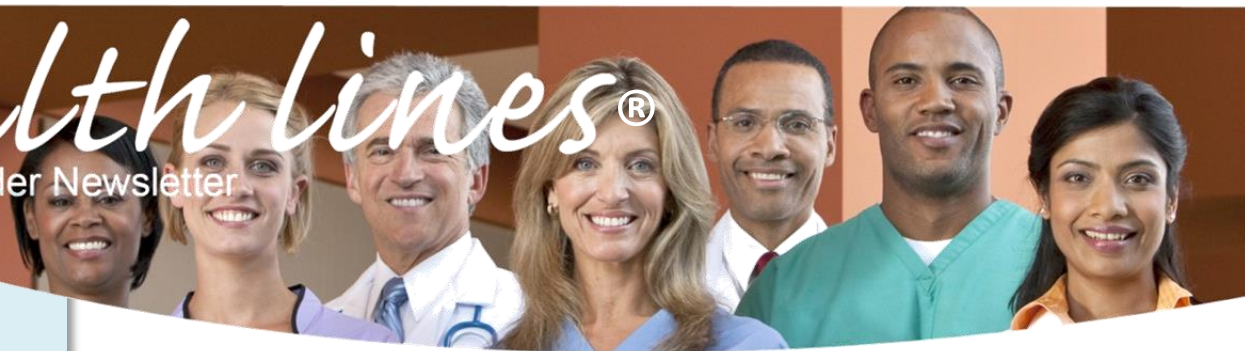


healthlines®

Monthly Provider Newsletter

UCare



May 2018

In this Edition

[UCare.org/providers Updated](#)

[Add on codes - use the buddy system](#)

[Unlisted procedure codes and not-otherwise-classified codes](#)

[Dental highlight](#)

[Documentation improvement: Acute vs. chronic](#)

UCare.org/providers updated - Enhancing the provider experience

UCare has launched a new website that will help you find the information you need quickly and easily. We met with providers, identified opportunities and began finding ways to enhance your online experience. This is one of several improvements coming to the UCare.org website in 2018. Highlights include the following:

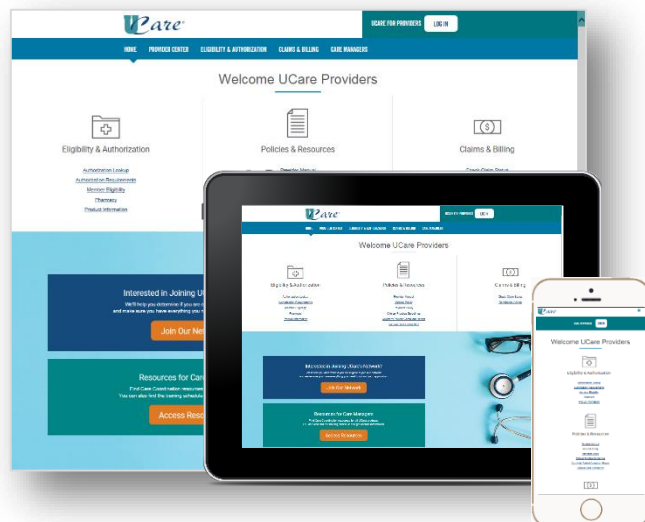
- A fresh design, with an intuitive look and feel.
- Helpful tools to look at product and prior authorization information. *Please remember the Eligibility and Authorization page has full versions of the Medical, Behavioral Health and Medical Injectable Drug Authorization grids that are considered our source of truth for prior authorization.*
- A provider news library with current and past news items and search capability.
- Information “drawers” that open when clicked to expose additional resources on a particular subject.

Here are some things to keep in mind when visiting the website:

- Check and update your bookmarks to the new URLs displayed in the address line.
- Everything on the previous website is on the new site, but it may be in a new location.
 - Resources and Training information is found on the Provider Manual page.
 - Provider Profile is now called Provider Center.
- You'll find the news library link at the bottom of the many pages.

This is the first of many updates to support your online experience. We will keep you informed along the way. UCare is committed to enhancing your provider experience to help support you in serving our members.

Thank you for what you do for our members!



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

Add-on codes - use the buddy system

Want to get your claims paid faster? If a primary procedure code and an add-on code are performed by the same provider, bill both of the codes on the same claim. This eliminates the need for a look back in history and expedites the claim processing.

Unlisted procedure and not-otherwise-classified codes

UCare providers should submit **documentation** with any claim that contains an unlisted CPT or HCPCS code. Documentation should:

- Indicate which procedure, service or supply is being reported under the unlisted code.
- Include a **detailed description** of the service.
- Indicate why the procedure, service or supply was necessary.
- Include the name of the drug and the dosage given (in box 19 of CMS 1500 claim form) when using an unlisted code for a drug (J series of HCPCS).

Each section of the CPT book contains at least one unlisted code that can represent a wide variety of services. Many unlisted CPT codes end with "99" and are typically found at the end of each section of the CPT book.

When submitting a claim, you are responsible for including all information required to process unlisted procedure codes. Claims reporting an unlisted code that are submitted without appropriate accompanying documentation will initially be denied.

Dental highlight

UCare offers great dental benefits to members enrolled in State Public Programs. During your next visit with a UCare member in one of the plans listed below, please refer them to our **Dental Connection team at 855-648-1415**, where they can receive assistance locating a dental provider and scheduling an appointment:

- MinnesotaCare
- Prepaid Medical Assistance
- Minnesota Senior Care Plus
- UCare Connect
- UCare Connect + Medicare
- Minnesota Senior Health Options

Documentation improvement: Acute vs. chronic

Sometimes a simple word can completely change the meaning of a patient's medical condition. There are many medical conditions that can be *acute*, *chronic* or *acute on chronic*. Accuracy is key to describing where the patient is along this continuum.

- *Acute* – condition with rapid onset that is generally brief in duration.
- *Chronic* – condition that persists for a long time, often for the remainder of a patient's life.
- *Acute on Chronic* – exacerbation of a chronic condition.

Remember to clarify your documentation. A patient with *acute* bronchitis would be very different from a patient with *chronic* bronchitis. This clarification will increase your documentation accuracy and support the medical care of your patients by other providers. Proper use of these terms can accurately document the patient's condition.

UCare Provider Website
www.ucare.org/providers

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Contact the newsletter staff: providernews@ucare.org

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