



### UCare Board Names Hilary Marden-Resnik as President and CEO

In March, UCare named Hilary Marden-Resnik as the organization’s next President and CEO. Marden-Resnik’s appointment follows a five-month period as interim President and CEO after Mark Traynor left UCare. During her time as interim leader, Marden-Resnik led the organization through record-breaking growth, achieving enrollment of more than 630,000 members. Marden-Resnik and the management team also provided strategic direction for UCare’s ongoing pandemic response, technology transformation, Medicaid RFP submissions and plans to expand to Iowa.



Prior to her interim role, Marden-Resnik served as UCare’s Senior Vice President and Chief Administrative Officer since 2010, providing strategic oversight and executive leadership for claims and configuration, customer service, human resources, information technology and the project management office. She also co-led the strategic planning, member experience, and equity and inclusion functions.

“Hilary embodies the type of leader UCare needs at this exciting juncture,” said UCare Board Chair James Pacala, M.D. “She understands how UCare needs to grow and evolve to meet our strategic priorities and support our employees, members, providers, community and regulatory partners.”

Marden-Resnik joined UCare after a decades-long career working for Minnesota health care providers. She was Vice President of Human Resources at Hennepin County Medical Center (HCMC) – now Hennepin Healthcare – in Minneapolis. Marden-Resnik also held positions as Director of Human

#### Table of Contents

- [UCare Board Names Hilary Marden-Resnik as President and CEO](#)..... 1
- [Culture Care Connection - Building Bridges Between Health Care and Communities](#)..... 2
- [UCare’s Claims Payable Calendar](#)..... 2
- [COVID-19 Information for Providers](#) .. 2
- [New Coverage Policies Added](#)..... 3
- [Model of Care Training](#)..... 3
- [Accessing the Model of Care Training](#). 4
- [Reminder: UCare Medicare Part D Vaccine Information](#) ..... 4
- [Participation in Community Education Classes Helps Combat Social Isolation](#) ..... 5
- [Quit Smoking and Vaping Program](#).... 5
- [Verify Member Eligibility Before Billing for Outpatient Community-Based Services](#)..... 5
- [Documentation Improvement: Substance Use Disorder](#)..... 6
- [Accurate Member Information is Key to Smooth Claim Submissions](#)..... 6
- [Upcoming Holiday](#) ..... 7

UCare Provider Website  
[www.ucare.org/providers](http://www.ucare.org/providers)

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

Resources for HealthEast, Human Resources Manager for Fairview Health Services, and employment and health law attorney for the Gray Plant Mooty law firm.

Marden-Resnik holds an undergraduate degree in economics from the University of Wisconsin, a graduate degree in industrial relations/human resources management from the University of Minnesota and a Juris Doctor (Summa Cum Laude) from Mitchell Hamline College of Law in St. Paul. She is a member of the Minnesota Women's Economic Roundtable, Women's Health Care Leadership TRUST and Women Business Leaders in Healthcare Industry Foundation. Marden-Resnik serves as board chair for Achieve Mpls and board member for the Minneapolis Workforce Development Board. In 2007, she was named 40 under 40 by the Minneapolis/St. Paul Business Journal and, in 2016, she was recognized with a Women in Business Award by the Minneapolis/St. Paul Business Journal.

## **Culture Care Connection - Building Bridges Between Health Care and Communities**

Culture Care Connection ([culturecareconnection.org](http://culturecareconnection.org)) is an online tool to support physicians and other health care professionals who serve patient populations who may not speak English or be familiar with, or trustful of, traditional United States medical practices.

Stratis Health and UCare are advancing a shared commitment to address social determinants (or drivers) of health (SDoH), inequitable care and biases and to improve patient and community health. Culture Care Connection continues to be updated to address the impact of COVID-19, structural racism, and the declining health and life expectancy of members of racial and ethnic minority groups. Health care and social needs gaps were already at crisis levels, and they worsened during local and world events.

A recent Minnesota Physician article ([mnphy.com/0821-cover-one](http://mnphy.com/0821-cover-one)) tells the full story of this important tool and how it supports doctors and other health care professionals to ensure patients receive culturally and linguistically appropriate care.

## **UCare's Claims Payable Calendar**

Providers can find the standard Claims Payable Calendar on the [Claims & Billing page](#) of the UCare provider website. This calendar displays the dates providers can expect remittance payment. Providers will receive notifications of additional temporary claim payment dates via [Health Lines or Provider Bulletins](#).

## **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 Billing and Payment page, details surrounding no cost over-the-counter COVID-19 tests were provided.
- On the Billing and Payment page, the lists of codes that should be used when billing for COVID-19 vaccines and for billing for COVID-19 monoclonal antibodies were updated.

- On the Billing and Payment page, the coverage information for COVID-19 treatment was updated.
- On the Billing and Payment page, the information regarding sequestration was updated.
- On the Telehealth, Telemedicine and Technology Based Services page, the Billing and Payment Guidelines for Eligible Telehealth Services section was updated.
- On the Telehealth, Telemedicine and Technology Based Services page, the Minnesota Health Care Programs (MHCP) Provider Use of the DHS Telemedicine Assurance Statement section was updated.

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

## New Coverage Policies Added

UCare Coverage Policies provide clarification and specificity to the benefit sections of the UCare product contract. The specific contract is noted on each new or updated coverage policy.

UCare posted the following new coverage policies for UCare Individual and Family Plans (IFP), effective April 1, 2022:

- Durable medical equipment - Mastectomy Bras and External Breast Prosthesis (CP-IFP22-023A)
- Durable medical equipment - Scalp Hair Prosthesis (wigs) (CP-IFP22-025A)
- Telemonitoring - Remote Physiological Monitoring Services (CP-IFP22-024A)

UCare posted the following new coverage policy for Medicaid or State Public Programs products, effective April 1, 2022:

- Telemonitoring - Remote Physiological Monitoring Services (CP-MCD22-002A)

UCare posted the following new coverage policy and form for Medicare, effective April 1, 2022:

- Transplants - member reimbursement for lodging and transportation related expenses (CP-MCR22-002A)
- Travel and Lodging Reimbursement form for transplant-related expenses

UCare Coverage Policies are available at <https://www.ucare.org/providers/policies-resources/coverage-policies-disclaimer>.

## Model of Care Training

UCare is required to provide annual training on our Model of Care program for Dual Eligible Special Needs (D-SNP) and Institutional Special Needs (I-SNP) Plans. The Model of Care training includes information about UCare's D-SNP and I-SNP plans: UCare's Minnesota Senior Health Options (MSHO), UCare Connect + Medicare and the Institutional Special Needs Plans Advocate Choice and Advocate Plus. The Model of Care describes the population, management and UCare's approach to caring for our population.

UCare's MSHO, Advocate Choice, Advocate Plus and UCare Connect + Medicare members face a host of unique challenges and barriers to get the care they need. These products are designed with unique benefits and services to help members meet these needs and assist them in managing their care.

UCare providers must be compliant in completing Model of Care training to meet Centers for Medicare and Medicaid Services (CMS) requirements. This training will identify how you, the care provider, will support UCare's Model of Care and understand the CMS requirements for serving these members. Additional information on the Model of Care training requirement can be found in the Provider Responsibilities chapter of the UCare [Provider Manual](#).

Providers are required to submit a completed Attestation Form after finishing the Model of Care training so UCare can ensure compliance with the CMS regulatory requirements.

## Accessing the Model of Care Training

The Model of Care Provider training deck and Attestation Form can be found on UCare's website, <https://www.ucare.org/providers/policies-resources/model-of-care-training>.

Providers have three options to complete the training, you may:

- Access a pre-recorded training on our website
- Register to attend an in-person/virtual presentation (MSHO/UCare Connect + Medicare only)
- Request an individual training by emailing the product mailbox:
  - I-SNP - [ISNPprogramcoordinator@ucare.org](mailto:ISNPprogramcoordinator@ucare.org)
  - MSHO - [MSC\\_MSHO\\_Clinicalliaison@ucare.org](mailto:MSC_MSHO_Clinicalliaison@ucare.org)
  - UCare Connect + Medicare - [SNBCclinicalliaison@ucare.org](mailto:SNBCclinicalliaison@ucare.org)

Following completion of the training, UCare requires that you complete the Attestation Form and submit it via email to [MOCAttestation@ucare.org](mailto:MOCAttestation@ucare.org).

More information about MOC training, including FAQs can be found on the [Model of Care Training](#) page. If you have any questions about MOC training, contact UCare at:

- I-SNP - [ISNPprogramcoordinator@ucare.org](mailto:ISNPprogramcoordinator@ucare.org)
- MSHO - [MSC\\_MSHO\\_Clinicalliaison@ucare.org](mailto:MSC_MSHO_Clinicalliaison@ucare.org)
- UCare Connect + Medicare - [SNBCclinicalliaison@ucare.org](mailto:SNBCclinicalliaison@ucare.org)

## Reminder: UCare Medicare Part D Vaccine Information

As a reminder, UCare denies claims for providers administering Part D vaccines in their clinics. Part D vaccines include but are not limited to preventative tetanus, Tdap and shingles vaccines.

The preferred method is to have the Part D vaccination provided at a pharmacy. The member would only be responsible for their prescription drug copay or coinsurance.

If the vaccine is administered in the clinic, providers should submit the claim using an electronic claims adjudication portal called [TransactRx](#). By submitting claims electronically, the member is charged the same copay they would receive at a retail pharmacy at the time of service. The provider is reimbursed for their cost in a timely manner.

Additional information is available in the Claims & Payment section of the [UCare Provider Manual](#).

## Participation in Community Education Classes Help Combat Social Isolation

Social isolation poses mental and physical health risks. Individuals who feel socially isolated experience higher risks of high blood pressure, heart disease, obesity, depression, cognitive decline and more.

UCare is working to reduce social isolation among members by offering discounts on in-person and virtual community education classes. The hope is that by diminishing the cost barrier to participate in community education classes, members will stay more engaged in their community. UCare members can receive up to a \$15 discount on classes through partnering community education programs. Currently, UCare partners with over 100 community education programs across Minnesota.

To receive this discount, members should show their UCare member ID card when they enroll in the class. Members can find class times and locations via local community education catalogs or by contacting the local school district.

Do you know a community education program who would like to partner with UCare? If so, have the program contact UCare at [wellness@ucare.org](mailto:wellness@ucare.org).

Visit <https://www.ucare.org/health-wellness/fitness-wellness/community-education-classes/> to learn more about the UCare community education discount program.

## Quit Smoking and Vaping Program

Help members learn how to stop smoking, vaping or chewing tobacco. UCare members can get help to quit at no charge through the tobacco and nicotine quit line. Nicotine patches, gum or lozenges are available to eligible UCare members.

Members can get help from the comfort of their home. They can:

- Call the tobacco and nicotine quit line at **1-855-260-9713** toll-free, TTY: **711**.
  - Available 24 hours a day, seven days a week.
- Visit [myquitforlife.com/ucare](http://myquitforlife.com/ucare).
- Download the Rally Coach Quit For Life mobile app.

## Verify Member Eligibility Before Billing for Outpatient Community-Based Services

Providers are required to have sufficient policies and procedures in place to prevent billing non-covered outpatient services that may not be eligible for payment if a member is in an inpatient, long-term care or residential treatment setting.

For example, a member is not eligible, nor does UCare reimburse, for most community-based services when a member is in an inpatient, long-term care or residential treatment setting. This includes personal care assistant services, community-based interpreter services, non-emergency medical transportation services not related to the admission, etc.

When UCare discovers payment has been made for non-covered services, it must recover the payments. These payments are subject to further investigation of potential fraud, waste or abuse.

Providers should report any suspected fraud, waste or abuse against UCare or UCare members by calling 1-877-826-6847 for an anonymous reporting option or emailing [compliance@ucare.org](mailto:compliance@ucare.org).

## Documentation Improvement: Substance Use Disorder

Clinical documentation tips for substance use disorder include:

- Document the substance or drug (cannabis, alcohol, opioids, etc.).
- Document the severity level (don't document multiple severity levels).
  - Three categories:
    - Use
    - Abuse
    - Dependence
  - DSM-5 criteria:
    - Mild: the presence of two to three symptoms
    - Moderate: the presence of four to five symptoms
    - Severe: the presence of six or more symptoms
- Document the status of the condition.
  - Continuous use, in remission, relapsed, etc.
    - History of dependence is defined as use in remission, do not use historical context for an active problem.
- Identify and document any manifestations or complications.
  - Substance-induced mood or psychotic symptoms (depression, hallucinations, anxiety, etc.)
- Note how the condition was addressed or affected care at each visit.
  - Current presentation (intoxication, withdrawal, etc.)
- Document the treatment plan.

Accurate diagnosis documentation provides the reason why the visit occurred and substantiates the level of medical decision-making involved in assessing and planning treatment. Complete documentation is the best method for capturing the provider's work and the true health status of the patient.

## Accurate Member Information is Key to Smooth Claim Submissions

Each time a member presents for services, providers should ask for a current insurance card. This allows providers to update information in your electronic records system, which can reduce rejected claim submissions or delayed claims processing. **This is especially important in 2022, as members in our Prepaid Medical Assistance Program (PMAP), MinnesotaCare (MnCare), UCare Connect, UCare Connect + Medicare, Minnesota Senior Care Plus (MSC+) and UCare's Minnesota Senior Health Options (MSHO) plans received a new member ID card with a new ID number.**

When submitting a claim, the UCare member ID number listed on the card, or given on the electronic eligibility and benefit transaction, should be submitted exactly as provided; no digits should be added or excluded. Please

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

Maintaining current insurance information for members is imperative to successful and timely claims processing. Incorrect member information can initiate suspected fraudulent claims investigations and HIPAA violations. Please remember to verify that the information on the claim submission matches the information of the member receiving the service (name, member ID number, birth date, address, etc.).

## Upcoming Holiday

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

- Monday, May 30, 2022 - Memorial Day

If you need assistance during this time, self-service will be available through the Interactive Voice Response (IVR) system or by logging into the [Provider Portal](#) to verify eligibility, check claims status or send a message to PAC.

---

**ONLINE**

[www.ucare.org/providers](http://www.ucare.org/providers)

**Call**

612-676-3300,  
1-888-531-1493

**EMAIL**

[providernews@ucare.org](mailto:providernews@ucare.org)

**MAIL**

UCare, P.O. Box 52, Minneapolis, MN  
55440-0052

---