

UCare's PMAP & MinnesotaCare Expansion on May 1, 2017: What Transportation Providers Need to Know

UCare to Expand MinnesotaCare and Medical Assistance Services in Minnesota

On May 1, 2017, UCare will begin serving an estimated 165,000 additional members of Prepaid Medical Assistance Program (PMAP) and MinnesotaCare in Minnesota. The Minnesota Department of Human Services (DHS) invited UCare to help fill the coverage gap created by the withdrawal from this service by another Minnesota health plan, effective April 30, 2017. Under amended contracts with DHS, UCare will offer MinnesotaCare in 55 counties and PMAP service in 38 counties. UCare currently serves approximately 12,000 PMAP and MinnesotaCare members in Olmsted County. More information is located [here](#).

UCare's Provider Manual Updated

UCare's [Provider Manual](#), including the Transportation section, was updated in January 2017 and is available at www.ucare.org/providers. Each section of the manual was reviewed and, when necessary, updated to reflect current business practices. As a reminder, the Provider Manual has critical information for providers to understand and follow when serving UCare members. Be sure to reference it regularly for up to date content. Below are a few reminders regarding key elements of the Transportation section.

Reminders

1. UCare's Provider Manual and Section 7.6 in your Transportation Services contract (excerpt below) require that all accidents are reported to UCare within 24 hours unless the member is seriously injured or hospitalized, in which case, notification must occur immediately.

7.6 Accident Reporting. Participant must notify UCare of accidents involving Enrollees within 24 hours, unless an Enrollee is seriously injured or hospitalized, in which case Participant shall notify UCare immediately. All notification shall be sent in a manner and contain the information described in the Provider Manual.

Notifications must be on the [Accident Reporting Form](#) and can either be faxed to 612-676-6541 or emailed to Trans-Prov@ucare.org.

2. Each year by January 31, transportation providers must submit a completed Vehicle Roster and Driver Roster Listing by email to Trans-Prov@ucare.org. Please complete the Excel file provided below. Follow the instructions in the file to complete and submit the required information. It must be in Microsoft Excel format.

[Driver and Vehicle Roster File](#) (Double click on folder to open; open Excel document; then save a copy to your own computer for your use.)

Any changes to the Vehicle Roster and Driver Roster Listings must be sent to UCare within 30 days of the change. Please use the Excel file when submitting changes. UCare may request this information at any time for any reason.

What's needed from you?

- Access the Provider Manual at www.ucare.org/providers.
- Review all sections that impact your business.
- Ensure you have a thorough understanding of UCare's expectations of you as a contracted provider.
- Reach out with any questions or concerns.

Questions?

For questions about the Provider Manual, contract requirements or the May 1 transition, please email Trans-Prov@ucare.org.