

April 24, 2017

What Providers Need to Know: Preparing for UCare's Expansion of PMAP & MinnesotaCare

On May 1, 2017, UCare will begin serving an estimated 165,000 additional members of Prepaid Medical Assistance Program (PMAP) and MinnesotaCare. Information about the expansion, including a list of expansion counties, is available at <https://www.ucare.org/HealthPlans/Pages/StatePublicProgramExpansion.aspx>.

This bulletin includes information providers may need to seamlessly transition the care for your patients and our new members after May 1, 2017.

Member ID Cards

Members transitioning to UCare in May will receive their UCare ID cards the week of May 1, 2017. All new members should have their ID cards no later than May 10, 2017. Examples of the member ID cards are available [here](#) on the UCare Provider Website.

Authorizations

UCare is taking several actions to ensure our new members, especially those who started a course of care while enrolled with Medica, have a seamless health care experience. Please carefully read the following information about authorizations for transitioning members.

Verify eligibility

Providers should verify member eligibility for PMAP and MinnesotaCare patients on and after May 1, 2017, by using the Department of Human Services [MN-ITS](#). This is the most accurate or "source of truth" for PMAP and MinnesotaCare eligibility. Providers may also verify eligibility for all UCare members by connecting to our 270/271 transaction (go [here](#) for the Companion Guide) or by logging into the UCare [Provider Portal](#).

UCare's authorization requirements

Please review UCare's 2017 [Medical](#) and [Behavioral Health \(for Medicaid\)](#) authorization requirements for PMAP and MinnesotaCare.

Services authorized by Medica

UCare is required to honor authorizations for patients effective with UCare on May 1, 2017, who received prior authorization for dates of service beyond April 30, 2017, from Medica.

The Department of Human Services (DHS) obtained authorization data from Medica for most transitioning PMAP and MinnesotaCare members (*see exceptions below). This information will be shared with UCare at the beginning of May. At that time, to the extent possible, UCare will begin to enter open Medica authorizations for transitioning members.

What to do if a UCare PMAP/MinnesotaCare patient has an open authorization from Medica:

- **For services that will be rendered after May 15, 2017** - Check the UCare Provider Portal after May 15, 2017, to verify that UCare received and entered Medica's authorization information.

If the authorization is not showing in the portal after May 15, call UCare Clinical Services and Behavioral Health at 612-676-6705. If you call, please be prepared to share Medica's authorization information.

To ensure more timely and accurate payment of claims, please wait to submit claims for services requiring authorization until you verify an authorization is in place at UCare.

- **For services that will be rendered prior to May 15, 2017 – Proceed with providing the services. UCare is required to honor authorizations from Medica and will enter the data we received from Medica into our systems by May 15.**

To ensure more timely and accurate payment of claims, please hold claim submission for services requiring authorization until you verify an authorization is in place at UCare after May 15, 2017. **If authorization information is not showing in the portal by May 15, please contact UCare Clinical Services and Behavioral Health at 612-676-6705.**

We appreciate your patience as we make every effort to enter this data into our systems as quickly as possible.

*UCare will **not** receive open authorization information from Medica for the following services:

- Skilled Nursing Visits
- Durable Medical Equipment
- Private Duty Nursing
- Chemical Dependency (see more information below)

If UCare requires an authorization for the services listed above and a provider has an approved authorization for a transitioned Medica member, please fax the Medica authorization approval to UCare Clinical Services at 612-884-2499 and allow 14 calendar days before submitting the claim.

New authorizations

If transitioned patients need prior authorizations from UCare before obtaining medical services, providers must complete and fax the Clinical Services Authorization/Pre-Service Determination Form to UCare Clinical Services at 612-884-2499.

Therapy Services: UCare requires prior authorization for all physical, occupational and speech therapy services for PMAP and MinnesotaCare members. Prior authorization is required for a therapy session to be covered by UCare. UCare delegates utilization review to Magellan for therapy services. Authorization requests should be submitted directly to Magellan via fax (1-888-656-1952 or 1-888-656-2205) or online via the [Magellan portal](#).

Visit the "[Eligibility and Authorizations](#)" tab of the UCare Provider Website for additional information regarding authorization requirements and related forms.

Continuity of Care

UCare works with providers to support ongoing and uninterrupted services for members with acute conditions; with life-threatening mental or physical illnesses/disability; with disabling or chronic conditions in acute phase; or for the rest of life if the member is not expected to live longer than 180 days. If you have a question, contact Clinical Services at 612-676-6705.

In-Network Referrals

When referring members for services, please confirm that the provider you are referring the member to is in UCare's provider network. To find network providers, use UCare's Find A Doctor tool at www.ucare.org.

In-Patient Stays & Health Plan Liability

Charges for a PMAP or MinnesotaCare enrollee's inpatient stay are billable to the health plan the member was enrolled with on the day of admission. Therefore, if a new UCare PMAP or MinnesotaCare member was admitted to an in-patient hospital stay prior to May 1, 2017, and was discharged on or after May 1, 2017, the health plan the member was enrolled with on the day of admission is responsible for all professional and facility charges related to the entire stay. Please refer to the [DHS MHCP Provider Manual](#) for additional information.

Chemical Dependency Inpatient & Outpatient Services

Please refer to the Month-by-Month Structure section of the [MHCP Provider Manual – Alcohol and Drug Abuse Services](#) for guidelines regarding changes in placing authority during the course of chemical dependency (CD) treatment.

To forward applicable documentation to UCare for transitioned members, fax the [Chemical Dependency Notice of Admission and Outpatient Request Form](#) to 1-855-260- 9710. This form is also available on www.ucare.org/providers on the "Eligibility and Authorizations" page.

Please include the following when submitting the CD Notice of Admission and Outpatient Request Form for a transitioned member:

- The client's service start date or date of admission on the form so UCare understands how long treatment has been occurring;
- A copy of Medica's most recent authorization (if they provided a paper copy); and
- The most recent treatment plan/progress notes/Rule 25 assessment. This will help us establish a baseline for when the next concurrent review is due.

Restricted Recipients

Restricted recipients transitioning to UCare will remain under restriction. Program recipients can be verified through MN-ITS eligibility verification. Review the Restricted Recipient Program section of the [Provider Manual](#) for more information.

Taxonomy Reminder

Professional and facility claims received by UCare after March 1, 2017, will reject when billing and rendering or attending taxonomy is not properly reported. When providers submit NPI(s) anywhere on a claim, the corresponding taxonomy must also be submitted. See the [bulletin](#) published earlier this year for details.

UCare Provider Manual

UCare's [Provider Manual](#) was recently updated to better reflect current business practices. It is available at www.ucare.org/providers. 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.

More Information

UCare continues to work closely with DHS to smoothly transition care for impacted PMAP and MinnesotaCare recipients. We will keep providers updated about this program expansion in future editions of *health lines*, on our [Provider Website](#) and in Provider Bulletins.