

Health Lines



January 2023

UCare Pharmacy 2023 Authorization Benefit Information

The following provider bulletins outline the 2023 Pharmacy drug authorizations, formularies, benefit changes and more. Click the links below for details:

- [Medical Drug Prior Authorization for 2023 and Preferred Product Step Therapy Information](#)
- [Pharmacy Formulary and Benefit Changes for 2023](#)

New Provider Portal Available

UCare launched its new Provider Portal last fall. 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.”

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](#).

**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.*

Table of Contents

- [UCare Pharmacy 2023 Authorization Benefit Information](#) 1
- [New Provider Portal Available](#)..... 1
- [New Coverage Policy Added](#) 2
- [Annual Review of Coverage Policies](#) .. 2
- [Addressing Disability and Creating Access Training Available](#) 2
- [Rural Emergency Hospitals: New Medicare Provider Type](#)..... 2
- [Health Promotion 2023 Updates and New Benefits](#) 3
- [Leaders Honored by Twin Cities Business](#) 5
- [Reminder: Notify UCare of Changes in Ownership](#) 6
- [Provider Credentialing Policy Reminder](#) 6
- [Documentation Improvement: Back to Basics](#) 6
- [Medical Necessity Guidelines](#)..... 6
- [Reminder: UCare Medicare Part D Vaccine Information](#) 7
- [Model of Care Training](#)..... 7
- [Accurate Member Information is Key to Smooth Claim Submissions](#)..... 8
- [Upcoming Holidays](#)..... 8

UCare Provider Website
www.ucare.org/providers

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

New Coverage Policy Added

UCare posted the new Gender-Affirming Treatment (CP-IFP23-033A) coverage policy for Individual and Family Plans (IFP), effective January 1, 2023.

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. All UCare Coverage Policies are available on the [Coverage Policies page](#).

Annual Review of Coverage Policies

UCare Coverage Policies are reviewed annually to ensure they are consistent with current contract language, prior authorization processes, coding and are updated as needed. The table on the [Coverage Policies page](#) lists all the coverage policies for UCare Individual and Family Plans, UCare Medicare Plans and Medicaid. The policies have been reviewed and approved by the committee responsible for overseeing the coverage policy process.

Any changes or updates that have been made can be found in the Annual Review of 2022 Coverage Policies document at the top of the [Coverage Policies page](#).

Addressing Disability & Creating Access Training Available

In a Dec. 7, 2022, training sponsored by UCare, Linda Wolford, MS, and Kaitlin Desselle, MS, from Strategic Diversity Initiatives (SDI), and Mai Thor, co-facilitator and disability justice advocate, addressed the specific stereotypes and myths that surround disability. They explored what it means to act as an ally in various contexts, thus increasing access for all.

Wolford, Desselle and Thor addressed the following learning objectives:

- Examined personal experiences and messaging around ability and disability
- Explained the Models of Disability: Medical and Social
- Recognized ableism and stigma around mental illness
- Reviewed microaggressions and implicit bias
- Explored disability justice and ways to act as an ally to disabled persons

Visit the [Policies and Resources page](#), within the Training & Education drawer, to view the recorded training.

Rural Emergency Hospitals: New Medicare Provider Type

The Consolidated Appropriations Act (CCA) of 2021 established a new Medicare provider type called Rural Emergency Hospitals (REHs), effective January 1, 2023.

If you plan to pursue this new designation, notify UCare via email at providercontracts@ucare.org. That way, we may begin the process to update the demographic and/or contractual information associated with your facility.

Include the following information in your email to UCare:

- Your contact information
- The name of your facility
- Tax ID number
- NPI
- Date of REH designation (if known)

[Click here](#) for additional information regarding REHs.

Health Promotion 2023 Updates and New Benefits

New Benefits

Grandpad

This electronic tablet is offered to Minnesota Senior Health Options (MSHO) members diagnosed with depression. It's specially designed to help members stay connected with others and feel less isolated.

Grandpad comes with everything needed to support member's connection with caregivers and family. With Grandpad, members can:

- Contact caregivers and family through voice or video calls without the need of Wi-Fi
- Tune into their favorite AM/FM station or search for their favorite songs
- Type messages or send hassle-free voice recorded messages to loved ones
- Connect with a Grandpad customer service specialist to answer their questions

Members should contact their MSHO care coordinator for eligibility and additional information or they can call UCare Customer Service at the number on the back of their member ID card.

Papa Pals

Members can get help delivered to their front door. Help could look like some company, a ride, technology support, meal prep, pet care, assistance with errands or light household tasks.

- Eligible MSHO members with a qualifying chronic condition including diabetes, congestive heart failure, ischemic heart disease or hypertension receive access to 72 hours of help per year at no additional cost.
- UCare Value and UCare Value Plus members receive access to 60 hours of help per year at no additional cost.

Members can learn more at ucare.org/papapals or call 1-855-489-7272 to schedule an appointment.

Healthy Savings Food Allowance

MSHO members with congestive heart failure, ischemic heart failure, diabetes or hypertension are eligible. Also, UCare Connect + Medicare members with diabetes, hypertension, lipid disorders, or, new in 2023, members with eligible chronic conditions are eligible.

Eligible members receive a monthly allowance on their Healthy Savings® card. This allowance can be used toward the purchase of approved healthy food and produce. Approved items like fruit, vegetables, healthy grains, dairy, beans and more can be purchased at participating retailers such as Cub, HyVee and Walmart. Members should simply scan their Healthy Savings card at checkout.

This benefit becomes effective the first day of each month and cannot roll over into the next month; unused funds expire at the end of the month. Learn more at healthysavings.com/ucare or call 1-855-570-4740 toll-free (TTY 711).

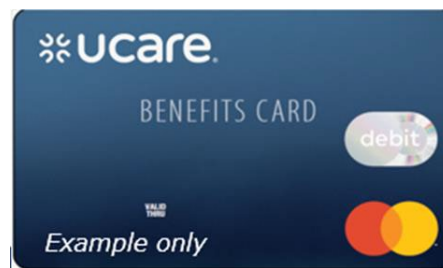
Stress & Anxiety Kit

MSHO members can order a Stress & Anxiety Kit to help improve health and wellness, at no cost. Each kit includes engaging tools to help members who live with stress or anxiety. MSHO members may choose one of the following kit options:

- Kit 1: Sleep Aid Kit
- Kit 2: Stress Relief Kit
- Kit 3: Amazon Echo Kit

Members can order a kit on the [member portal](#), by calling UCare Customer Service at the number on the back of their member ID card, or by asking their MSHO care coordinator or case manager to order the kit for them.

Members must be an eligible UCare member at the time of the order. They are limit one kit per year per member. Kit contents may be subject to change. Please allow four to six weeks for delivery.



Updated Benefits

UCare Rewards Benefit Mastercard

UCare has updated the rewards program for the UCare Rewards Benefit Mastercard to adhere to new Centers for Medicare & Medicaid Services (CMS) regulations.

As of Jan. 1, 2023, CMS no longer allows Walmart, Amazon and Target to be approved retailers for the rewards program. The UCare Rewards Benefit Mastercard won't work for in-store or online purchases at these three stores.

Members can still spend their reward dollars at other retailers including grocery stores, clothing stores, gas stations and more. All members with \$5 or more in reward dollars received a letter from UCare notifying them of the change. The rewards program change won't affect other Rewards Benefit Mastercard allowances. As members continue to earn rewards in 2023, UCare will include information about where reward dollars can be spent.

Existing Benefits

One Pass Fitness Program

Eligible plans include UCare Connect, UCare Connect + Medicare, UCare's Minnesota Senior Health Options (MSHO), UCare Medicare (includes UCare Your Choice Plans, excludes UCare Advocate Plans), UCare Medicare Supplement Plans, EssentiaCare, UCare Medicare with M Health Fairview & North Memorial Health.

One Pass is a complete fitness solution for body and mind, available to members at no additional cost. Members have access to more than 23,000 participating fitness locations nationwide, plus:

- More than 32,000 on-demand and live-streaming fitness classes.
- Workout builders to create their own workouts, it walks them through each exercise.
- A home fitness kit available to members who are physically unable to visit, or who reside at least 15 miles away from, a participating fitness location.
- Personalized, online brain training program to help improve memory, attention and focus.
- More than 30,000 social activities, community classes and events available for online or in-person participation.

Members can find participating locations at ucare.org/onepass or they can call 1-877-504-6830 toll-free (TTY 711), 8 am - 9 pm, Monday through Friday.

Activity Tracker Plus Personal Emergency Response System (PERS) Device

This easy-to-use activity tracker or smartwatch plus PERS device features:

- 24/7 emergency call-for-help to a support agent directly through the watch
- Step and heart rate tracking to help members reach their health goals
- Built-in GPS to support members both inside and outside the home

The smartwatch is ready to use out of the box; there is no need to set it up or pair it to a cell phone or Wi-Fi.

New for 2023: MSHO members with a diagnosis of hypertension who use the smartwatch are eligible for one blood pressure monitor. MSHO members should contact their care coordinator for more information and to see if they are eligible. Members can contact UCare Customer Service at the number on the back of their member ID card with other questions.

Connect to Wellness Kit

UCare Connect and UCare Connect + Medicare members can order a Connect to Wellness Kit to help improve their health and wellness. Each kit includes engaging tools at no additional cost. Members may choose one of the following kit options:

- Kit A: Fitness Kit
- Kit B: Sleep Aid Kit
- Kit C: Stress Relief Kit
- Kit D: Dental Kit
- Kit E: Amazon Echo Kit
- Kit F: Five-pound weighted blanket (*New for 2023 and only available to Connect + Medicare members*)

Members can order a kit on the [member portal](#) or by calling UCare Customer Service at the number on the back of their member ID card.

Members must be an eligible UCare member at the time of the order. There is a limit of one kit per year per member and kit contents may be subject to change. Members should allow four to six weeks for delivery.

Leaders Honored by Twin Cities Business

Congratulations to Hilary Marden-Resnik, UCare's President and CEO, and Daniel Santos, UCare's Executive Vice President and Chief Legal Officer, for their recognition as notable leaders from the [winter issue of Twin Cities Business magazine](#).

Marden-Resnik was one of 17 honorees as a Notable Leader in Health Care. She was honored for elevating UCare's commitment to equity and inclusion (DEI), overseeing record enrollment gains and completing a multi-year technology transformation. Marden-Resnik challenges her team to focus on improving access to health care for underserved and marginalized Minnesotans.

Santos was recognized among 11 Notable General Counsel standouts. Santos has been instrumental in supporting UCare's growth, innovation and high-performing legal team.

Reminder: Notify UCare of Changes in Ownership

Providers are required to give 60 days prior written notice to UCare of any change of ownership (CHOW). CHOW is defined as a change in 50% or more of the ownership interest in the provider.

Providers complete the [Facility Change Form](#) to communicate the CHOW to UCare. For the “Type of Change” section, check the “Ownership” box.

Provider Credentialing Policy Reminder

UCare uses its credentialing process to determine if a practitioner is qualified and competent to render services to UCare members; governed by [UCare’s Credentialing Plan](#). This credentialing process must be fully complete prior to a provider rendering services to a member. Refer to [UCare’s Credentialing Plan](#) and [UCare’s Provider Manual](#) for further details regarding providers who require credentialing.

Providers should report any suspected fraud, waste or abuse against UCare or UCare members. Call 1-877-826-6847 for an anonymous reporting option or email compliance@ucare.org.

Documentation Improvement: Back to Basics

Start the new year off right, make a resolution to improve documentation and start with these basics.

Documentation improvement begins with a solid foundation - a strong understanding of the basic guidelines. Fundamental elements such as date of service, provider signature, provider credentials and orders for services have become standard in most practices and are fully supported by electronic medical records.

Beyond those base elements, the following is essential to documentation:

- Sufficient documentation to validate that the services provided were “reasonable and necessary” and substantiate the level of service billed.
- Assessment of each diagnosis.
- Clear and complete plan of care to treat condition.
- Documented information accurately represents the patient’s medical status, including chronic conditions affecting current care.
- Each date of service stands independent of the complete medical record, no references to previous documentation. Needed information is restated within the current date of service.

Documentation must support the submitted claim. The evidence to uphold the services and diagnoses on the claim is the provider’s responsibility.

Reference: Noridian Healthcare Solutions. “Documentation Guidelines for Medicare Services.” *Noridian Medicare*, 31 Oct. 2022, med.noridianmedicare.com/web/jeb/cert-reviews/mr/documentation-guidelines-for-medicare-services.

Medical Necessity Guidelines

UCare’s medical necessity guidelines are available when coverage requires determination of medical necessity for certain clinical procedures (procedure, therapy, diagnostic test, medical device, etc.). The updated utilization management criteria memo is on the [Policies and Resources page](#) of the UCare website, under Policies and Medical Necessity Guidelines.

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.

Since Jan. 1, 2023, Shingrix and Tetanus vaccines are 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](#).

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_Clinicalliaison@ucare.org
- UCare Connect + Medicare - SNBCclinicalliaison@ucare.org

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 you to update information in your electronic records system, which can reduce rejected claim submissions or delayed claims processing.

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 Holidays

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

- Monday, Jan. 16, 2023 - Martin Luther King Jr. 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	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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