



Provider Demographics – Keeping it Current

UCare uses the provider information you submit in a variety of ways, so it is important that we have the most current information on file. Submit changes for the following at <https://home.ucare.org/en-us/providers/provider-center/>:

- Provider specialty, location demographics (phone number, languages or office hours)
- Adding or deleting an existing credentialed provider or specific non-credentialed provider to/from a specific practice location.

Having the correct information will ensure that UCare has the most current information available for provider directories and processing claims at the correct allowed amount.

Supervising Provider Information

UCare has noticed an increased number of claims being submitted without supervising provider information.

1. When submitting professional services on a **paper claim** and a supervising provider is required, enter the supervising provider's name in box 17 preceded by the Identifier Code 'DQ.' Also enter the supervising provider's NPI in box 17b.
2. When submitting professional services using the **837P format**, loop 2310D must be populated with the following supervising provider information:
 - NM101 – Identifier Code Qualifier: DQ (Supervising Provider)
 - NM102 – Type Qualifier: 1 (Indicates person)
 - NM103 – Last Name of Supervising Provider
 - NM104 – First Name of Supervising Provider
 - NM108 – Identification Code Qualifier: XX (Indicates NPI is provided in NM109)
 - NM109 – Identification Code: NPI (Supervising Provider NPI)

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UCare Provider Website
www.ucare.org/providers
Provider Assistance Center
612-676-3300
1-888-531-1493 toll free

Flu Season Reminder

Recommendations from providers can greatly impact a patient's decision to get vaccinated against seasonal influenza. Flu shots and nasal sprays are covered for UCare members. Members can get their flu shot or nasal spray at their doctor's office, drugstore, pharmacy, food market or store clinic. Members that use Health Ride transportation service to get to medical appointments can also use it to get their flu shot or nasal spray.

Every interaction with your patients is an opportunity to offer the flu vaccine. Especially at risk are pregnant women and patients with asthma, diabetes and chronic conditions. Set an example for your patients by getting the flu vaccine, too. Doing so can help keep your patients healthy.

Clinical Practice Guidelines Approved

UCare, through its Quality Improvement Advisory and Credentialing Council (QIACC), adopts and disseminates evidence-based clinical practice guidelines from nationally or locally recognized sources to support good decision making by patients and clinicians, improve health care outcomes and meet state and federal regulatory requirements.

At least every two years, QIACC reviews and approves the content of the guidelines. In September 2020, UCare reviewed and approved the following Mental Health and Substance Use Disorder clinical practice guidelines:

[Assessment and Treatment of Children and Adolescents with Attention-Deficit/Hyperactivity Disorder](#)

Primary Source: American Academy of Child and Adolescent Psychiatry

[Assessment and Treatment of Children and Adolescents with Depressive Disorders](#)

Primary Source: American Academy of Child and Adolescent Psychiatry

[Treatment of Patients with Major Depressive Disorder](#)

Primary Source: American Psychiatric Association

[Treatment of Patients with Schizophrenia](#)

Primary Source: American Psychiatric Association

[Treatment of Patients with Substance Use Disorders \(SUD\)](#)

Primary Source: American Psychiatric Association

To view UCare's most currently adopted clinical practice guidelines, visit the [UCare Provider Manual](#) or find them on the [Clinical Practice Guideline page](#) of the provider website.

UCare Mobile Dental Clinic

In 2019, the UCare Mobile Dental Clinic (MDC) provided dental care to more than 1,300 UCare members. The MDC offers dental check-ups, cleanings and simple restorative care to UCare members who have limited access to quality dental care. All care is provided by faculty-supervised dental, dental hygiene and dental therapy students from the University of Minnesota School of Dentistry, UCare's Mobile Dental Clinic partner.

The clinic is a specially designed, wheelchair-accessible, 43-foot "dentist office on wheels." It has three dental chairs, state-of-the-art instruments, chairside digital radiography and an electronic health record system. It visits several sites in the metro and Greater Minnesota each year.

Any UCare member with a UCare dental benefit may schedule a visit on the Mobile Dental Clinic. For appointments, they can call 1-866-451-1555 Monday through Friday, 8 am - 4:30 pm.

For a complete schedule of the Mobile Dental Clinic, visit ucare.org/mdc.

UCare Dental Connection

UCare's Dental Connection helps your patients who are UCare members manage their dental care with one simple phone call. A one-stop-shop, the UCare Dental Connection can help them:

- Find a dental provider or dental home
- Schedule dental appointments, including appointments for follow-up and specialty care
- Coordinate transportation to dental appointments
- Coordinate interpreter services for dental appointments
- Answer dental benefit and claims questions

UCare Dental Connection:

651-768-1415 or 1-855-648-1415 (toll free), TTY: 711

7 am – 7 pm, Monday – Friday

Documentation Improvement: Capturing Chronic Conditions

Chronic diseases are conditions that are long-lasting, usually cannot be cured and require ongoing medical attention. Although, some illnesses can be controlled or managed through lifestyle and medications, they can limit activities of daily living. Therefore, it's crucial to document these chronic conditions at all visits.

Chronic conditions are often under documented and improperly captured during a patient's visit. An underlying chronic condition could affect the treatment of an acute illness or injury. There could be complicating factors or a drug interaction that needs to be addressed. Even if you refill medications, you are managing the chronic condition and your medical documentation should reflect that management. All conditions that affect the care of the patient during the visit should properly be captured and reported.

With year-end approaching, it is important that you provide the most comprehensive care to your patients and make sure to document any chronic conditions in the patients' medical records. Whether via telehealth or an in-person visit, documenting and reporting the status of chronic conditions captures the patient's true health status and improves their quality of care.

Keep Important News Coming to Your Inbox

Many workplaces set email security to screen out certain messages that could be spam. Often, emails that you signed up to receive end up in your spam or junk email folders. By adding the senders email address to your safe senders or contact list, you can help ensure you receive these messages. Each email program has different ways to do this, so check with your IT department or email provider for instruction. To make sure you keep receiving *Health Lines* and other provider communications from UCare, please add providernews@ucare.org to your safe senders list.

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.

Recently, we updated the following sections:

- **Authorizations** updated the end date to October 31, 2020, for the waiving of prior authorization and notification requirements for certain post-acute care service.
- **Billing and Payment**
 - Under COVID-19 Test and Treatment, the third bullet about waiving coinsurance, copays and deductibles for in-network hospital services to treat COVID-19 end date was changed from September 30, 2020, to the end of 2020.
 - Under CPT/HCPCS Codes and Modifiers for COVID-19 Testing, added a new section about the -CS Modifier.

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

Phase 3 of COVID-19 Provider Relief Funding Available

On Oct. 1, U.S. Department of Health and Human Services (HHS) announced \$20 billion in Phase 3 provider relief funding will be released to providers on the front lines of the COVID-19 pandemic. Under Phase 3, providers who have already received Provider Relief Fund payments may apply for additional funding. Previously ineligible providers, including those who started practicing in 2020, and a wider group of behavioral health providers are also eligible. You may apply for Phase 3 funding beginning Oct. 5, 2020, through Nov. 6, 2020. [Click here](#) for additional information from HHS.

ONLINE

www.ucare.org/providers

Call

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