

Frequently Asked Questions: Transitioning PMAP and MnCare Members

Q: What products will UCare offer in 2016?

A: UCare will continue to offer the following products in 2016:

- [Minnesota Senior Health Options \(MSHO\)](#) – Integrates Medical Assistance and Medicare services and payments for people age 65 and older.
- [Minnesota Senior Care Plus \(MSC+\)](#) – For people eligible for Medical Assistance age 65 and older.
- [UCare Connect](#) (a.k.a Special Needs BasicCare, or SNBC) – For adults with certified disabilities (physical and/or mental illness, certified by state or federal government) ages 18-64 (may remain in SNBC when they turn 65).
- [UCare for Seniors](#) – Medicare Advantage products for people eligible for Medicare.
- [EssentiaCare](#) – A new Medicare Advantage product offered in partnership with Essentia Health for Medicare-eligible people in 10 northern Minnesota counties.
- [UCare Choices and Fairview UCare Choices](#) – Commercial products for individual and family coverage available through MNSure.
- UCare will continue to be a [MinnesotaCare \(MnCare\)](#) and [Pre-Paid Medical Assistance Program \(PMAP\)](#) health plan option for residents in Olmsted County in 2016.

Q: What will be UCare’s timely filing policy for PMAP and MnCare services rendered prior to 1/1/16?

A: UCare will continue to process PMAP and MnCare claims submitted in the appropriate format and that are in compliance with state and federal law. Claims must be billed to UCare within 12 months of the date of service to qualify for payment determination. This is in accordance with UCare’s provider contracts and [Chapter 6](#) of the UCare Provider Manual.

Q: If a provider has an authorization on file with UCare for a PMAP or MnCare member for services rendered on or after 1/1/16, will this transition to the member’s new health plan? If so, how?

A: No, existing authorizations will not transition to the new health plan. Members with previously authorized care and/or who are in need of ongoing care should contact their new health plan as soon as possible to discuss their circumstances and how their care will transition.

Participating health plans, including UCare, are collaborating with DHS to share some information to help support transitions of care for members. This includes information regarding previously authorized services. Please visit the [website](#) that DHS has created specifically for providers to address transition questions.

http://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=dhs16_197204.

Q: If a UCare PMAP or MnCare member begins an inpatient stay prior to 1/1/16 and he or she transitions coverage to a new health plan effective 1/1/16, which health plan will be responsible for the inpatient stay and associated professional services?

A: For patients that are enrolled in UCare PMAP or MnCare upon on admission of an inpatient stay, UCare will be responsible for the costs associated with the inpatient stay and the related professional fees until midnight on the day of discharge.

Q: How will UCare honor and/or distribute member health incentives (e.g. vouchers) for PMAP and MnCare enrollees?

A: Incentives will be honored through March 31, 2016 for termed PMAP and MnCare members who completed incentive-eligible services while enrolled with UCare. Current member incentives will be posted at <https://www.ucare.org/HealthWellness/Pages/RewardsandIncentives.aspx>

If you have further questions, please call UCare's Provider Assistance Center at 612-676-3300 or 1-888-531-1493 (toll free).