Health Lines

UCare's Provider Manual Updated

UCare has updated the Interpreter Services chapter of the [Provider Manual](). Specific updates are called out in the Appendix.

Innovative UCare, GEDWorks Program Expands Statewide

UCare and GEDWorks are partnering to provide UCare members a second chance to earn their GED® (General Educational Development) credentials. The partnership addresses education as a significant social factor driving health and health outcomes. It complements UCare's robust support for every dimension of our members' health including food security, housing stability, and health and racial equity.

Since 2019, UCare and GEDWorks have piloted a program in select Minnesota counties. This program waives the cost of GED preparation and testing for a limited number of UCare members enrolled in Prepaid Medical Assistance Program (PMAP) and MinnesotaCare programs. To date, 28 members from diverse backgrounds have graduated and earned their GED credentials.

Now UCare and GEDWorks are expanding the program statewide - and throughout the metropolitan area - and adding an additional 1,000 opportunities for members. The program is also expanding to members of UCare's Special Needs Plans for adults with disabilities.

In addition to waiving the cost of the GED tests, GEDWorks supports UCare members with:

- A dedicated advisor and ongoing coaching.
- Unlimited practice tests and study materials.
- Official GED credential tests.
- Access to bilingual (English and Spanish) advisors, tests and study materials.
- Pilot use of a career path tool.

The prep and tests are online and by phone, which makes the program accessible for members living in rural parts of the state and eliminates safety concerns during the pandemic.

Table of Contents

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

UCare's support is driven by the fact that education levels and employment are intrinsically linked to good health. Eighty-two percent of Minnesota students earn a high school diploma within four years; this number is lower for students of color and low-income students. According to the American Public Health Association, adults who do not complete high school have poorer health and are more likely to die prematurely from preventable conditions such as cardiovascular disease, diabetes and lung disease.

UCare and GEDWorks believe this investment in UCare members will have a significant impact on members' wellbeing, career success and long-term health. The program also sets the stage to benefit their children and generations to come.

Minnesota Department of Health (MDH) Roster ID Required for All Interpreter Claim Submissions

Interpreter providers are reminded of the following billing practice outlined in the UCare Provider Manual (chapter 28, page 21):

"A MDH Roster ID is required for all claims submitted to UCare for Interpreter Services. Interpreter claims that do not contain this information are subject to deny."

Please ensure your billing practices include this information.

Dental Access for Members

Dental Care on the Move

The UCare Mobile Dental Clinic (MDC) provides 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 MDC partner.

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

Any member with a UCare dental benefit may schedule a MDC visit. Members can call 1-866-451-1555 Monday through Friday, 8 am – 4:30 pm to schedule an appointment.

Visit ucare.org/mdc for the MDC schedule.

Connecting Members to Dental Care

UCare's Dental Connection helps members manage their dental care in one phone call. Representatives help members:

- 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.

Members can contact UCare's Dental Connection at 651-768-1415, 1-855-648-1415 toll free, or TTY: 711. Representatives are available Monday through Friday, 7 am – 7 pm.

UCare

Adult Dental Kits

Available for members in: UCare's Minnesota Senior Health Options, UCare Connect + Medicare, UCare Advocate Choice and UCare Advocate Plus

Members are eligible to receive the Adult Dental Kit once every three years. On years the member does not receive the Adult Dental Kit, they can request the Adult Dental Refill Kit. Members are not eligible to receive the Adult Dental Refill Kit in the same year they receive the complete Adult Dental Kit. To order the kit, eligible members may call UCare customer service at the number listed on the back of their member ID card.

Adult Dental Kits include:

- Rechargeable toothbrush with charger
- Two extra brush heads
- Toothpaste
- Dental floss

Adult Dental Refill Kits include:

- Two toothbrush heads
- Toothpaste
- Dental floss

Creating Access to Healthy and Affordable Food for UCare Families

In the early stages of the COVID-19 pandemic, with restrictions and increasing unemployment rates, UCare saw a growing need among members for food access. In response, we partnered with Second Harvest Heartland's Supplemental Nutrition Assistance Program (SNAP) Outreach team to identify the best ways to reach our most vulnerable families.

We helped members apply for food benefits through SNAP and connected them with local food resources including Fare for All; Women, Infants & Children (WIC); and Nutritional Assistance Program for Seniors (NAPS). This partnership provided access to healthy and affordable food for over 1,700 member families.

The partnership's primary intent was to assist members with food access. As a biproduct, we were also able to help members with employment, housing, financial assistance and more.
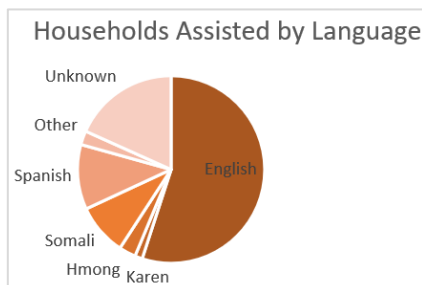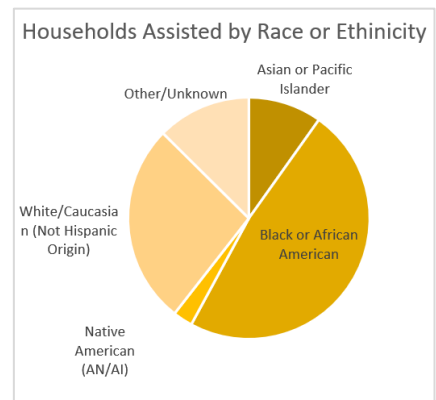
A UCare member told Second Harvest Heartland, "I used to have SNAP years ago, but no longer needed it when I found a stable job." When COVID-19 hit she struggled, but Pandemic Electronic Benefit Transfers (P-EBT) and stimulus money really helped. When P-EBT ran out for her two school-age kids, she considered reapplying for SNAP but was hesitant. Then, UCare called. "It's like you knew I needed help," she said.

✖✖ UCare®

UCare also offers the Healthy Savings program where members receive special grocery store discounts on healthy food options. Last year, UCare members redeemed more than 43,000 discounts at participating grocery stores across Minnesota. The most frequently used discounts were for fresh produce, beans, bread, yogurt, rice and eggs.

Documentation Improvement: Focus on Cerebrovascular Accidents (CVA)/Stroke

Documenting and coding for CVA/stroke can be challenging due to the meaning behind the diagnosis and code set. During a CVA, blood supply to the brain is decreased or blocked. Without the supply of blood, the affected area of the brain starts to die. It is only appropriate to use the diagnosis of acute stroke and corresponding diagnosis codes during the initial care of a CVA.

When a provider evaluates and treats a patient in the office after the initial care of CVA (after hospital discharge), the provider usually addresses one of two situations:

- The patient recovered without long-lasting complications.
    - History of CVA is the appropriate diagnosis and code assignment.
- The patient experiences a residual condition(s).
    - Documentation should clearly note the deficit and treatment allowing the sequelae of stroke code to be assigned.

Use of an acute CVA diagnosis for these visits would be erroneous.

Accurate documentation and code selection are necessary to correctly report the health status of your patients, and their needs, post CVA incident. Documenting the correct diagnosis and selecting the corresponding diagnosis code will ensure accuracy and support in reporting patient health needs.

Ineligible Provider List Updated 6-2-21

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.

Upcoming Holidays

UCare and the Provider Assistance Center (PAC) will be closed the following days:

- Friday, June 18, 2021 – Juneteenth (Observed)
- Monday, July 5, 2021 – Independence Day (Observed)

If you need assistance during these times, self-service will be available through the Interactive Voice Response (IVR) system at 612-676-3300 or by logging into the Provider Portal to verify eligibility, check claims status or send a message to PAC.

ONLINE	Call	EMAIL	MAIL
www.ucare.org/providers	612-676-3300, 1-888-531-1493	providernews@ucare.org	UCare, P.O. Box 52, Minneapolis, MN 55440-0052

UCare