



Monthly Provider Newsletter

February 2020

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

2020 Medical Drug Prior Authorizations

Care Continuum, a subsidiary of Express Scripts, will review Medical Drug Prior Authorization requests for all UCare plans beginning Jan. 1, 2020.

See the [List of Medical Injectable Drugs](#) requiring prior authorization. Review the [Medical Drug Policies](#) for coverage criteria.

You may submit an authorization request online to Care Continuum using ExpressPath Portal at <https://www.express-path.com/>. You may also fax or call Care Continuum.

Find medical injectable drug prior authorization resources and forms to request authorizations on our [Pharmacy page](#) for all UCare health plans.

Ineligible Provider List Updated Jan. 24, 2020

Contracted UCare providers must make sure that they, their company, owners, managers, practitioners, employees and contractors are not on the UCare Ineligible Providers List.* Providers should search the list of UCare Ineligible Providers on a regular basis, and before hiring or entering into contracts with individuals to provide services or items to UCare members. The most current list can be found under Provider Inquiries on the Provider Portal. Please reference Chapter 5 of the [UCare Provider Manual](#) for additional information.

Questions regarding the UCare Ineligible Providers List should be directed to compliance@ucare.org.

*Please note: This list is in addition to any prior and ongoing communications regarding ineligible individuals that network providers may receive.

Using the Correct Payor ID for 2019 and 2020 Medicare Claims

Earlier this year, UCare continued implementing its new claims system. On Jan. 1, 2020, UCare changed the Payor ID to 55413 for UCare Medicare Plans, EssentiaCare and UCare Medicare with M Health Fairview & North Memorial claims submissions for 2020 dates of service. Some providers have been using the new Payor ID of 55413 for claims with dates of service in 2019. As a result, these claims have been denied as member termed or voided. Please be aware that 2019 claims still need to be submitted under the old Payor ID 52629. If you have any Medicare claims that were denied or voided due to a 2020 Payor ID used on a claim with a 2019 date of service, please update your records and resubmit those claims under the correct Payor ID 52629. Read the [Feb. 3 Bulletin for additional guidance](#).

For additional details regarding UCare's new claims system changes, please refer to the [Oct. 30, 2019 Provider Bulletin](#) or the Frequently Asked Questions on the [UCare New Claims System web page](#).

Tobacco and Nicotine Cessation Outreach

Commercial tobacco or nicotine use continues to be prevalent among UCare members. In an effort to help members quit tobacco* or nicotine by increasing member engagement in UCare's tobacco quit line program ([Quit for Life](#)), we've implemented strategies to help connect members to available resources. Our quit line program offers an interactive online platform, telephonic 1-on-1 coaching, NRT (nicotine replacement therapy) starter kit, a mobile app (coming Spring 2020) and more. We want to meet members where they are, whether they are ready to quit or not.

In addition to sharing information about our quit line program through materials (i.e., member handbook) and programs (i.e., care management and coordination, community outreach), we've implemented the following outreach strategies:

- **Opt-out approach:** Prepaid Medical Assistance Program (PMAP), MinnesotaCare (MnCare), UCare Connect and UCare Connect + Medicare members who have a recent prescription for NRT or a service claim for tobacco cessation counseling will receive outreach calls from a tobacco quit line coach (5 call attempts) and a program brochure in the mail.
- **Opt-in approach:** All UCare members who have a recent service claim for tobacco or nicotine use, or reported tobacco or nicotine use on their Health Risk Assessment will receive a program brochure in the mail and can opt-in to the program by calling the quit line or registering online.

Since implementing our efforts in June 2019, we've seen almost double the number of enrollments in our quit line program compared to 2018! For more information about our quit line program, visit www.myquitforlife.com/UCare or call 1-855-260-9713.

*This does not include the sacred, medicinal or traditional use of tobacco by American Indians or other groups.

Preventing Falls for UCare Medicare Members

Falls are the leading cause of fatal and nonfatal injuries for older adults. Each year 1 in 3 adults 65 or older experience falls. Since falls are all too common among older adults, many people develop a fear of falling. This fear may cause them to limit their activities, which leads to reduced mobility, loss of physical fitness and an increased risk of falling.

UCare is working to prevent falls in our Medicare population by partnering with SilverSneakers to host Balance Builder fall prevention classes. Members will learn about common risk factors and steps they can take to prevent falls, including exercises to strengthen and improve balance. The workshops include 20 minutes of educational discussion with a focus on internal and external risk factors for falls, tips to prevent falls and how exercise plays a role in prevention. The remaining 25 minutes are interactive balance exercises. Attendees go home with a workbook detailing exercises they can do to prevent falls as well as a checklist to prevent falls around their home.

Strong & Stable Kit

UCare’s Minnesota Senior Health Options (MSHO) or Minnesota Senior Care Plus (MSC+) members

Falls are a major concern for older adults. That’s why UCare created the Strong & Stable Kit! Members are eligible for one kit per year. To order the kit, members should contact their care coordinator.

- Theraband resistance band strength kit
- Tip sheets with helpful falls prevention advice
- Tub grips
- Nightlight
- Medication box



For more information on preventing falls visit ucare.org/falls.

Supporting Pregnant and Postpartum UCare members

UCare is committed to improving members’ maternal health and birth outcomes. Kubra Dire, UCare’s Perinatal Outreach Specialist, conducts outreach calls to pregnant and postpartum members every day. “I call members to inform them of prenatal/postpartum resources through UCare and their community such as the UCare MOMS Handbook, free car seat program, breast pumps and incentives for timely care visits. I regularly refer members to home visiting programs and WIC,” says Kubra. UCare identifies pregnant and postpartum members for outreach through claims, provider referrals and hospital records.

In 2019, Kubra contacted over 1000 pregnant and postpartum members to provide support and connect members to resources. Additionally, about half of these members completed a pregnancy risk assessment. Members who may experience a high-risk pregnancy are referred to UCare’s ROSEBUD program for telephonic perinatal case management. Through the ROSEBUD program, members receive check-in calls and education from a perinatal nurse throughout their pregnancy. The nurses cover topics including care planning, when to contact their doctor, breastfeeding support and more. Our outreach efforts have been instrumental in helping us better understand our members’ needs and developing programs that better serve our members.

“Our goal is to promote a healthy pregnancy. We’re addressing social determinants of health through collaboration with county partners, WIC, Second Harvest Heartland and through tools such as NowPow, a community resource search application. The members I’ve connected with are excited and appreciative, and most importantly, now well informed of resources,” says Kubra.

For more information about UCare’s perinatal outreach, please contact Shoua Vang at svang4@ucare.org.

Documentation Improvement: Thrombocytosis

Thrombocytosis, or thrombocythaemia, is a condition in which the body produces excess thrombocytes (platelets), leading to abnormal blood clotting or bleeding.¹ Thrombocytosis may be either primary or secondary. Primary thrombocytosis or essential thrombocytosis is when there is no apparent underlying condition. Primary thrombocytosis is a blood and bone marrow disease.

Reactive thrombocytosis or secondary thrombocytosis is caused by an underlying condition. This is the most common type of thrombocytosis. It's caused by an underlying medical problem, such as:

- Acute bleeding and blood loss
- Vitamin or iron deficiency
- Cancer
- Kidney disorders
- Infections
- Spleen removal
- Major surgery or trauma
- Hemolytic anemia
- Inflammatory disorders

When documenting thrombocytosis, be sure to indicate whether the condition is primary or secondary. If the diagnosis is reactive or secondary thrombocytosis, document the underlying cause. Also, document and include any treatment plan in the patient's medical record. When the thrombocytosis has resolved, it is important to clearly state that in the medical record. When the condition has resolved, this diagnosis code should not be reported as active or current.

Improving the documentation of thrombocytosis will support the severity of illness of the patient. Documentation that clearly represents the specificity of the patient's diagnosis will support the patient's true health status, medical necessity and quality care management.

1. WA Coding Rule: Thrombocytosis (January 2020): ww2.health.wa.gov.au/.

UCare's Behavioral Health Department Reminders

The Behavioral Health Triage Line is for all UCare products and Case Management programs for PMAP, MnCare, MSHO and MSC+ health plans. Please remember that we are available to help you with UCare member's Behavioral Health needs.

Behavioral Health Triage Line

UCare's Behavioral Health Triage Line is designed to support member's behavioral health needs, such as:

- Crisis Intervention
- Behavioral Health Referrals
- Behavioral Health Case Management Consultation
- Behavioral Health Provider In-Network and Specialty Search
- Behavioral Health Service Authorization and Notifications
- Identification and Connection to Community Resources

UCare’s Behavioral Health Triage Line is available to all UCare members, providers and care coordinators Monday through Friday 8:00 am-5:00 pm with afterhours support available. You may reach the Behavioral Health Triage Line at 612-676-6533 or toll-free at 1-833-276-1185.

Behavioral Health Case Management:

If you would like to refer a member to Behavioral Health Case Management, please complete the Behavioral Health Case Management referral [form](#). If the member does not meet criteria for Behavioral Health Case Management, there is an option to consult with a Behavioral Health Case Manager to discuss the member’s behavioral health care needs via UCare’s Behavioral Health Triage Phone Line.

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 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!

UCare Provider Website

www.ucare.org/providers

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Provider Assistance Center

612-676-3300

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Contact the newsletter staff: providernews@ucare.org

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