



2023 Authorization and Notification Grids Now Available

The 2023 medical, mental health & substance use disorder services and pharmacy authorization requirements are now available at www.ucare.org/providers under Authorizations.

Since the initial launch of these authorization and notification requirements in November, the UCare Medicare Plans | UCare Your Choice | UCare Medicare Plans with M Health Fairview & North Memorial Mental Health & Substance Use Disorder Services authorization grid has been updated to include Institutional Special Needs Plans.

New Provider Portal Available

December 28, 2022, Update: The current Provider Portal will not be retired at the end of the year as originally stated. The following article has been updated to reflect that change.

UCare launched the new Provider Portal. Provider Portal Administrators (Admins) for health care organizations that work with UCare are assigning access to Users from their organization and third-party agencies* that work with them. Once assigned, Users will receive an email allowing them to set up their accounts. **Users are encouraged to set up their account as soon as they receive the activation email.**

If your organization has not had access to the UCare Provider Portal in the past, an Admin for your organization will need to request access. Visit the new [Provider Portal login page](#) and click “Request Admin Access.”

What’s on the New Portal?

- The new portal has the same capability as the current portal to verify member eligibility and benefits, as well as status of authorizations and claims.
- The new portal contains more visual data such as member spend and remaining out-of-pocket expenses.
- Users may still send messages to the Provider Assistance Center through the portal, but now Users can also add attachments.

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UCare Provider Website
www.ucare.org/providers

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

- The new portal is modern-looking, intuitive to use and easier to quickly find information.

When to Start Using the New Portal

Providers should continue to use the current portal until they are assigned access to the new portal, activate their account and complete training. A recorded training is available on the Frequently Asked Questions page in the new portal, which is accessible while in the portal by clicking the “?” in the upper right corner. Users may access the User Guides and a Quick Reference Guide from the [Provider Portal login page](#).

See the [Nov. 7, 2022 Provider Bulletin](#) for additional information.

**Providers need to submit the [Third-Party Agreement Notification form](#) for Adds, Updates and Terms (located under “Third-Party Agreement”) to ensure UCare has proper documentation on authorized third parties.*

Provider Portal Tips and Tricks

The new UCare Provider Portal allows providers to search many years of claims information. To return quicker results and prevent searches from timing out, it is recommended that Portal Users use the following criteria when searching for claims:

1. Member Name - The name entered in the name field should not contain any punctuation (i.e., Smith John should be entered and not Smith, John).
2. Claim # and Member Name
3. Claim # and Member ID
4. Claim # and Begin and End Date
5. Member Name and Member ID
6. Member Name and Begin and End Date
7. Member ID and Begin and End Date

Watch for additional tips and tricks for using UCare’s new Provider Portal in upcoming issues of *Health Lines*.

Occupational, Physical and Speech Therapy Authorization Update

December 20, 2022, Update: The first paragraph was revised and reflects the date UCare will begin accepting authorization requests for these services.

Starting Jan. 1, 2023, authorization requests for physical, occupational or speech therapy services should be submitted directly to UCare Clinical Services. Magellan Health will no longer perform utilization reviews for occupational, physical or speech therapy services.

For authorization requirements related to occupational, physical and speech therapy, please see the 2023 Medical Authorizations Grid applicable to the member’s plan.

Out-of-network providers may use the [General Prior Authorization Request Form](#) to submit requests to UCare Clinical Services via email or fax.

Call UCare’s Provider Assistance Center or Clinical Services with questions.

Provider Assistance Center

- Local phone: 612-676-3300
- Toll-free: 1-888-531-1493

Clinical Services

- Local phone: 612-676-6705
- Fax: 612-884-2499
- Email: HCM_Fax@ucare.org

Fairview Partners Nursing Home Authorization Changes

Beginning Jan. 1, 2023, Fairview Partners will no longer complete authorizations for nursing homes. This change includes both skilled authorizations and custodial authorizations. If you have an open authorization with Fairview Partners, they will follow the authorization until discharge from the skilled benefit period. Contact UCare Clinical Services with questions regarding this change. To complete new authorization requests Jan. 1, 2023 and forward, providers submit directly to UCare Clinical Services, see below for submission steps.

Nursing Facility Authorization Forms:	
UCare	UCare Nursing Home/Swing Bed Admission Notification Form
DHS	Nursing Facility Communication Form (DHS 4461)

To Submit a Nursing Facility Authorization Request to UCare:

1. Fill out **ONE** of the above authorization request forms.
2. Fax **OR** email the authorization request to UCare.

UCare Clinical Services Contact Information:

- Phone local 612-676-6705
- Phone toll-free 1-877-447-4384
- Authorization/notification fax 612-884-2499
- Authorization/notification email hcm_fax@ucare.org

Addressing Disability and Creating Access Provider Training: Understand and Remove Barriers

Join colleagues online for a free CEU program to learn how to address the specific stereotypes and myths that surround disability. In this training, you'll explore what it means to act as an ally in various contexts, thus increasing access for all. Linda Wolford, MS, Kaitlin Desele, MS, and Mai Thor will present from 12 - 1 pm, Wednesday, Dec. 7, 2022, via Zoom.

Register [here](#). For more information, visit [UCare's Class Offerings page](#).

Ageism Training Available

On Oct. 26, 2022, Rajean Moone, PhD, LNHA, LALD, FGSA, taught providers and staff how to combat ageism in their work by utilizing age-friendly policies and practices at a free, online CEU program sponsored by UCare.

Dr. Moone addressed the following learning objectives:

- Understanding ageism and the impact of ageism on individual health
- How race, ethnicity and culture influence aging and ageism
- How to recognize steps to take to mitigate ageism in service delivery

Ageism is a pervasive form of bigotry and can find its way into everyday practices without our conscious awareness. Visit <https://www.ucare.org/providers/policies-resources> (Training & Education drawer) to view the recorded training.

Ineligible Provider List Updated Nov. 16, 2022

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 is available on the current Provider Portal under Provider Inquiries and on the new Provider Portal by clicking Resource Center and then Resources. Please reference the Provider Responsibilities chapter of the [UCare Provider Manual](#) for additional information.

Questions regarding the UCare Ineligible Provider 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.

Documentation Improvement: Myocardial Infarction (MI)

A myocardial infarction (MI) can be fatal and is an emergent condition that is treated in an inpatient setting. Patients are usually seen in a physician's office for follow up and ongoing care.

- If a patient is receiving ongoing care within four weeks of having an MI, assign current MI codes. In order to support these codes, document the date the MI occurred to help indicate that ongoing care is within four weeks of occurrence.
- For a patient who receives care beyond four weeks of having an MI, note the date of the MI and whether it's a follow up for an old MI or if it's for ongoing care. This will help to determine the correct code assignment.
- The presence of any MI, more than four weeks or a healed MI, is classified as an old myocardial infarction and should be assigned the old MI code. An old or healed MI, not requiring further care, should still be documented into the medical record. If after four weeks the patient still receives care related to the MI, the appropriate aftercare code should be assigned.

When documenting myocardial infarction (MI), include:

- Type - ST elevation myocardial infarction (STEMI), non-ST elevation myocardial infarction (NSTEMI) or other type
- Underlying mechanism (e.g., type 1, 2, 3, 4 or 5)
- Location (e.g., anterior, inferior, lateral)
- Date of onset
- Any current complications

Complete and accurate documentation will result in the appropriate diagnosis and ICD-10-CM code assignment. Documentation that clearly represents the specificity of the patient’s diagnosis will support the patient’s true health status, medical necessity and quality care management.

UCare SEATS Program for Prepaid Medical Assistance Program (PMAP) and MinnesotaCare Members Service Area Will Expand in 2023

Currently, UCare gives out approximately 9,000 child passenger safety seats every year through the SEATS Program. Beginning Jan. 1, 2023, UCare will expand the PMAP and MinnesotaCare service area for the SEATS Program into the following 15 Minnesota counties:

- Aitkin
- Benton
- Carlton
- Cass
- Chisago
- Cook
- Crow Wing
- Koochiching
- Lake
- Mille Lacs
- Pennington
- Pine
- Rosseau
- Sherburne
- Stearns

UCare will continue to offer the SEATS Program with the PMAP product in the following 12 Minnesota counties:

- Big Stone
- Douglas
- Goodhue
- Grant
- Kanabec
- McLeod
- Meeker
- Pipestone
- Pope
- Steele
- Traverse
- Waseca

These changes will provide access to the UCare SEATS Program for more families. UCare requires that members learn the proper ways to install, and use, child passenger safety seats in accordance with the National Highway Traffic Safety Administration standards. Members can call UCare Customer Service at 612-676-3200 to see if they’re eligible for a free car seat from UCare through the SEATS Program.

Culture Care Connection Information Sheets: Explore Diversity in Minnesota

Cultural congruence is the ability to recognize and understand the role culture plays in health care and adapt strategies to meet patient needs. Information sheets found on the online learning and resource center, [Culture Care Connection](http://culturecareconnection.org) (culturecareconnection.org), help clinical and non-clinical health care professionals learn more about the background, religious and cultural beliefs, communication preferences, and common health issues of the predominant minority populations in Minnesota.

Here are some fast facts:

- The Black immigrant population has increased 71% since 2000.
- Indigenous peoples live mostly in urban centers, rather than reservations, and are a heterogeneous group representing hundreds of nations, each with its own cultural practices and history.
- Minnesota’s Hmong population is second only to California, with St. Paul being home to the largest urban population of Hmong people in the world.

- Lesbian, gay, bisexual, transgender and queer (LGBTQ+) people often have limited access to health care services and insurance. In fact, women of color and LGBTQ+ employees have the highest share of unmet basic needs, according to a McKinsey “Health Equity in the Workplace” survey and report released earlier this year.

Explore all the information sheets at [Culture Care Connection](https://culturecareconnection.org/cultural-responsiveness) (culturecareconnection.org/cultural-responsiveness).

Reminder: UCare Medicare Part D Vaccine Information

As a reminder, UCare denies claims for providers administering Part D vaccines in their clinics.

The preferred method is to have Part D vaccination provided at a pharmacy provider. A member would buy a Part D vaccine at a pharmacy and have it administered at the pharmacy. The member would only be responsible for the coinsurance or copayment.

Beginning Jan. 1, 2023, Shingrix and Tetanus vaccines will be covered as a Tier 1 medication for Medicare members when the member is vaccinated at a pharmacy.

Additional information about Part D vaccines is available in the Claims & Payment section of the [Provider Manual](#).

Fraud, Waste and Abuse Reporting Reminder

UCare takes a proactive approach toward stopping [fraud, waste and abuse](#) (FWA). Health care resources are limited and must be used to meet genuine health needs. Providers should report any suspected FWA against UCare or UCare members; call 1-877-826-6847 for an anonymous reporting option or email compliance@ucare.org.

Model of Care Training

UCare provides annual training on our Model of Care for Dual Eligible Special Needs (D-SNP) and Institutional Special Needs (I-SNP) Plans. The Model of Care training gives an overview of UCare’s Special Needs Plans (SNP) population, network and UCare’s approach to supporting members.

UCare’s SNP members face a host of unique challenges and barriers to get the care they need. UCare’s Special Needs Plans are designed with a unique set of benefits and services to help reduce barriers and assist members in managing their care. The Model of Care training will help you make connections between the population and benefits to assist in improving member outcomes.

UCare and the Centers for Medicare & Medicaid Services (CMS) **require** that all providers who work with MSHO, Connect + Medicare or I-SNP members, complete Model of Care training and submit a completed Model of Care Attestation form, which can be found on the [UCare Provider Model of Care Training](#) page.

Providers have three options to complete the training:

- Access a recorded training on our [website](#)
- Register for a scheduled live WebEx event using the calendar links on the [UCare Provider Model of Care Training](#) page
- Email us to request an individual training or to register for an in-person or virtual presentation:
 - I-SNP - ISNPprogramcoordinator@ucare.org
 - UCare’s Minnesota Senior Health Options (MSHO) - MSC_MSHO_Clinicalliaison@ucare.org
 - UCare Connect + Medicare - SNBCclinicalliaison@ucare.org

Once you are finished with the training, an electronic [Attestation Form](#) is required to confirm completion. If you are not able to access the Electronic Attestation Form, reach out to MOcattestation@ucare.org for support.

Group Attestation: An authorized individual may attest for the entire agency. Complete the electronic attestation, mark “group attestation” AND send a Provider Group Attendance Addendum to MOcattestation@ucare.org, noting all attendees. The addendum is located on the UCare [website](#).

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

- I-SNP - ISNPprogramcoordinator@ucare.org
- UCare’s Minnesota Senior Health Options (MSHO) - MSC_MSHO_Clinicliaison@ucare.org
- UCare Connect + Medicare - SNBCclinicliaison@ucare.org

Upcoming Holidays

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

- Friday, Dec. 23, 2022 - Christmas Eve Day (observed)
- Monday, Dec. 26, 2022 - Christmas Holiday (observed)
- Monday, Jan. 2, 2023 - New Year’s Day (observed)

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