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Monthly Provider Newsletter

UCare



July 2018

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UCare Provider Website
www.ucare.org/providers
Provider Assistance Center
612-676-3300
1-888-531-1493 toll free

Clinical Services Utilization Review Survey coming soon

Our Clinical Services team is seeking feedback on UCare's processes related to utilization review. In August, we will be sending an email invitation from Dr. Larry Lee, UCare Chief Medical Officer, to complete this survey. We would like to hear from office staff and/or practitioners who work with submitting prior authorizations for services to our members.

Upon completion of the survey, you can enter your office in a drawing to win one of two free lunches from UCare. Look for the survey soon!

Some drug prior authorizations removed as of July 1, 2018

Effective dates of services from July 1, 2018, and forward, UCare will NOT require a prior authorization on the following injectable drugs* for members on our UCare plans:

- **Botulinum Toxins** (Botox, Dysport, Myobloc and Xeomin)
- **Immune Globulins** (Privigen, Gammagard, Carimune, Gamunex, Hizentra, Bivigam, Gammaplex, Vivaglobin, Octagam, Flebogamma, Glebogamma, HyQvia, Immune Globulin NOS)
- **Viscosupplementation Knee Injections** (Gel-One, Hyalgan, Orthovisc, Supartz)
- **Remicade**

UCare requirements for a prior authorization on Prolia include the following:

- **Prolia:** Prior Authorization will only be required for Medicare plans.

Each year, UCare conducts an annual review of the list of drugs requiring prior authorization. The Pharmacy and Therapeutics Committee releases the review in the fall before the year it takes effect, with additional reviews during the year, as needed. The full list of drugs requiring prior authorization are available on [UCare's Pharmacy page](#).

*Although the drugs above will no longer require a prior authorization, claims will be denied for excluded or investigational uses (e.g., cosmetic conditions).

New Mental Health Payment Policies now online

Updated payment policies for Mental Health services are now posted on our ucare.org/providers website. You can go to [Payment Policies](#) from the Home page.

Model of Care (MOC) Training for Providers - UCare's MSHO and UCare Connect + Medicare

UCare's Minnesota Senior Health Options (MSHO) and *UCare Connect + Medicare* members face a host of unique challenges and barriers to getting the care they need. These products are designed with a unique set of benefits and services to help members meet these needs and assist them in staying healthy and independent.

Both plans are Dual Eligible Special Needs Plans, meaning that the member's Medicare and Medicaid benefits and services are integrated into one benefit package.

The Centers for Medicare and Medicaid Services (CMS) requires training be provided to participating providers on the Model of Care. The training promotes understanding of the management and procedures necessary to provide services and coordination of care to members.

All providers are required by CMS to complete one training option annually. Two options are available:

- Review the MSHO and *UCare Connect + Medicare* Model of Care description posted on UCare's [provider website](#) and maintain a signed attestation of completion within your site.

OR

- Attend in-person presentations, which are available upon request.

Following the training, share or review the information with all appropriate staff and partners at your clinic. Providers must document and maintain training completion records and provide such records to UCare upon request to confirm that the training has been completed.

Providers may also contact us at clinicaliaison@ucare.org for information about our MSHO and *UCare Connect + Medicare* Model of Care training

Documentation improvement: Documentation for drug/alcohol use

Diagnosis documentation is a crucial when documenting an office visit. This provides the reason why the visit occurred and substantiates the level of medical decision-making involved in assessing and planning treatment. Unfortunately, many associated diagnoses are often incomplete or completely missed. This is common for drug/alcohol abuse or dependence that influence treatment of other conditions. Here are a few tips for accurately documenting substance use disorders:

- Define the severity
 - Three categories: use, abuse, dependence
 - DSM-5 definitions:
 - Mild use equals abuse
 - Moderate or severe use equals dependence
 - Don't document multiple severity levels
- Document the relationships
 - Identify any manifestations or complications
- History of dependence is defined as use in remission; do not use historical context for an active problem
- Note how the condition was addressed or affected care at each visit

Complete documentation is the best method for capturing the provider's work and the true health status of the patient. Diagnosis documentation is key to establishing complete documentation, reducing coding errors and supporting appropriate patient management.

UCare colon cancer screening partnership for MSHO and UCare Connect + Medicare members

UCare is partnering with **Mobile Medical Examination Services**, also known as **MedXM** to provide in-home colorectal cancer screening kits to our members!

MSHO and UCare Connect + Medicare members identified as needing their colon cancer screening will be receiving in home test kits in the mail around the week of July 9. Accompanying the test kit, the member will receive a cobranded letter from UCare and MedXM explaining the kit, along with how to complete and return it. MedXM will also contact these members to review instructions and encourage completion of the kits.

Results from the kits will be provided to members and their primary care clinics. Please encourage members to complete these kits if they receive them.

If you have questions regarding this partnership, please contact Cindy Radke, LSW, UCare Clinical Services Project Coordinator at 612-676-3662.

UCare employee shares her story as a colon cancer survivor

In our continued efforts to get the word out on colon cancer screenings, one of our own UCare staff members was brave enough to share her story of being a colon cancer survivor. We hope you will watch her message and share it with others who may be interested in learning more.



If you have a patient who is a UCare member who has survived Colon Cancer or Breast Cancer, and may be willing to share their story, contact Cindy Radke, LSW at 612-676-3662.

Here is the link to [Therese's story](#).

State Public Programs Mental Health Services require specific diagnosis codes

The primary diagnosis code submitted on a claim should reflect the condition that was the principal focus of the patient encounter on that date of service. For State Public Programs, UCare requires that one of the diagnosis codes approved by the Commissioner of the Minnesota Department of Human Services (DHS) be used when submitting mental health services for reimbursement. The approved diagnosis codes are located in the Minnesota Health Care Programs (MHCP) Manual that can be found [here](#). Unspecified diagnosis codes are not acceptable.

UCare may choose to periodically review claims and take back monies for claims previously paid or deny claims where a diagnosis code required by the Commissioner was not submitted with the claim.

Keep important news coming to your inbox

Many workplaces set email security to screen out certain messages that could be spam. Often, emails that you signed up to receive end up in your spam or junk email folders.

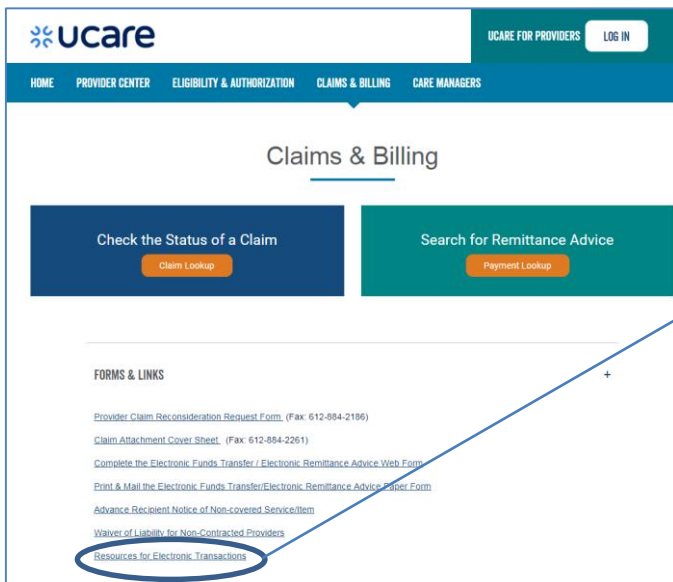
By adding the sender's email address to your safe senders or contact list, you can help ensure you receive these messages. Each email program has different ways to do this, so check with your IT department or email provider for instruction. To make sure you keep receiving *health lines* and other provider communications from UCare, please add providernews@ucare.org to your safe senders list.

Website tip of the month: Electronic Data Interchange Resources

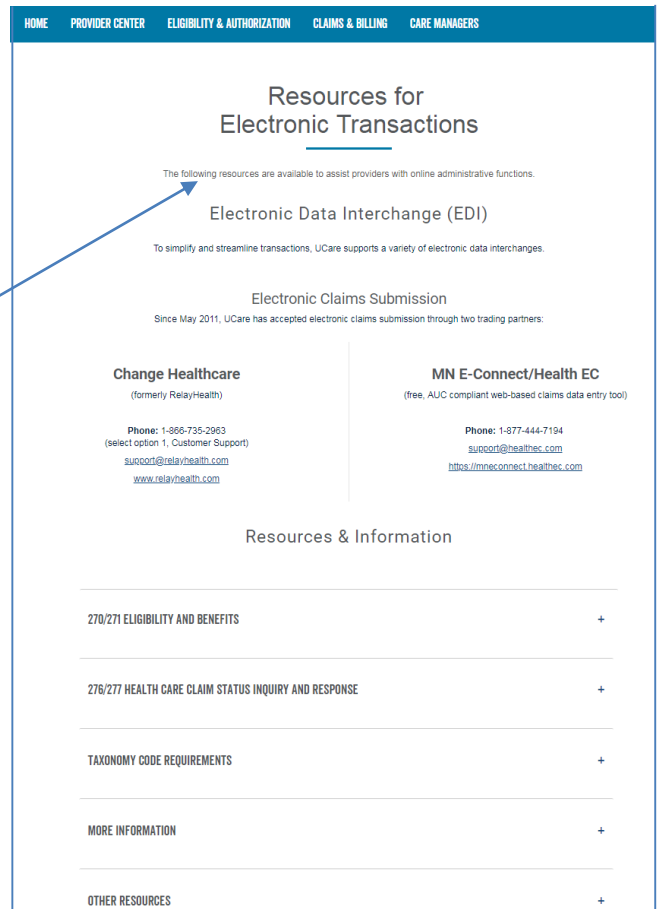
We will share helpful tips monthly to answer common questions about our new website. If you have a website question you'd like to see answered in a future column, please email it to providernews@ucare.org.

Follow these steps to find forms and additional resources for EDI.

1. Go to Claims & Billing and open the Form & Links drawer.



2. Select **Resources for Electronic Transactions**.



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www.ucare.org/providers

UCare
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612-676-3300
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Contact the newsletter staff: providernews@ucare.org

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