



UCare Provider Manual Updated

UCare's 2020 Provider Manual contains critical information that providers need to know to effectively work with UCare and our members. It is important that providers reference the online manual regularly for up-to-date content.

The [Provider Manual](#) has been updated to reflect current business practices in the following chapters:

- Introduction to UCare
- Restricted Recipient
- Provider Credentialing
- Claims & Payments
- Authorizations & Notifications
- Medical Necessity Criteria for Services Requiring Authorization
- Mental Health and Substance Use Disorder Services
- Hospital Services
- Transportation

UCare Holiday Closure

UCare and the Provider Assistance Center (PAC) will be closed on Monday, Sept. 7, for observance of Labor Day. If you need assistance during this time, self-service will be available through the Interactive Voice Response (IVR) system or log into the [Provider Portal](#) to verify member eligibility, check claim status or send a message to PAC.

Reminder: New Member ID Card Design Coming in August

Beginning August 2020, UCare will introduce a new member ID card design for all products that will be issued for members who join UCare or seek a replacement ID card during the remainder of this year.

UCare will not replace the cards issued earlier this year (Refer to the current [Member ID Card Tip Sheet](#) for examples of the current

Table of Contents

[UCare Provider Manual Updated](#)

[UCare Holiday Closure](#)

[Reminder: New Member ID Card Design Coming in August](#)

[Documentation Improvement: Rheumatoid Arthritis](#)

[Sign Up For UCare Provider News](#)

[LivingWell Kid Kits](#)

[Member Rights and Responsibilities](#)

[Provider Relief Fund Application Deadline Extended to Aug. 28](#)

UCare Provider Website

www.ucare.org/providers

Provider Assistance Center

612-676-3300

1-888-531-1493 toll free

ID card) for its other members. Providers should accept both ID card designs for the remainder of 2020. All members will have cards with the updated format after Jan. 1, 2021.

[Read the June 15 Provider Bulletin](#) for additional details.

Documentation Improvement: Rheumatoid Arthritis

Rheumatoid arthritis is an autoimmune disorder that occurs when the immune system mistakenly attacks the body's tissues. It is a chronic inflammatory disorder that can affect more than just the joints. The inflammation can damage other parts of the body as well and severe rheumatoid arthritis can cause physical disabilities.

In order to report the diagnosis to the highest degree of specificity, it is important to document very clearly and accurately. Be sure to indicate the following in the patient's medical record to support a clear and complete documentation:

- Site(s) and laterality
- Positive or negative for rheumatoid factor
- Type, as juvenile type, Felty's syndrome
- Manifestation, i.e., organ or system involvement, bursitis, nodules, myopathy, polyneuropathy¹
- Document any current treatment of patient

Documenting rheumatoid arthritis to the highest degree of specificity is the best method to capturing and reporting the most accurate diagnosis for the patient. Complete documentation will also support the appropriate patient management.

1. Bernard, Sheri Poe. Risk Adjustment Documentation and Coding. Chicago, American Medical Association, 2018.

Sign Up For UCare Provider News

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 fill out this simple [form](#).

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.

Thank you for your help in improving our communications to the provider community!

LivingWell Kid Kits

Available for UCare’s MinnesotaCare and Prepaid Medical Assistance Program (PMAP) members age 17 or younger.

UCare offers fitness and wellness kids kits to help kids feel well and be well. Each kit includes engaging tools to help improve health and wellness – at no cost! Members can call customer service to order the kit. Members may choose one of the following kit options per year:

<p>Kit 1: Fitness Fun Kit: Fitness tracker, Frisbee, Fitness dice, Hacky sack</p>	<p>Kit 2: Youth De-stress Kit: Coloring book, Colored pencils, Fidget toys</p>	<p>Kit 3: Child Dental Kit: Child-sized toothbrush, Floss picks, Toothpaste, Timer, Dental care tracker, Curious George book</p>	<p>Kit 4: Tween/Teen Dental Kit: Electric toothbrush, Toothpaste, Floss picks, Kit bag</p>
			

For additional information on these kits and others, please visit the [LivingWell Kits page](#) on the UCare.org website.

Member Rights and Responsibilities

UCare takes member rights and responsibilities seriously. Members and providers can access these rights and responsibilities in the member’s Evidence of Coverage or Member Contract, or in the Member Rights and Responsibilities section of the UCare Provider Manual.

- Find the Evidence of Coverage by health plan in the Member Contract Information drawer from the [Eligibility & Authorization page](#) of the Provider Website.
- Find the current [UCare Provider Manual](#) on the [provider website](#).

UCare providers should be aware of our member rights and responsibilities.

Provider Relief Fund Application Deadline Extended to Aug. 28

The U.S. Department of Health and Human Services (HHS) has extended the deadline for the Provider Relief Fund applications until Friday, Aug. 28, 2020.

HHS opened the application period in June and plans to distribute approximately \$15 billion to eligible providers that participate in state Medicaid and CHIP programs who had not yet received a payment from the \$50 billion General Distribution. Since that announcement, HHS has hosted webinars for providers and provider

organizations to answer questions and assist those eligible through the application process. Additionally, they have created a [fact sheet](#) explaining the application process to address frequently asked questions.

Read the full announcement here: <https://www.hhs.gov/about/news/2020/07/31/hhs-extends-application-deadline-for-medicare-providers-and-plans-to-reopen-portal-to-certain-medicare-providers.html>.

To stay updated on the latest information, we invite you to visit the following resources:

CARES Act Provider Relief Fund – <https://www.hhs.gov/coronavirus/cares-act-provider-relief-fund>

CARES Act Provider Relief Fund FAQs - <https://www.hhs.gov/coronavirus/cares-act-provider-relief-fund/faqs/index.html#medicaid-overview-eligibility>

Application Instructions - <https://www.hhs.gov/coronavirus/cares-act-provider-relief-fund/faqs/index.html#medicaid-overview-eligibility>

DHS Message on Provider Relief Fund - <https://mn.gov/dhs/partners-and-providers/news-initiatives-reports-workgroups/minnesota-health-care-programs/provider-news/>

ONLINE
www.ucare.org/providers

Call
612-676-3300,
1-888-531-1493

EMAIL
providernews@ucare.org

MAIL
UCare, P.O. Box 52, Minneapolis, MN
55440-0052
