email compliance@ucare.org.

Upcoming Holidays

UCare and the Provider Assistance Center (PAC) will be closed the following days:
- Monday, June 20, 2022 - Juneteenth (observed)
- Monday, July 4, 2022 - Independence Day

If you need assistance during these times, self-service will be available through the Interactive Voice Response (IVR) system or in the Provider Portal to verify eligibility, check claims status or send a message to PAC.

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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