Provider Bulletin

Aug. 6, 2020

Important Admission Notification Reminders

Inpatient admission notification is an important function of working with UCare members.
- It supports accurate and timely claims payment.
- It allows for better coordination with the hospital regarding ongoing care.
- It helps prepare the member for discharge.
- It promotes the engagement of UCare's care management program post discharge.

Inpatient admission notification isn't a substitute for prior authorization. Some services require prior authorization in addition to admission notification. Please visit the link below for preauthorization requirements:

https://home.ucare.org/en-us/providers/eligibility-authorization/

Following are some helpful reminders to assist providers with admission notification requirements.

Type of admission or facility	What you need to know

Acute care hospital:
 	
Inpatient Admission
	Daily Inpatient Admissions report can be faxed or emailed to the Clinical Intake team at:
	• Fax: 612-884-2499
	• E-mail (secured): ucareadmissions@ucare.org
	
	Refer to the authorization requirements grid on the Eligibility & Authorizations page of the UCare provider website (www.ucare.org/providers)
	
	Contact UCare within one business day from the date of admission at:
	• Phone: 612-676-6705 or toll free: 1-877-447-4384
	• Fax: 612-884-2499 or toll free: 1-866-610-7215
	  Please include:
	  ○ Member's name
	  ○ UCare ID number
	  ○ Date of birth
	  ○ ICD-10 diagnosis
	  ○ Admission date

UCare

Observation status admissions	All hospitals that contract with UCare are expected to be compliant with the Notice of Observation Treatment and Implication for Care Eligibility (NOTICE) Act. The link is below: https://www.cms.gov/Medicare/Medicare-General-Information/BNI/index The Act requires all hospitals and critical access hospitals (CAHs) provide *both*: • Written notification to the member; and, • Verbal/oral explanation of the notification to members receiving observation services in an outpatient status for more than 24 hours.
Maternity/Newborns	Notification of all newborns should include: • Delivery date • Delivery type • Birth weight • Level of care Note: Find the Birth Notification Form on the Information and Resources web page under "Hospital Resources." Fax it to Clinical Intake at: • Fax: 612-884-2499 or toll free fax: 1-866-610-7215
Intermediate levels of care: **Long-term Acute Care Hospital (LTACH)** **Acute Inpatient Rehabilitation facility (AIR)**	UCare requires prior authorization for Long-term Acute Care Hospital (LTACH) and Acute Inpatient Rehabilitation (AIR) admissions for all lines of business. Requests are reviewed for medical necessity in *advance and concurrently* throughout the admission and through discharge. UCare uses utilization triggers for utilization management and case management. ***During the Covid-19 pandemic, UCare has temporarily changed prior authorization and notification requirements for certain post-acute care services effective for dates of service April 20, 2020, to Sept. 30, 2020.*** Please refer to: https://home.ucare.org/en-us/providers/provider-covid-19-faq/authorizations/ Hospitals are expected to: • Promptly provide adequate clinical information for any stay upon request. • Provide for reasonable access to hospital utilization review staff, as applicable.

	• Notify UCare when needs for case management or discharge planning support are identified. Note: All admissions to an AIR or LTACH facility are processed by UCare's Clinical Services team at: • Phone: 612-676-6705 (choose "option 2") or toll free: 1-877-447-4384 • Fax: 612-884-2499 or toll free Fax: 1-866-610-7215

UCare