



Monthly Provider Newsletter

June 2019

In this Edition

[Temporary Increase in COB Reprocessing](#)

[Provider FAQ: New Claims System](#)

[Psychiatric Assistance Line \(PAL\)](#)

[Documentation Improvement - Diabetes](#)

[PAC Holiday Hours](#)

[UCare Provider Website](#)
www.ucare.org/providers

Provider Assistance Center
612-676-3300
1-888-531-1493 toll free

Temporary Increase in Coordination of Benefits Claims Reprocessing Expected

Providers may notice an increase in Coordination of Benefits (COB) claims reprocessing by UCare during the next few months. UCare is working with Discovery Health Partners to update the COB records for our State Public Program members. As UCare updates member records, we will reprocess COB claims according to DHS policy. This work should be completed within the next three months.

For additional information about COB, please see [UCare's Provider Manual](#), Claims Chapter (Ch. 10).

Provider FAQs – New UCare Claims System

UCare is implementing a new claims system platform over the next few years. The transition began in January 2019 when UCare moved claims for Individual & Family Plans (IFP) members to the new system.

UCare has created a list of [frequently asked questions](#) (FAQs) regarding the transition to the new claims system. The document will be updated periodically, with new questions and answers being added as needed.

You can access the FAQs through the “Newsletters & Alerts” rotating news banners on [UCare's home page](#) and [Provider News page](#). It is also listed in the News Archive (search for Claims FAQs, select bulletin published 4-2-19).

Psychiatric Assistance Line

The Psychiatric Assistance Line (PAL) is a free service available to all health professionals for mental health triage, referrals or consultations. PAL services can be accessed at 1-855-431-6468, Monday through Friday, 8:00 am to 6:00 pm, or online at: <http://www.mnpsychconsult.com/>.

The Psychiatric Assistance Line is a service provided by PrairieCare Medical Group through a grant from the Minnesota Department of Human Services.

Documentation Improvement: Diabetes

Diabetes is a chronic, lifelong metabolic disorder affecting uptake and storage of carbohydrate, protein and fat.¹ Diabetes requires continual medical management and should be addressed at every encounter. Medical record documentation should reflect this complexity by including all the known disease details. This will ensure quality and continuity of patient care.

Documentation tips

When documenting diabetes be sure to include the following in the patient's medical record:

- Type of diabetes – type 1, type 2 or secondary, due to underlying condition.
- Document any complications of diabetes.
- Note whether diabetes is controlled, uncontrolled, inadequately controlled or poorly controlled.
- Treatment plan – document whether patient is controlled by diet and exercise, anti-diabetic meds, or insulin.¹
- Identify when comorbidity is not due to diabetes.
- Document current status of any amputations or dialysis status.

It is common for diabetic patients to have more than one diabetic complication. All complications should be documented and coded to accurately reflect the patient's diabetic health status. Remember to document any additional co-existing conditions that affected the care and management of the patient.

1. Risk Adjustment Provider Documentation, Diabetes Mellitus: https://hmsa.com/portal/provider/Provider_Documentation_DIABETES.pdf

PAC Holiday Closure

UCare and the Provider Assistance Center (PAC) will be closed **Thursday, July 4** for Independence Day. If you need assistance that day, log into the [Provider Portal](#) or you can use the self-service options on our interactive voice response system.



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