

January 31, 2018

UCare Provider Manual Has Been Updated

UCare's Provider Manual contains critical information that providers need to effectively work with UCare and our members. It is important that providers reference it regularly for up-to-date content. The Provider Manual has been updated to reflect current business practices.

The Provider Manual can be accessed at www.ucare.org/providers. Please review the entire Provider Manual while paying close attention to the updated sections mentioned below.

If you have any questions, contact UCare's Provider Assistance Center at 612-676-3300 or 1-888-531-1493.

Below is a summary of the key updates that were made in the UCare Provider Manual:

- The resource remains a PDF with a table of contents that links to specific sections. The date the document was last updated is shown on the front cover. As the year progresses, there will be an update chart before the table of contents that briefly describes changes made and links to the updated sections.
- In the Delegated Business Services chapter, a preferred pharmacy network for *UCare for Seniors* members is outlined; information about Express Scripts' electronic prior authorizations (ePA) and how to access it is included; and several phone and fax numbers for Express Scripts have been updated.
- UCare's Nondiscrimination Policy has been updated.
- Several new sections were added to the Claims chapter, including: Vaccines Covered by Medicare Part D; Notifying UCare of Contracts with Third-Party Billers; Coding Appeals; Unlisted Codes; LCD/NCD Updates; and Unauthorized Provider Services.
- The Electronic Data Interchange (EDI) section has updated contact information for RelayHealth and additional information about taxonomy code requirements.
- The Authorizations and Notifications section has been updated to reflect UCare's current practices. All UCare providers should review and be familiar with the content in this section.
- A new chapter on Disease Management Programs has been added.
- Providers should review and be familiar with the content in the Fraud, Waste and Abuse section.
- The Child and Teen Checkup chapter has a new section on Well Child Care Coding for Quality Measurement and Payment.
- The Health Promotions section has new information about UCare's Smoking and Tobacco Cessation Programs.