



Q2 2022 UCare Provider Manual Update

The UCare Provider Manual has been updated to reflect current business practices. See Appendix A: Provider Manual Updates for quick links to updates in the following chapters:

- Provider Assistance
- Working with UCare’s Delegated Business Services
- Provider Responsibilities
- Restricted Recipient/Restricted Member Program
- Provider Credentialing
- Claims and Payment
- Electronic Data Interchange (EDI)
- Medical Necessity Criteria for Services Requiring Authorization
- Culturally Congruent Care
- Mental Health and Substance Use Disorder Services
- Hospital Services
- Transportation Services

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

Working with UCare - Quick Reference Guide

UCare launched the Working with UCare - Quick Reference Guide webpage at <https://www.ucare.org/providers/policies-resources/working-with-ucare-quick-reference-guide>.

This page was created to:

- Help new providers and long-standing partners understand how to effectively work with UCare.
- Assist providers in navigating information available within the provider section of our website.
- Serve as a high-level overview of key administrative procedures.

UCare encourages providers to bookmark this page for quick access.

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UCare Provider Website
www.ucare.org/providers

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

Innovative Partnership Builds Mental Health Workforce

Health care providers across Minnesota continue to struggle with workforce shortages brought on by the COVID-19 pandemic, see the [new report from the Minnesota Department of Health](#). The highest vacancy rates occur within mental health and substance use counseling occupations, where one in four jobs is currently open for hire.

To address the alarming shortage of mental health providers in Minnesota, UCare and mental health providers, Alluma and the Amherst H. Wilder Foundation, have developed a pilot program to make it easier for prospective mental health professionals to join the field.

Through the partnership, UCare will fund \$100,000 in stipends for clinical interns as they complete the supervision necessary to graduate from and eventually be licensed in social work, clinical counseling, marriage and family therapy, and other mental health roles. Wilder and Alluma will provide thousands of hours of state mandated supervision at no cost. The pilot will focus on supporting clinical interns from cultural and ethnic minority groups, rural communities and other underrepresented populations where the workforce needs are greatest.

UCare, Alluma and Wilder will share their findings with state agencies, mental health providers, legislators, colleges and universities to advocate for partnerships and policies that clear the way for more people to access the mental health workforce.

Minnesota's Community Resource Hubs

The Minnesota Department of Human Services developed Community Resource Hubs and a Family Resource Center to help prevent child abuse and neglect.

These hubs can be accessed via the Help Me Connect website at <https://helpmeconnect.web.health.state.mn.us/HelpMeConnect/>. Providers are encouraged to share this resource with patients who may benefit from services.

These resources were built to engage with families, support economic stability and ensure equitable access to services, while connecting young Minnesota families to basic services children need to thrive, including:

- Food
- Health care
- Transportation
- Legal services
- Affordable housing
- Disability services
- Job search support
- Direct services and support*
 - Financial assistance*
 - Childcare access*

**For pregnant women and families of children age eight and younger.*

Adult Day Services Billing Requirements

Significant changes have been made to documentation and billing requirements for adult day service providers within the last several years.

Adult day service providers must maintain specific documentation that meets the requirements to support its member's individual service or plan of care (detailed within Minnesota Statutes, [9555.9700 - MN Rules Part](#)). UCare may request this documentation at any time. Inadequate documentation to support claims billed to UCare may be subject to recovery.

To report any suspected fraud, waste or abuse against UCare, or UCare members, providers should call 1-877-826-6847 toll-free for an anonymous reporting option or email compliance@ucare.org.

2022 Summer Camps Available for Young UCare Members

UCare has teamed up with Minnesota camps to offer summer camp opportunities for young Prepaid Medical Assistance Program (PMAP) and MinnesotaCare (MnCare) members.

Providers are encouraged to share the below details with patients. The camps are offered at no cost to eligible UCare members (campers must be UCare members at both the time of registration and the time of camp).

The following camps will be offered this summer:

Camp Superkids - [brochure](#)

Age: 7 - 14 with asthma
Date: June 26 - July 1
Location: YMCA Camp Ihduhapi, Loretto, MN
Register: Call YMCA Camp Ihduhapi at 612-822-2267
https://www.ymcanorth.org/camps/camp_ihduhapi/summer_camp/overnight_camp/camp_superkids

American Diabetes Association (ADA) Camp Needlepoint and Camp Daypoint - [brochure](#)

Age: 5 - 16 with type 1 diabetes
Date of Camp Needlepoint: August 14 - 19 or August 21 - 26
Date of Camp Daypoint: August 15 - 19
Location: YMCA Camp St. Croix, Hudson, WI
Register: Contact rbarnett@diabetes.org
diabetes.org/campneedlepoint
diabetes.org/campdaypoint

One Heartland Camp True Colors - [brochure](#)

Age: 7 - 17 LGBTQ+ youth
Date: June 10 - 15 or June 19 - 24
Location: One Heartland, Willow River, MN
Register: Call 1-888-216-2028
Contact camp@oneheartland.org
<https://oneheartland.org/camps-and-programs/camp-true-colors/>

If you have a young UCare member as a patient who would like to learn more, direct them to call the number on the back of their UCare insurance card or the contact listed under the camp.

See the summer camps [provider flyer](#) for additional details.

Healthy Savings

UCare offers the Healthy Savings program where members can save on healthy food including milk, eggs, fruits and vegetables through grocery discounts that change weekly. Providers may advise members to visit healthysavings.com/ucare to learn about the Healthy Savings program and find participating locations.

Food Access Referrals

UCare partners with Second Harvest Heartland to connect PMAP, MnCare, UCare Connect, UCare Connect + Medicare, UCare's Minnesota Senior Health Options (MSHO) and Minnesota Senior Care Plus (MSC+) members with local food resources. Members can receive over-the-phone assistance with the application for SNAP benefits and/or to find food resources in their community (i.e., food shelf, Fare for All, etc.).

If you know a member who may benefit from this program, send the following information to wellness@ucare.org:

- Member's name
- UCare member ID #
- Phone number
- Address

The UCare Health Promotion team will forward your referral to Second Harvest Heartland, who will call the member within one week.

Health Management and Wellness Classes with Juniper®

UCare's Minnesota Senior Health Options (MSHO) members have access to Juniper's evidence-based health management and wellness classes (in-person and online) that help them get fit, better manage their chronic conditions and prevent falls. Encourage patients to enroll in this program by visiting yourjuniper.org, entering their zip code and selecting the class they would like to attend.

Reminder: UCare Medicare Part D Vaccine Information

As a reminder, UCare denies claims for providers administering Part D vaccines in their clinics. Part D vaccines include but are not limited to preventative tetanus, Tdap and shingles vaccines.

UCare is asking our provider partners to help us help our members. Following are two ways to deliver these important vaccines in a member-friendly way:

- The preferred method is to have the Part D vaccination provided at a pharmacy. The member would only be responsible for their prescription drug copay or coinsurance.
- If the vaccine is administered in the clinic, providers should submit the claim using an electronic claims adjudication portal called [TransactRx](#). By submitting claims electronically, the member is charged the same copay they would receive at a retail pharmacy at the time of service. The provider is reimbursed for their cost in a timely manner.

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

Documentation Improvement: Congestive Heart Failure

Clinical documentation should include the following when documenting for Congestive Heart Failure (CHF):

Type	What type of heart failure (left systolic, diastolic or combined)?
Severity	What is the patient's condition at the time of the visit (acute, chronic, acute on chronic)?
Location	Where is the disease's etiology (left, systolic or diastolic areas of the heart)?
Status of condition	What is the status of the condition (stable, improved, worsening, compensated or exacerbation)?
Associated conditions or manifestations	Is there a known cause(s) for the condition (due to, secondary to or associated with)?
Complications	Is the patient experiencing any current complication(s) (cardiac arrhythmias or respiratory failure)?
Risk factors	What are the patient's risk factors (smoking, obesity, congenital heart disease or past heart attack)?
Procedure	Did the patient have surgery? If so, indicate the type of surgery (artificial valves, stents, LVADs, pacemaker or transplant).
Treatment plans	What treatment plans are being used (medications, ACE inhibitors, beta blockers or lifestyle changes)?

When documenting for CHF, provide clear and concise documentation. Documenting and reporting the condition to the highest degree of specificity reflects the patient's true health status and can improve patient management.

Ineligible Provider List Updated May 5, 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 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.

Upcoming Holidays

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

- Monday, May 30, 2022 - Memorial Day
- Monday, June 20, 2022 - Juneteenth (observed)

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.

ONLINE

www.ucare.org/providers

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