

# Elderly Waiver (EW) Services

March 2023



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# Program Overview



# Elderly Waiver (EW) Services

- Program Information

- Funds home and community-based services (HCBS) for people aged 65 and older who require the level of care provided in a nursing home but choose to live in the community
- To promote community living and independence with services and supports designed to address each person's individual needs and choices that go beyond what is available through Medical Assistance
- EW does not cover services available through another funding source such as Medicare, MA State Plan, Long-Term Care Insurance



# Elderly Waiver (EW) Services

- **Benefit Information**
  - All applicants must meet the service eligibility criteria for the specific HCBS program in which they anticipate receiving services
  - For Eligible Member guidance visit: [DHS Provider Manual: Elderly Waiver \(EW\)](#)
- **With authorization, the following provider types are eligible to bill Elderly Waiver procedure codes**
  - Elderly Waiver (DHS Registered); Durable Medical Equipment (DME); Home Health Care Agency; PCA Agency and Skilled Nursing Facility (SNF)
- **For DHS approved Procedure Codes and Rate Limits applicable to EW, reference the [DHS-3945 PDF](#), which lists services, procedure codes/modifiers and rates by waiver type**
  - UCare follows DHS reimbursement rates for EW services



# Elderly Waiver Eligible UCare Plans

- **Minnesota Senior Health Option (MSHO)**
  - Plan designed for people who want to combine their Medical Assistance (Medicaid) and Medicare, while getting some additional programs and services
- **Minnesota Senior Care Plus (MSC+)**
  - Plan designed for people who qualify for Medical Assistance but do not have Medicare
  - A member with Medical Assistance and Medicare may also choose MSC+ and enroll in a separate Medicare Prescription Drug plan



# Provider Enrollment Process



# UCare Provider Requirements

- To be eligible as a UCare EW participating provider, you need to be registered with the Minnesota Department of Human Services (MN DHS)
  - When looking for an Elderly Waiver provider, the Care Coordinator uses the Waiver Services search on the DHS resource: [MNHelp.Info](https://mnhelp.info)
- If you have questions on your enrollment status with DHS, contact the DHS MHCP Provider Resource Center:
  - Call 651-431-2700 or 1-800-366-5411 8 am to 4:15 pm (closed from noon to 12:45 for lunch) Monday through Friday
  - Website: [MHCP Provider Resource Center / Minnesota Department of Human Services \(mn.gov\)](https://mn.gov/mhcp-provider-resource-center)





# UCare Payment System Enrollment

- To successfully submit claims and be reimbursed for services, providers must enroll in UCare's payment system
- To enroll, complete and submit the UCare - Facility Add Form
  - You will be notified within 60 business days via email when the process is complete
  - Claim submission prior to notification of enrollment will result in a claim rejection
  - For multiple locations, a Facility Add Form must be completed for each location along with a completed W-9 form
  - If you have questions, contact the Provider Assistance Center
    - Call 612-676-3300 or 1-888-531-1493 toll-free
    - 8 am – 5 pm, Monday through Friday



# UCare Enrollment Reminders

- Being enrolled in UCare's payment system and registered with Minnesota Department of Human Services (DHS) does not mean you are contracted with UCare
- UCare does not contract for Elderly Waiver (EW) services; however, UCare does recognize MN-DHS registered EW providers as participating providers with UCare
- UCare contracts for some extended waiver services such as Nonemergency Medical Transportation (NEMT), Extended Personal Care Assistant (PCA), Extended Home Health Services and Durable Medical Equipment (DME)



# Clearinghouse Requirement

- UCare requires all claims be submitted electronically through a clearinghouse
  - A clearinghouse allows you to submit secure claims electronically
  - There are several clearinghouse options available for you to choose from that follow MN AUC guidelines
  - [MN E-Connect/Health EC](#) is available free to providers
  - For more information visit, [Resources for Electronic Transactions](#)
  - If you have questions about Electronic Data Interchange (EDI) transactions, please email [EDISupport@ucare.org](mailto:EDISupport@ucare.org)
- [Change Healthcare](#) is UCare's primary clearinghouse partner



# Clearinghouse Set Up

Provide the key information below to your clearinghouse to ensure proper transmission of claims to UCare:

**Important Note:** If DHS identifies you with an UMPI, you should enroll with UCare and the clearinghouse using your UMPI. If DHS identifies you with an NPI, you should enroll with UCare and the clearinghouse using your NPI.

| UCare Payer ID |
|----------------|
| 55413          |

| Type of Billing ID | Loop/Segment                         |
|--------------------|--------------------------------------|
| UMPI               | 2010BB<br>REF01 - G2<br>REF02 - UMPI |
| NPI                | 2010AA<br>NM109                      |

| Element | Value   |
|---------|---------|
| ISA07   | ZZ      |
| ISA08   | UCAREMN |
| GS03    | UCAREMN |



# UCare Provider Portal

- Once enrolled in UCare's Payment System, your organization's designated portal administrator must register for the [UCare Provider Portal](#)
  - The Provider Portal is a secure website that allows your organization to access information needed to work with UCare members
  - You can view claims, EOPs and authorizations, verify member eligibility and secure email our Provider Assistance Center
  - You will be notified within 30 business days via email when the registration process is complete
  - The portal admin has access rights to add, update and remove users within your organization
  - The admin must be an employee of the organization
  - Third-party billers cannot be the administrator on an account but can be added as a user by the admin



# Payment and Remittance Selections

- Within the UCare Provider Portal you can request electronic payment and remittance by completing and submitting the Provider Payment and Remittance Request Form
  - You will be notified via email when the process is complete
  - If no selections are made, paper checks and remittances are issued
  - If you have a Tax ID change, a new Payment and Remittance Request form needs to be completed when electronic payment is preferred
    - If a new form is not submitted, the default is paper checks and remittances
  - If you have questions, email [EFT835@ucare.org](mailto:EFT835@ucare.org)



# Manage Your Information

- To ensure claim payment accuracy, keep your information with UCare up to date
  - Facility Tax ID
  - Legal name or DBA
  - Address
  - NPI/UMPI
- To update your information, visit the [Manage Your Information page](#) on the UCare Provider Website and complete the [Facility Change Form/Demographic Change/Update](#)



# Care Coordination & Approval of Services





# Care Coordinator Responsibilities

- Determine EW services needed for a member and approve services
- Conduct an annual assessment with the member and create a person-centered care plan
- Refer and connect member with providers and services regardless of funding type
- Assist with paperwork, housing, local food banks, emergency funding and other activities
- Coordinate with the member's team to ensure person's needs are addressed based on preferences and ensure services are not duplicated
- Monitor providers service delivery as written in care plan
- Provide advocacy and support for the member as necessary



# Identifying a Care Coordinator

- All UCare Minnesota Senior Health Option (MSHO) and Minnesota Senior Care Plus (MSC+) members are assigned Care Coordinators
- The UCare Care Coordinator could be from UCare, one of our County Partners, Care Systems or Contracted Agencies
- To identify a Care Coordinator for a member, contact UCare:
  - Care Management Intake 612-676-6622 or 1-866-242-2497 toll-free,
  - Send a secure email within the Provider Portal Message Center
  - Call the Provider Assistance Center at 612-676-3300 or 1-888-531-1493
- View the [Care Coordination Contact List](#) (under Contacts)



# Approval of EW Services

- All EW Services require an authorization from UCare for claims payment purposes, as well as monitoring a members EW budget
- The Care Coordinator submits a Waiver Service Approval Form (WSAF) to UCare Clinical Services. The service is reviewed, and an authorization is entered into our system
- A Service Authorization Letter (SAL) is sent to the UCare member and the EW provider
- If you need a copy of the SAL or have authorization questions
  - Call UCare Clinical Services at 612-676-6705
    - Select option 2 for Prior Authorization
    - Then select option 5 for Authorization of Elderly Waiver Services



# Claim Submission Reminders



# Claim Submission Reminders

- All Waiver Service claims must be submitted electronically to UCare through a clearinghouse on the CMS-1500 form
  - [NUCC Instruction Manual for CMS 1500 Form](#)
  - UCare does not accept paper claims for Minnesota providers
- Guidance for electronic claims submission is provided in the EDI chapter of the [UCare Provider Manual](#)
  - The UCare Provider Manual is updated quarterly
  - PDF has a “clickable” Table of Contents
  - “Ctrl F” to search key words



# Claim Submission Reminders

- Bill only for services already provided to the member
- Bill only for services approved by UCare as listed on the SAL
  - Providing more services than approved may result in a claim denial
- Each date of service must be billed on a separate line
- A week is considered Monday-Sunday when an approval lists the number of units of service approved per week



# Important Claim Reminders

- Review key CMS-1500 claim fields prior to submission (not all inclusive)
  - 21A: Diagnosis code must be listed for all waiver service claims
    - The diagnosis code listed on the claim should match the diagnosis code listed on the Service Authorization Letter (SAL)
  - 23: Service Authorization Number from SAL
  - 24A: One date of service per line
  - 24D: Accuracy in procedure code and modifier (if applicable) based on the [DHS HCPC Codes](#) for service provided and SAL from UCare
  - 24F: Charges - Rate for service provided as indicated on the SAL
  - 24G: List number of unit(s) or daily unit provided for date of service



# Important Claim Reminders

- Additional CMS-1500 claim fields to review prior to submission:

33: Billing provider address and phone number

33a: Billing provider NPI

- If you are billing with an NPI, you must include taxonomy on claim

33b: Billing provider UMPI

- If you are billing with an UMPI, no taxonomy needed on claim







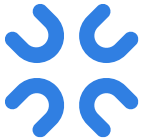
# Rejected and Accepted Claims

- **Rejected Claim**

- Indicates the claim has been rejected by the Clearinghouse or UCare
  - Review the reason for rejection at your Clearinghouse, correct the claim and resubmit the claim as an original
  - The UCare Provider Portal only shows the status of accepted claims
- For assistance with a rejected claim, contact your Clearinghouse
  - If your Clearinghouse is unable to resolve the rejected claim, email [EDISupport@ucare.org](mailto:EDISupport@ucare.org)

- **Accepted Claim**

- Indicates the claim has been accepted into UCare's Payment System and is being adjudicated and processed based on correct coding guidelines
  - The status in the UCare Provider Portal will indicate Pending while the claim is being processed



# Paid and Denied Claims

- **Paid Claim**
  - The Provider Portal indicates a Paid status along with the Explanation of Payment (EOP)
  - If the Provider Portal indicates a Pending Payment status, payment can be expected on next Remit Payment date
  - The standard [Claims Payable Calendar](#) displays the dates providers can expect remittance payment
- **Denied Claim**
  - The Provider Portal indicates a Denied status along with the Explanation of Payment (EOP)
  - Review reason and correct, if appropriate per guidance in the [Provider Manual](#)
- **For claim questions contact the Provider Assistance Center**
  - Send a secure email within the Provider Portal Message Center
  - Call 612-676-3300 or 1-888-531-1493 toll-free



# Provider Claim Reconsiderations

- To appeal a claim payment or denial, submit a [Provider Claim Reconsideration Form](#)
  - The Provider Claim Reconsideration Form is available on the [Claims & Billing page](#) under Forms & Links
  - Refer to the [Tips for Using The Online Claim Reconsideration Form](#) for guidance when completing the form
  - If additional assistance is needed, contact the Provider Assistance Center
    - [Send a secure email within the Provider Portal Message Center](#)
    - [Call 612-676-3300 or 1-888-531-1493 toll-free](#)



# Timely Filing

- Timeframes

- Initial claims must be received no later than 12 months after the date of covered services in the format approved by UCare and in compliance with state and federal law
- Adjustment requests submitted by the provider must be received within 12 months from the initial claim's payment or denial date
- Requests received outside of this timeline will result in timely filing denial



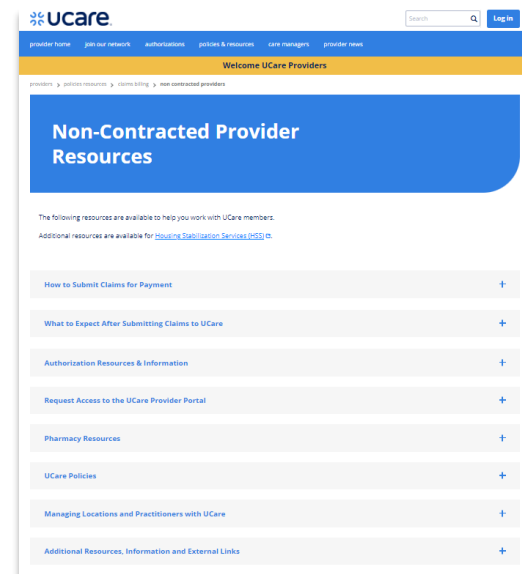
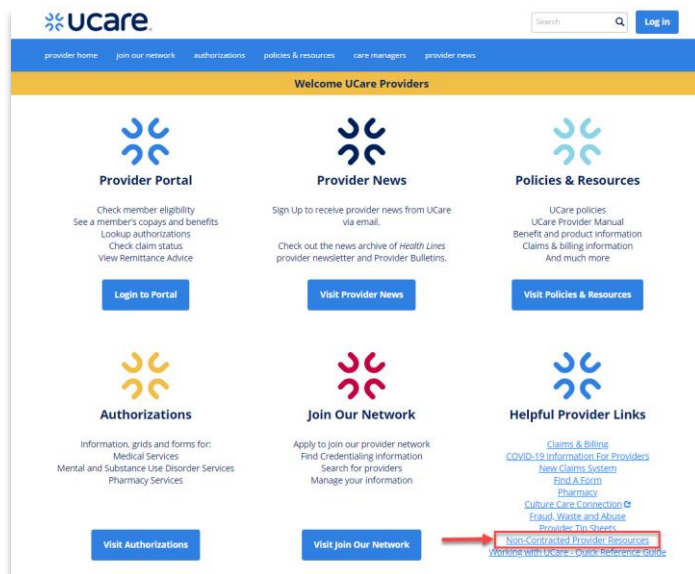


# Elderly Waiver Provider Resources



# UCare's Provider Website

- Visit [UCare's Provider Website](#) to access resources and guidance on how to work with UCare
- Bookmark [UCare's Training & Education Page](#) to access information covered in this presentation





# Sign Up for Provider News

Sign up to receive the following important information and more:

- Health Lines, the monthly provider newsletter
- Provider Bulletins, in-depth information about policies and news
- Annual reminders, like the Critical Business Reminders



## Health Lines

February 2022

**UCare Prepares to Launch New Provider Portal**

UCare will soon launch a new provider portal. We will contact current provider portal administrators with more information on setup, training and instructional resources available for the new system.

Watch for additional information for all UCare Provider Portal users in upcoming issues of *Health Lines*.

**UCare Welcomes New Medical Directors**

**New Medical Director: Jodie Dvorkin, MD**

Dr. Dvorkin brings years of health care performance improvement expertise to UCare's Medical Director team. She is responsible for conducting day-to-day medical management and leads ongoing improvement in collaboration with Health Services.

Prior to joining UCare, Dr. Dvorkin was Associate Medical Director at ICSI (formerly the Institute for Clinical Systems Improvement) where she managed ICSI clinical guidelines and participated in the ICSI Immunization Work Group and the Minnesota Health Collaborative Opioid and Mental Health Initiatives. Dr. Dvorkin has also led projects for the American Medical Association-convened Physician Consortium for Performance Improvement (PCPI) in Chicago.

Dr. Dvorkin earned her MD from Emory University and MPH from the University of Illinois. She completed Internal Medicine



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UCare Provider Website  
[www.ucare.org/providers](http://www.ucare.org/providers)  
 Provider Assistance Center  
 612-676-3200  
 1-888-531-1493 toll free

Health Lines

1





## Provider Bulletin

News and Information

October 28, 2021

**New Provider Identification Requirements for Elderly Waiver, Housing Stabilization Services, Personal Care Attendants and Transportation Providers for Claims Submissions Beginning Jan. 1, 2022**

*URGENT PLEASE READ: These Requirements for Jan. 1, 2022, will impact claims payments from UCare*

UCare is continuing to implement our new claims system. This transition began in January 2019 when UCare moved claims for Individual and Family Plans to the new system. UCare moved Medicare plans to the new platform in January 2020. The system implementation will complete on Jan. 1, 2022, as UCare moves the remaining Medicaid and Dually Integrated plans to the new platform.

**Effective Jan. 1, 2022**, UCare will move members in Prepaid Medical Assistance Program (PMAP), MinnesotaCare (MnCare), UCare Connect (SNBC), UCare Connect + Medicare (HMO-DSNP), Minnesota Senior Care Plus (MSC+), and UCare's Minnesota Senior Health Options (MSHO) (HMO D-SNP) to our new claims system.

There are two critical changes that will impact how your organization should submit claims to UCare beginning Jan. 1, 2022, and we wanted to share them with you now, so you have time to prepare.

**NEW PAYER ID REQUIRED FOR 2022 CLAIMS:**


The Payer ID for all PMAP, MnCare, UCare Connect, UCare Connect + Medicare, MSC+ and UCare's MSHO will change to **55413** for electronic claims submitted with dates of service (DOS) on and after Jan. 1, 2022. This is the same Payer ID that is currently used for UCare Individual & Family Plans (IFP) and UCare Medicare Plans claims. Please refer to the [Provider Bulletin](#) for additional details on the Payer ID changes.

**NEW CLAIMS SYSTEM WILL ONLY RECOGNIZE NPIs AND UMPIS:**

UCare's new claim payment system will no longer recognize or process the UCare Provider ID or Group Practice Number (GPN). In the past, UCare has instructed some providers to use these numbers to process claims accurately on our legacy system. With the transition to our new system, UCare will be able to process claims using industry standard billing identifiers such as UMPIS and NPIs. Providers already billing with their Minnesota Department of Human Services (DHS) approved NPIs or UMPIS may not need to make any changes at all on the billing identifiers submitted on their claims.

Within the next two weeks, UCare will send individual communications to actively participating provider organizations with specific instructions on what changes may be needed to successfully submit claims with updated billing requirements to UCare for services rendered on or after Jan. 1, 2022.

Provider Bulletin





# New Provider Checklist

|                          |   |
|--------------------------|---|
| <input type="checkbox"/> | Provider must be a <a href="#">DHS enrolled</a> Elderly Waiver provider to service UCare members  |
| <input type="checkbox"/> | <a href="#">Click here</a> to enroll in UCare's Payment System  |
| <input type="checkbox"/> | <a href="#">Click here</a> to enroll in in a free electronic clearinghouse if you don't have a clearinghouse, Minnesota requires providers submit claims electronically |
| <input type="checkbox"/> | <a href="#">Register here</a> to gain access to the UCare Provider Portal*  |
| <input type="checkbox"/> | <a href="#">Click here</a> to make Payment & Remittance selections or changes in the UCare Provider Portal*   |
| <input type="checkbox"/> | <a href="#">Click here</a> to notify UCare of changes to location and/or billing information  |
| <input type="checkbox"/> | <a href="#">Sign up here</a> to receive critical notifications and provider news  |

\*You must be enrolled in UCare's Payment System before these activities can be started





# UCare Elderly Waiver (EW) Provider Key Contacts



## Contact Information

| Administrative Resources  |   |                                  |                |              |
|---|---|----------------------------------|----------------|--------------|
|   | Email/Website Address   | Phone                            | Toll Free      | Fax          |
| Provider Assistance Center<br>Claims, billing, benefit questions<br>Monday - Friday 8 am-5 pm<br>Secure email in the Provider Portal  | <a href="https://www.ucare.org/providers/provider-portal">https://www.ucare.org/providers/provider-portal</a>   | 612-676-3300                     | 1-888-531-1493 |              |
| EDI Help Desk<br>UCare Electronic Payer ID: 55413   | <a href="mailto:EDISupport@ucare.org">EDISupport@ucare.org</a>  |                                  |                |              |
| EFT and ERA Questions   | <a href="mailto:EFT835@ucare.org">EFT835@ucare.org</a>  |                                  |                |              |
| Third-Party Agreement<br>Notification   | Submit completed <a href="#">Third-Party Form</a> to <a href="mailto:pac@ucare.org">pac@ucare.org</a>   | 612-676-3300                     | 1-888-531-1493 |              |
| Report Fraud, Waste & Abuse   | <a href="mailto:compliance@ucare.org">compliance@ucare.org</a>  |                                  | 1-877-826-6847 |              |
| Authorization and Care Coordination   |   |                                  |                |              |
|   | Email/Website Address   | Phone                            | Toll Free      | Fax          |
| Case Management Central Intake  |   | 612-676-6622                     | 1-866-242-2497 |              |
| Elderly Waiver Authorizations   | <a href="mailto:clsintake@ucare.org">clsintake@ucare.org</a>  | 612-676-6705<br>Option 2, then 5 | 1-877-447-4384 | 612-884-2185 |
| PCA Services, Clinical<br>Authorizations  | <a href="mailto:UCarePCA@ucare.org">UCarePCA@ucare.org</a>  | 612-676-6705<br>Option 2, then 4 | 1-877-447-4384 | 612-884-2094 |
| MSHO/MSC+ Clinical Liaisons<br>Care Coordination Questions  | <a href="mailto:MSC_MSHO_ClinicalLiaison@ucare.org">MSC_MSHO_ClinicalLiaison@ucare.org</a>  | 612-294-5045                     | 1-866-613-1395 |              |
| DHS Contacts  |   |                                  |                |              |
|   | Email/Website Address   | Phone                            | Toll Free      | Fax          |
| MHCP Provider Resource Center<br>DHS Provider Enrollment<br>Monday-Friday 8 am-4:15 pm  | Email: <a href="mailto:dhs.healthcare-providers@state.mn.us">dhs.healthcare-providers@state.mn.us</a><br><br>Website: <a href="#">MHCP Provider Resource Center / Minnesota Department of Human Services (mn.gov)</a> | 651-431-2700                     | 800-366-5411   |              |
| Visit <a href="http://www.ucare.org/providers">www.ucare.org/providers</a> for more information or visit our resource information page for EW Providers <a href="http://www.ucare.org">Non Contracted Providers (ucare.org)</a> |   |                                  |                |              |



March 2023






# UCare Portal- Send a Secure Email

- We encourage providers to contact us within the Provider Portal Message Center
- Turnaround time is targeted at 3 business days for inquiries

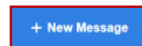
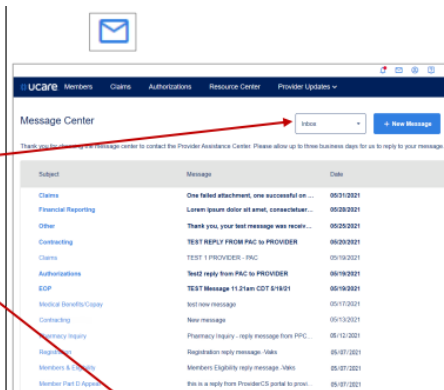
## Message Center

You may send and receive messages to/from the Provider Assistance Center (PAC).

When the Message Center  is open, there are options for viewing your *Inbox* (the default view) or *Sent* items.

**NOTE:** Once the user has moved to the new portal, they will not be able to see sent or received messages from the old portal.

Click the **+ New Message** button to create a message to be sent to the PAC.



**\*\*\*For complex claims issues – Please attach examples**



# Provider Assistance Center - Call Us

- Contact the Provider Assistance Center
  - Call: 612-676-3300 or 1-888-531-1493 toll-free
  - Hours: 8 am - 5 pm, Monday through Friday
- Common Inquiries
  - Claim Status (Pending, Paid, Denied)
  - EFT and remittance issues
  - Member eligibility, benefits, copayments, coinsurance and deductibles
  - Coordination of Benefits (COB) questions
  - Provider appeals questions
  - Provider demographic questions
  - Referrals, authorizations and notifications
  - Website navigation assistance





# Additional Questions?

- Check out UCare's Elderly Waiver (EW) Services FAQ resource on the [Non-Contracted Providers page](#) for common questions and answers
- How do I?
  - Enroll with UCare
  - Submit my first claim to UCare
  - Update my provider information



## FAQ: Elderly Waiver (EW) Services

### What is the EW benefit?

The Elderly Waiver (EW) program is a federal Medicaid waiver program that funds home and community-based services for people 65 and older who are eligible for Medical Assistance (MA), require the level of care provided in a nursing home, and choose to live in the community.

### What UCare members may be eligible for this benefit?

This benefit is available to eligible UCare Minnesota Senior Health Option (MSHO) and UCare Minnesota Senior Care Plus (MSC+). For Eligible Member guidance visit: [Elderly Waiver Program \(state.mn.us\)](#)

### Is authorization required, what is the authorization/approval process?

Yes. The member's care coordinator determines the need for services and submits a notification of service authorization to UCare for claims payment purposes. UCare will then fax a written approval letter to the provider.

### Do I need to be contracted with UCare to provide EW services to UCare members?

UCare does not contract for EW services, however, UCare does recognize MN-DHS registered EW providers found on [MNHelp.Info](#) as participating providers with UCare.

- Important note: UCare contracts directly for some extended waiver services such as Nonemergency Medical Transportation (NEMT), Personal Care Assistants (PCA), Home Health Services (home care nursing, skilled nurse visit, home health aide) and Durable Medical Equipment (DME).

### How do I find a member's Care Coordinator?

- Call Care Management at 612-676-6622 or 1-866-242-2497,
- Send a secure email to the Provider Assistance Center in the Provider Portal, or
- Call the Provider Assistance Center at 612-676-3300 or 1-888-531-1493.

### I'm enrolled with DHS - are there additional steps I need to take before I can submit my first claim to UCare?

Yes. Once you have gone through the DHS provider enrollment process you will need to enroll in UCare's payment system before submitting a claim to UCare.

- Complete and submit the [UCare Facility Add Form](#)
- For multiple locations, a Facility Add Form must be completed for each location along with a completed W-9 form
- You will be notified within 60 calendar days via email when the process is complete.
- Claim submission prior to notification of enrollment will result in a claim rejection.

### How do I bill for these services?

All claims must be submitted electronically to UCare through a clearinghouse. Minnesota E-Connect is a free clearinghouse established to meet AUC guidelines for MN electronic billing requirements. Guidance for electronic claims submission is provided in the Electronic Data Interchange chapter of the [UCare Provider Manual](#).

### What special codes, modifiers or forms do I use for billing?

- Bill only for services and units approved by UCare on the Service Authorization Letter
- UCare follows the [MN DHS Long-Term Services & Supports](#) procedure codes and rates for EW
  - Each service (procedure code & modifier) on the claim must have a unit (number) associated with it
  - Definitions for each service differ in that some indicate time, per item, per day or visit

Last Updated: February 2023