



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:

- On the **Authorizations** page, the end date for the waiving of authorization for post-acute care services was extended from Jan. 31, 2021, to Feb. 28, 2021.
- On the **Information for Providers** page, revised the note about copays, coinsurance and deductibles for Medicare primary care and mental health clinic services.
- On the **Billing and Payment** page:
 - updated the end date of the waiving of coinsurance, copays and deductibles for in-network hospital observations and inpatient services to treat COVID-19 from March 31, 2021, to June 30, 2021.
 - revised the note about copays, coinsurance and deductibles for Medicare primary care and mental health clinic service.
 - updated the information about sequestration.
- On the **Pharmacy and Formularies** page:
 - under “Early Refills,” revised the first sentence about “refill too soon.”
 - under “90-Day Prescription Refills & Mail Order Services,” added how long the 90-day fill benefit will be effective for Medicaid members.
 - added information about “COVID-19 Vaccine Coverage Through the Pharmacy Benefit.”
 - removed information about “Extending Prior Authorizations,” “COVID-19 Treatments in

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

Development and Clinical Trials,” “Drug Shortages” and “Formulary Coverage Status of Drugs That Treat Underlying Respiratory Conditions.”

- On the **Telehealth, Telemedicine and Technology Based Medicine** pages:
 - removed G2211 from the eligible services list.
 - Under “Billing Other Technology Services” table, updated information regarding codes 2061, 2062 and 2063 and added the replacement codes to be used in 2021.

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.

Email Address Updated for Reporting Mental Health and Substance Use Disorders Concurrent Reviews

The email address to submit inpatient and residential concurrent reviews has changed to MHSUDconcurrent@ucare.org.

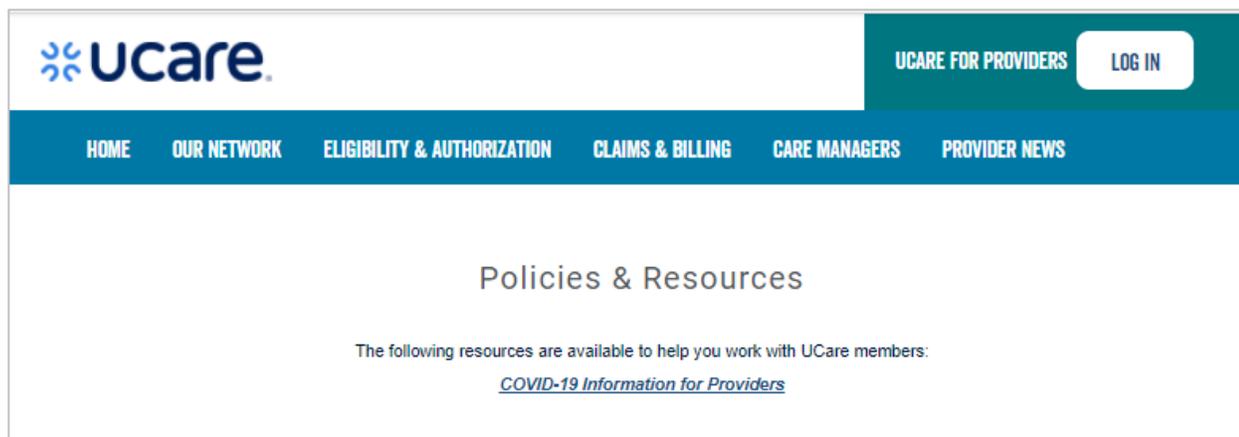
To allow for transition time, the previous email address (BHConcurrentReviews@ucare.org) will be available for a couple of months before being discontinued. We encourage you to begin using the new email address as soon as possible to prevent delays in communication with the MSS Utilization Management (UM) team. To ensure member’s health information is protected, please use [UCare's Secure Email Site](#) to transmit an email communication to our UM team.

UCare Policies & Resources Webpage Revised

UCare is excited to announce that we have refreshed the [Policies & Resources](#) webpage. The updated page includes a new, reorganized structure of our content, so you’ll be able to easily navigate to the information you need.

Our goal with this new webpage is to provide you better access to the resources you need for administration, clinical support, policies, product information and more.

The Policies & Resources page is available from the middle column of the [UCare.org/providers](https://ucare.org/providers) homepage.



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UCARE FOR PROVIDERS LOG IN

HOME OUR NETWORK ELIGIBILITY & AUTHORIZATION CLAIMS & BILLING CARE MANAGERS PROVIDER NEWS

Policies & Resources

The following resources are available to help you work with UCare members:

[COVID-19 Information for Providers](#)

Following are the page drawers and a summary of some of their content:

- **COVID-19 Information for Providers** – This link takes providers to an assortment to pages designed to help you navigate seeing UCare members during the public health emergency.
- **Administrative Resources** – This drawer includes information and resources for Claims & Billing, Payment Policies, EOPs, Product/Benefit info and more.
- **Clinical Support Resources** – This drawer includes information and resources related to Care Coordination, Clinical Practice Guidelines, Quality Initiatives and more.
- **Community Education Discount Program Partner Resources** – This drawer directs you to information for the Community Education Discount Program.
- **County Resources** – This drawer directs you to the Country Resources website.
- **Helping our Members** – This drawer includes information for dental benefits, Health and Wellness, and UCare’s Mental Health and Substance Use Disorder Access line.
- **Interpreter Provider Resources** – This drawer includes resources for interpreters to use when working with UCare members.
- **Mental Health & Substance Use Disorder Services** – This drawer directs you to the new webpage about Mental Health & Substance Use Disorder Services.
- **Pharmacy Resources** - This drawer includes links to drug coverage information, prior authorization resource for Medical Injectable Drugs requiring authorization and more.
- **Policies** – This drawer directs you to information regarding coverage policies, medical injectable drug policies, payment policies and more.
- **Provider Manual** – This drawer links you to the Provider Manual page.
- **SEATS Provider Resources** – This drawer directs you to information for contracted SEATS providers.
- **Training & Education** – This drawer directs you to a variety of educational resources including Model of Care training, manuals, guidelines, tip sheets and more.
- **Transportation Provider Resources** - This drawer contains resources for transportation providers to use when working with members.
- **Cultural Competency Resources** – This drawer provides links to resources to help you cut through cultural barriers.
- **Additional External Resources** – This drawer includes external information and resources for provider reference, such as the DHS Provider Manual, Medicare Manuals and more.

Should you have any questions regarding specific information, forms or processes, please contact the Provider Assistance Center at 612-676-3300 or 1-888-531-1493, 8 am to 5 pm, Monday through Friday.

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.org

Issuer: **80840**

Name: **JOHN Q DOE**

ID: **012345678900** PMI#: **089980**

RxBIN: **003858** RxPCN: **MA** RxGrp: **L58A**

RxID: **012345678900**

Svc Type: **MEDICAL/DENTAL** Group Number: **xxxxxx**

Care Type: **MinnesotaCare**

Copays

Non-Preventive Office Visit: **\$xx**

Emergency Department: **\$xx**

Issued: **MM/DD/YYYY**

Clinical Practice Guideline 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 December 2020, UCare reviewed and approved the following Medical clinical practice guideline:

Care of the Older Adult

Primary Source: American Geriatric Society

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.

Important Update for 2021 UCare Minnesota Senior Health Options (MSHO) Incentive Program

The 2021 MSHO incentive program (i.e., diabetes testing, cancer screening and wellness) has been delayed until late March 2021. Updates will be sent once it is available. When the new program is active, voucher mailing, member outreach and rewards will resume. Visit [UCare Rewards and Incentives \(MSHO\)](#) for current information.

At this time, UCare will not accept any 2020 MSHO vouchers that have a 2021 date of service listed.

Preventing Falls for UCare Members

UCare Medicare Plans, UCare Medicare Supplement, UCare Medicare with M Health Fairview & North Memorial, EssentiaCare, UCare's MSHO, UCare Connect + Medicare or UCare Connect 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 and lead 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 offer Balance Builders wellness workshops. Members will learn about common risk factors and steps they can take to prevent falls, including exercises to strengthen and improve balance. Eligible members can take classes from the comfort of their own home and on their own time. For more information on member eligibility for SilverSneakers, visit <https://home.ucare.org/en-us/health-wellness/fitness-wellness/silversneakers/>. Members can find virtual classes to improve strength and balance at [SilverSneakers.com](https://www.silversneakers.com).

For more information on preventing falls visit [ucare.org/falls](https://home.ucare.org/en-us/health-wellness/fitness-wellness/silversneakers/).

Strong & Stable Kit

UCare's MSHO, UCare's Minnesota Senior Care Plus (MSC+) or UCare Advocate Choice/UCare Advocate Plus members

Falls are a major concern for older adults. That's why UCare created the Strong & Stable Kit. Care Coordinators may order the kit for members using the order form found on the Care Management site. Members are eligible for one kit per year.

Kit contents include:

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



Documentation Improvement: Improving Diagnosis Specificity in Documentation

The documentation and reporting of diagnosis to the highest degree of specificity provides a complete and accurate picture of the patient's overall health status, supports medical necessity and improves care.

Specificity

- Clearly state, document and report all definitive diagnosis that identify the patient's condition to the highest level of specificity by including as much detail as possible in the medical record.

Examples of documenting detail: ¹		
Acute and/or chronic	Late effects (sequela)	Complications
Agent and/or organism	Laterality	Contributing factors
Anatomical location	Lifestyle	Episode of care

Associated conditions	Manifestations	Timing
Cause and effect	Remission status	Tobacco use/exposure
Comorbidities	Severity	Trimester of pregnancy

Link verbiage for manifestations

- Document conditions that have a causal relationship using verbiage such as “with,” “due to,” “secondary to” or “associated with.”

Examples:
Moderate persistent asthma with exacerbation.
Dementia due to Parkinson’s Disease.
Diabetes secondary to pancreatotomy.
History of tobacco dependence associated with COPD.

Status of Condition

- Proper use of the term “history of.”

Examples of how NOT to document:	Examples of how to properly document:
History of diabetes, on insulin 2019	Patient with type II DM on insulin since 2019.
Stroke, July 2008	Patient with a history of stroke in July 2008.

- Medical Record Documentation Tips. Amerigroup, <https://providers.amerigroup.com>.

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.

ONLINE
www.ucare.org/providers

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