



## Monthly Provider Newsletter

March 2019

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**UCare Provider Website**  
[www.ucare.org/providers](http://www.ucare.org/providers)

**Provider Assistance Center**  
612-676-3300

1-888-531-1493 toll free

### **Alert: UCare Online Submission of Claim Reconsideration Requests for Adjustments/Appeals and Recoupments Delayed**

UCare's launch of the online submission of the Provider Claim Reconsideration Request Form has been delayed to ensure all of the form features are functioning as expected.

At this time, Providers should continue to use the current Claim Reconsideration Form, which is located on the [UCare Provider Website](#) on the [Claims & Billing](#) page.

### **2019 UCare Provider Manual Update**

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](http://www.ucare.org/providers). Please review the entire Provider Manual.

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

## Provider FAQs – New UCare Claims System

UCare is implementing a new claims system during the next few years. The transition began in January 2019 when UCare moved claims for Individual & Family Plans members to the new system. We have prepared a list of [frequently asked questions](#) on the [Provider Website](#) regarding the transition to the new claims system.

Information in the FAQs include:

- General timelines for the transition
- Provider eligibility
- Member eligibility
- Claim rejects & clearinghouse edits
- Claim submission
- Payments

As details emerge that could impact providers, UCare will add new questions and answers. Additionally, we will update existing information if there are any changes. At the top of the document, it will state the date it was last revised.

## Healthy food discounts for UCare members

UCare members now have access to [Healthy Savings](#), a UCare-sponsored program that provides discounts on healthy foods at the grocery store. The program is designed to support better nutrition by providing discounts on name brand products that rank in the **healthiest 1/3 of foods in a typical grocery store**.<sup>\*</sup> Healthy Savings partners with more than 200 food companies, national grocery chains, and local farmers markets to make the healthiest foods more accessible. With Healthy Savings, members can save up to \$50 a week!

Eligible households will receive a letter in the mail with a Healthy Savings card or bar code. Members may scan the Healthy Savings card or download the mobile app during checkout at participating grocery stores. To learn more about participating stores and weekly deals, members may register for a Healthy Savings account at [www.HealthySavings.com/UCare](http://www.HealthySavings.com/UCare).

This program is available for Families and Children (PMAP), Individual & Family Plans, MSHO, UCare Connect (SNBC), UCare Connect + Medicare (SNBC integrated), UCare Medicare, UCare Medicare with Fairview & North Memorial, and EssentiaCare. (Effective 4/1/2019 for MinnesotaCare and MSC+ households)

*<sup>\*</sup>Foods are rated within the independent and nationally renowned [Guiding Stars](#)<sup>®</sup> nutrition guidance system, which is aligned with the dietary guidelines of the FDA and USDA.*



## Documentation Improvement: Deep Vein Thrombosis

Deep vein thrombosis (DVT) is a blood clot that forms in a vein deep in the body. Blood clots usually occur in the lower extremities; however, they can develop in the upper extremities. A complication of DVT is a pulmonary embolism (PE). This happens when the blood clot breaks off and travels through the bloodstream to the lungs causing a blockage. When blood flow is blocked due to a PE, the decrease in oxygen levels in the blood can potentially cause organ damage.<sup>1</sup>

When documenting DVT, make sure to include the following to ensure appropriate reporting of the diagnosis code:

- Document if the DVT is an acute, chronic or a historical condition:
  - An acute DVT is considered to be a new thrombosis.
  - Chronic DVT is an old thrombosis requiring patient to remain on anticoagulant.
  - Document history of DVT only when it has completely resolved.
- If the patient is on anticoagulant therapy to reduce the risk of reoccurrence, indicate that in the medical record.
- Location
  - Indicate which vein (e.g., femoral, iliac).
- Laterality
  - Document which extremity the DVT is in (e.g., lower left leg, lower right leg).
  - Proper documentation should specify not only the acuity and severity of DVT, but also the site including laterality.<sup>2</sup>
- Treatment/Medication
  - Document any treatment/anticoagulation therapy the patient is on.

DVT is a serious medical condition; therefore, it is important that it is documented in a patient's medical record to the highest level of specificity. Doing so will improve patient care and support healthy outcomes.

1. Medline Plus website: Pulmonary Embolism (accessed February 2019): <https://medlineplus.gov/pulmonaryembolism.html>.
2. Anthem BlueCross BlueShield website: Risk Adjustment Coding Academy-Coding Focus: Deep Into Coding for DVT (accessed February 2019): [https://www11.anthem.com/shared/noapplication/f2/s2/t4/pw\\_g345821.pdf?refer=ahpmedprovider](https://www11.anthem.com/shared/noapplication/f2/s2/t4/pw_g345821.pdf?refer=ahpmedprovider)

## Sign Up to Have UCare Provider News Delivered to Your Email

If you haven't done so already, please consider signing up to receive emails from UCare Provider Services. Encourage staff in your organization to do so as well! Once you sign up, you will receive the monthly *Health Lines* newsletter and other essential, timely updates from UCare via email.

Signing up is easy! Just takes only 30 seconds to answer a few questions.

You will be asked to subscribe to an email list. If you want all provider communications from UCare, please select the "All UCare Providers Updates" list. On occasion, UCare will do targeted communications to specific provider specialties or topics. If you would like to receive specific topic/specialty communications, subscribe to the applicable email lists included on the [sign up form](#).

Please note that all subscribers will receive the provider newsletter and communications intended for the broader provider network.

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