



UCare Strategies for Preventive Care & Childhood Immunization

UCare continues to monitor the impact that COVID-19 has had on our members including their ability to receive preventive care and immunizations for their children. We are working on a broad array of initiatives to address health care disparities and ensure members are scheduling well child visits and/or immunizations for their children.

A few strategies being used include:

1. Sending an Interactive Voice Recording (IVR) to provide education on the importance of scheduling well child exams and immunizations.
2. Telephonic Outreach to specific age groups (under 2, 4-5, 11-12, and 18) educating members and families about scheduling well child visits to ensure their child is caught up on immunizations to attend daycare or school.
3. Identifying key stakeholders within our Somalian and East Asian populations to educate their communities about the importance of immunizations and continuing to see their provider for preventive exams.
4. Sending incentive mailing to members who have not seen their provider for immunizations or well checks.

If your office has any feedback or comments on how UCare can better support our members and your clinic, please reach out to your Provider Relations and Contracting Representative.

Bruce Cantor, M.D., M.S., Joins UCare as Medical Director

UCare has hired Dr. Cantor to round out its medical leadership team.

As Medical Director at UCare, Dr. Cantor reports to Chief Medical Officer, Julia Joseph-Di Caprio, M.D. He is responsible for conducting day-to-day medical management and leading ongoing improvement in collaboration with Health Services. Dr. Cantor provides



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guidance to the utilization management, appeals, medical policy and quality improvement teams to ensure UCare members receive care that is safe, timely, effective, efficient, equitable and patient-centered. He also provides clinical support as needed for complex case management, disease management and vendor services.

Prior to joining UCare, Dr. Cantor was a Medical Director at Medica for 8 years where he chaired the Credentialing Committee and participated on the Medical Policy Committee. He has been a practicing pediatrician at Partners in Pediatrics since 1999 and an Adjunct Assistant Professor of Pediatrics at the University of Minnesota since 2006. Previous administrative and physician work experience includes positions at North Memorial Health, HealthPartners, Regions Hospital, Veterans Administration Medical Center and South Lake Pediatrics.

“We welcome Bruce to our medical leadership team,” says Dr. Joseph-Di Caprio. “His combined medical management and clinic practice experience – especially related to health equity – is a powerful asset to UCare.”

UCare Extends Temporarily Changes to Post-Acute Care Authorization and Notification Requirements

On June 23, 2020, UCare extended the temporary change in prior authorization and notification requirements for certain post-acute care services effective for dates of service April 20, 2020, to Sept. 30, 2020, in response to the Coronavirus (COVID-19) state of emergency. These changes will help to meet the needs of our members who may require post-acute care in the following settings:

- Skilled Nursing Facility & Swing Bed
- Long-Term Acute Care Hospital
- Acute Inpatient Rehabilitation
- Home Care Services (i.e., skilled nurse, home health aide)

Providers should continue to use UCare’s prior authorization form for notification. Notifications do not require the attachment of medical notes.

UCare will continue to require prior authorization for out of network services. UCare will continue to complete Concurrent Review for Skilled Nursing Facility & Swing Bed Admission, Long-Term Acute Care Hospital and Acute Inpatient Rehabilitation.

For more information, please see the [Provider Bulletin](#) announcing the changes and the [COVID-19 Information for Providers web page](#).

Utilization Management Satisfaction Survey

We are pleased to announce that UCare’s annual Utilization Management Satisfaction Survey will be distributed in August. We will email or fax surveys to providers that have submitted a prior authorization since January 2020. Please note, if we have received a request from more than one staff person in your office, you may receive more than one survey.

The survey is brief and should take less than five minutes to complete. If you receive a survey, we highly encourage you to fill it out, as we value your feedback on this important process.

As a thank you, we will award five respondents with a \$20 Amazon gift card for completing the survey.

Ineligible Provider List Updated June 29, 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.

Keeping UCare Members Active

UCare is committed to helping keep our members healthy and safe. To help you understand which programs are available to the UCare members you serve, we will highlight a health program for eligible members each month. These programs and services help our members lead a healthy lifestyle. Visit UCare's [Health and Wellness](#) web page to learn more.

SilverSneakers

UCare Medicare Plans, UCare Medicare w/ M Health Fairview & North Memorial, EssentiaCare, UCare Minnesota Senior Health Options (MSHO), UCare Connect and UCare Connect + Medicare members are eligible for a SilverSneakers fitness membership at no additional cost. A SilverSneakers fitness membership gives members access to more than 500 participating locations in Minnesota and more across the country. Members should call their gym in advance to get information on restrictions and precautions.



- At gyms in the SilverSneakers network, members get access to exercise equipment and SilverSneakers fitness classes taught by certified instructors.
- Members can enjoy SilverSneakers classes at home with [SilverSneakers On-Demand](#) classes.
- SilverSneakers also offers FLEX classes that take place outside of a traditional gym, in places throughout the community like parks and community centers.
- SilverSneakers members get unlimited access to all SilverSneakers classes, FLEX and On-Demand classes, and gyms in the SilverSneakers network.
- SilverSneakers offers at home kits. Members can choose from a walking, toning, strength or yoga kit. Members may call 1-888-423-4632 (TTY: 711) to order an at home kit. Limit one per calendar year.

Member should visit [SilverSneakers.com](https://www.silversneakers.com) to get their SilverSneakers ID number, browse the SilverSneakers gym network, find an On-Demand class, and start using their SilverSneakers benefit.

Health Club Savings

Members eligible to participate in the Healthy Club Savings benefit are listed by UCare Health Plan below. Eligible UCare members who belong to a participating health club can receive a reimbursement of up to \$20 in their health club membership fees each month. To participate, members should show their UCare ID card when signing up at a participating location. While many gyms are starting to open, they may have restrictions due to COVID-19.

- UCare Medicare Plans, UCare Medicare w/ M Health Fairview & North Memorial and EssentiaCare members can participate in Health Club Savings if they are not participating in SilverSneakers and their club is not in the SilverSneakers network.
 - There is no monthly visit requirement.
 - Participating health clubs include:

- Select [Life Time Fitness](#)
 - Select [Healthy Contributions](#) clubs
 - Select [National Independent Health Club Association \(NIHCA\)](#) clubs
- MinnesotaCare, Prepaid Medical Assistance Program, UCare Individual & Family Plans and Individual & Family Plans w/ M Health Fairview members:
 - Have a monthly visit requirement of 12 visits
 - Must be age 18 or older
 - Participating clubs include:
 - [Life Time Fitness](#)
 - [YMCA Twin Cities](#)
 - [SNAP Fitness](#)
 - [Curves](#)
 - [Healthy Contributions](#) Clubs
 - [National Independent Health Club Association \(NIHCA\)](#) clubs

Learn more about participating in Health Club Savings [here](#).

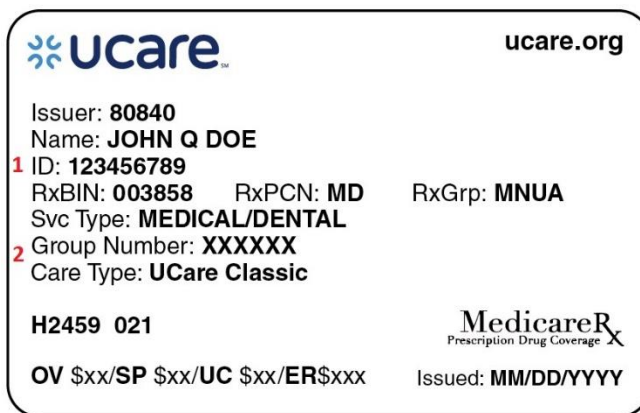
Accurate Member Information Is Key to Smoother Claim Submissions

Providers should ask for a current member insurance card each time a member presents for services. This lets you update information in your electronic records system, which can reduce rejected claim submissions or delayed claims processing.

The **UCare member ID number (1)** listed on the card or returned on the electronic eligibility and benefit transaction should be submitted on the claim exactly as provided. No digits should be added or excluded.

Please note that all UCare members have their own unique member ID numbers. Do not submit claims using the subscriber ID number with a dependent code.

Maintaining **current insurance information (2)** for members is imperative to successful and timely claims processing. Wrong member information can cause suspected fraudulent claims investigations and HIPAA violations, so please remember to verify that the information on the claim submission matches the information of the member receiving the service (name, member ID#, birth date, address, etc.).



UCare to Roll Out A New Member ID Card Format

Beginning Aug. 1, 2020, UCare will introduce a [new ID card design](#) (see bulletin for examples) for all products that will be issued for members who join UCare or seek a replacement ID during the remainder of this year.

Several subtle changes have been introduced with the new member ID card design:

- Cards for all product types will now be two-sided.
- Cards will display the card issued date instead of the coverage year.
- Cards for UCare plans with copayments will include copay information for several services.

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

Documentation Improvement: Chronic Conditions and Telehealth

With telehealth visits increasing due to COVID-19, it is important to document all health conditions including those that coexist at the time of the visit, such as chronic and status conditions. Chronic conditions are often under documented. If you are managing and/or treating those conditions, make sure they are clearly noted into the medical record.

Some basic elements for documenting chronic conditions:

- State the diagnosis.
- Specificity - documentation must be as specific as possible.
- Status condition – is the condition worsening, improving, unchanged, etc.?
 - Do not use term “history of” if the condition is still active. History of indicates that the condition no longer exists.
- Plan of care – document any medications, labs, referrals, etc.

Remember to document chronic, ongoing conditions as often as they are a consideration in the patient’s care treatment and/or management. Documenting all health conditions will provide a complete and more accurate picture of the patient’s overall health status.

FDA Recall of Certain Manufacturers of Metformin Extended Release Tablets

On May 28, 2020, the Food and Drug Administration (FDA) announced they requested five drug manufacturers to voluntarily recall their Metformin Extended-Release (ER) tablets from the marketplace due to higher than acceptable levels of N-Nitrosodimethylamine (NDMA), a potential cancer causing chemical. When people are exposed to higher than acceptable levels of NDMA over extended periods of time, it increases their risk of cancer. Below are the dates of manufacturer recall and the manufacturers impacted.

- June 1 – Amneal and Apotex recalled all lots/batches of their Metformin ER products.
- June 5 – Actavis (Teva) and Marksans Pharma Limited (Time Cap Labs) recalled certain impacted lots/batches of their Metformin ER products.

The FDA recommends that patients should continue taking Metformin ER tablets even after recalls occur, until they consult with their health care professional who can prescribe a replacement. UCare is sending letters to the UCare members that can be accurately identified and their prescribers informing them of this drug recall.

Metformin Immediate Release is a covered alternative on all UCare formularies and lists of covered drugs. Other alternatives include Metformin Extended Release tablets from manufacturers not included in the recall. Members may contact their pharmacy to confirm if their current supply of metformin was included in the recall.

For additional information, please visit <https://www.fda.gov/news-events/press-announcements/fda-alerts-patients-and-health-care-professionals-nitrosamine-impurity-findings-certain-metformin>.

COVID-19 Information for Providers

The COVID-19 situation is changing quickly, and we are monitoring changes closely. To assist our provider partners in navigating this changing situation, UCare created a [COVID-19 Information for Health Care Providers](#) page on our Provider Website.

Since the beginning of June, we have updated the following sections:

- Added **Ambulance and Transportation Services** and **Helpful Resources** pages.
- **Adding Practitioners/Locations on a Temporary Basis** – added information about UCare extending locum tenens practitioners from 90 to 180 days.
- **Authorizations** - updated the Waiving of Prior Authorization Requirements for certain post-acute care services effective dates of service to April 20, 2020, to **Sept. 30, 2020**.
- **Billing and Payment**
 - Under CPT/HCPCS Codes and Modifiers for COVID-19 Testing, added a new section about the -CS Modifier.
 - Added section on Disaster Related (DR) Condition Code and Catastrophe/Disaster CR Modifier.
- **Pharmacy and Formularies**
 - Updated information in the Early Refills, 90-Day Prescription Refills & Mail Order Services, Delivery Options, and Drug Shortages sections.
 - Added the Extending Prior Authorizations section.
- **Telehealth** - added Providers Working from Home and Waiver of 3-Day Service Limits sections.

UCare is monitoring inquiries for common questions and will update these web pages with additional information as it becomes available. We recommend [visiting the site](#) regularly for the latest information.

Reminder: New Authorization & Notification Forms Available

In late May, UCare announced the implementation of new authorization and notification forms for [Medical Services](#), [Medical Injectable Drugs](#) and [Mental Health and Substance Use Disorders](#), **effective July 1**. Providers should check the forms they are using to make sure they are the most up-to-date forms available. The latest forms are available on our provider website on the [Authorization pages](#) and [Pharmacy pages](#).

UCare may contact providers who submit requests on the old forms and inform and remind them to use the new forms.

Website Update: Network Resources Changes to Our Network

UCare continues to assess and update its provider website to make sure information is easy to find for our users. Recently, UCare renamed the Network Resources top navigation and page title to Our Network. Information on the page remains the same – Join Our Network, Manage Your Information, Credentialing Information and Provider Search. Each of these options will take visitors to a different page with information about that topic.

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