



December 2020

Pleasant Radford Jr. Joins UCare as Health Equity Officer

UCare welcomes Pleasant Radford to lead development of a robust racial and health equity program strengthening the nonprofit health plan's work to provide its diverse members with a path to the best health for their lives. He will drive UCare's efforts to be the leader in integrating the social and medical needs of UCare members through community and provider partnerships.



Radford is a multidisciplinary health care professional who uses his experience in health care business management, public health and community engagement to help build an equitable, affordable, culturally competent health care system for all.

As Health Equity Officer at UCare, Radford will work across the organization to align clinical, community and provider health equity initiatives.

Formerly, Radford was Principal Evaluator at Blue Cross and Blue Shield of Minnesota, a consultant at UnitedHealth Group and also worked at Mayo Clinic, University of Chicago, Illinois Caucus for Adolescent Health and served in the Peace Corps.

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UCare Provider Website
www.ucare.org/providers

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

Individual and Family Plan (IFP) - Authorization Turnaround Time Requirement Changes

Effective Jan. 1, 2021, there is a legislative update that is applicable to UCare’s Individual and Family Plan authorization turnaround time requirements. This change will shorten the time that providers will wait to receive prior authorization decisions from UCare. The grid below outlines the changes that will be effective on Jan. 1, 2021.

Please note this is applicable to UCare Individual and Family Plans and UCare Individual and Family Plans with M Health Fairview only.

Request Type	2021 Turnaround Time Requirement	2020 Turnaround Time Requirement
Urgent Concurrent Review	24 hours	24 hours, no change in 2021
Pre-service/Prior Authorization	5 business days	10 business days, not to exceed 14 calendar days
Urgent Pre-service/Prior Authorization	48 hours and must include at least one business day after the initial request	72 hours
Retrospective Review (No claim on file)	30 calendar days	30 calendar days, no change in 2021

These new requirements do not apply to Medicare or State Public Programs. Turnaround times for these products will stay the same in 2021.

Medical Benefit Drug Prior Authorization for 2021

Continuing for 2021, Care Continuum will perform UCare’s Medical Benefit Drug Prior Authorization reviews for all lines of business.

- Prior authorization requests can be initiated at Care Continuum via the following methods:
 - Online (ePA) – via the Express Path Portal at the following link <https://www.express-path.com/>
 - Fax – By faxing [an authorization form](#) to Care Continuum at 1-877-266-1871
 - Phone – by calling 1-800-818-6747
- The grid of medical drugs requiring prior authorization, their corresponding criteria and prior authorization form are posted on our provider website at ucare.org/providers.

Post-service or retrospective pharmacy authorization requests, along with non-par requests should be sent:

- By [fax](#) to UCare, Attn: Clinical Services at 612-884-2499 or 1-866-610-7215
- By mail to UCare, Attn: Clinical Services at P.O. Box 52, Minneapolis, MN 55440-0052

A link to the detailed UCare provider bulletin outlining 2021 changes can be found [here](#).

Pharmacy Formulary and Benefit Changes for 2021

Following is a summary of the 2021 UCare pharmacy formulary changes effective Jan. 1, 2021. Click the links below to view the documents related to 2021 UCare formularies:

[UCare Individual and Family Plans and UCare Individual and Family Plans with M Health Fairview](#)

[UCare Medicare Plans and UCare Medicare with M Health Fairview and North Memorial](#)

[UCare Medicare Group Plans](#)

[EssentiaCare](#)

[UCare Minnesota Senior Health Options \(MSHO\) and UCare Connect + Medicare](#)

[Minnesota Health Care Programs \(MHCP\): UCare Connect, MinnesotaCare, PMAP, Minnesota Senior Care](#)

[Plus](#) (formulary is updated on the 1st of each month, 2021 formulary will be available January 1)

2021 Enhanced Shingrix Coverage for Medicare Plans

Beginning Jan. 1, 2021, Shingrix, the shingles vaccine, will be moved to tier 1 for all Medicare plans. This means members will have a tier 1 copay and the vaccine will be excluded from the deductible. This positive benefit change will result in a significant cost reduction in 2021 for this vaccine. As a reminder, Part D vaccines are available at most pharmacies, offering a convenient way to access Shingrix. [Please see the Nov. 18 bulletin for changes to billing part D vaccines administered in a doctor's office.](#)

2021 Enhanced Insulin Benefit for Medicare and Individual & Family Plan (IFP) Members

Beginning Jan. 1, 2021, all UCare Medicare Advantage plans (UCare Medicare Plans, EssentiaCare and UCare Medicare with M Health Fairview and North Memorial) will offer a \$30 copay at preferred pharmacies or \$35 copay at standard cost share pharmacies for a one-month supply of formulary insulin. This benefit will apply in the Deductible, Initial Coverage and Coverage Gap stages of a member's benefit.

Continuing for 2021, IFP copay and HSA plans will offer a \$25 copay for a one-month supply of formulary insulin.

2021 Enhanced Coverage for Select Brand Diabetes Drugs for IFP Copay Plan Members

Beginning Jan. 1, 2021, for IFP copay plans, select brand diabetes drugs will be covered at no more than \$25 copay for each 30-day supply. These will be identified on the IFP formulary with a special indicator denoting a member's eligibility for this reduced copay.

UCare Resources for Parents

UCare's [Caring for Your Baby](#) page has resources to give parents to promote infant health and wellbeing. Access free printable tip sheets on how to care for baby from birth to two years old, including car seat safety, a child symptom checklist, feeding, toilet training and much more.

A hard copy of the [Caring for Your Baby book](#) is also available for parents of UCare PMAP members, birth to age 2. The book covers important topics such as scheduling checkups, immunizations, what to expect during a checkup, growth and development milestones and more. Electronic copies are available in [English](#) and [Spanish](#). To order a copy of the book in English, members should contact UCare Customer Service at the phone number on the back of their member ID card.



Savings on Healthy Food at the Grocery Store

Through our Healthy Savings program, members receive special discounts on healthy foods at the grocery store -- items such as milk, eggs, fruits, vegetables and so much more. In 2020, UCare members saved over \$25,000 at grocery stores across Minnesota! To learn more about the Healthy Savings program, visit healthysavings.com/ucare.

Documentation Improvement: Quality Documentation in 2021

January 2021 is just around the corner, make sure you start off the year on the right foot by remembering the importance of quality medical documentation. Documentation provides the recordings of a patient's medical condition, progression and management, making it crucial to provide the most clear and accurate recording of the care you are providing.

With the new telehealth guidelines in 2020 and the new E/M guideline changes starting in January 2021, paying attention to detail when documenting will improve your medical record quality. Start the year off right by keeping these things in mind:

- **The basics** – Include elements such as date of service, provider signature, provider credentials, how the visit was performed: face-to-face, via synchronous audio & visual connection, etc.
- **Medical History** – When documenting medical history, make sure the condition is truly a historical condition.
- **Exam** – Make sure the exam is relevant and pertinent to the reason of the visit.
- **Medical Decision Making and/or Time** – Starting in January of 2021, the focus will be on medical decision or time for E/M office and outpatient visit level determination. Be sure to accurately document medical decision making or total time spent during the visit into the patient's medical record.
- **Chronic Conditions** – Document all chronic conditions that are affecting the current care to the highest level of specificity.
- **Medications** – Document any medication(s) that a patient is on that you are managing.
- **Problem List** – Make sure the problem list is accurate and updated to reflect the patient's current condition(s).

Health care guidelines and regulations may change on a continual basis but staying on top of quality documentation will support these changes. Take a moment to make sure your documentation is clear and concise to ensure accuracy. Accurate documentation will support the patient's true health status and improve patient care.

Model of Care Training

UCare's Minnesota Senior Health Options (MSHO) and UCare Connect + Medicare plans are Dual Eligible Special Needs Plans, meaning that the member's Medicare and Medicaid benefits and services are integrated into one benefit package, with Long Term Services and Supports incorporated in the MSHO product. The Model of Care (MOC) describes the population, management, procedures and UCare's approach to caring for our population. It also details how UCare provides and coordinates benefits and services for these members.

UCare's 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.

The Centers for Medicare and Medicaid Services (CMS) requires training on the Model of Care for providers on the management and procedures necessary to provide services and coordination of care to members to promote knowledge of the MSHO and Connect + Medicare population and assist providers in caring for these 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 [website](https://home.ucare.org/en-us/providers/model_of_care_training) (https://home.ucare.org/en-us/providers/model_of_care_training).

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. UCare recommends that you document and maintain training completion records. UCare may request a copy of the completed training document for compliance reasons.

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

Happy Holidays from UCare

UCare and the Provider Assistance Center will be closed the following days during the holiday season:

- Thursday, Dec. 24
- Friday, Dec. 25
- Friday, Jan. 1

If you need assistance during these times this time, self-service will be available through the Interactive Voice Response (IVR) system or by logging into the [Provider Portal](#) to verify member eligibility, check claim status or send a message to PAC.



ONLINE

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