



Reminder: Training available for Minnesota Provider Screening and Enrollment Portal (MPSE)

The [21st Century Cures Act](#) requires that states enroll all Medicaid providers. **UCare providers who are contracted to provide services to Medicaid members are expected to enroll with Minnesota Health Care Programs (MHCP) by July 15, 2024**, except for the following provider types that require a site visit from the Minnesota Department of Human Services (DHS):

- Provider type 10 – Community Mental Health Center
- Provider type 11 – Rehab Agency
- Provider type 46 – Day Treatment
- Provider type 64 – Home Care Nursing Organization
- Provider type 82 – Medical Transportation

The providers in the bulleted list must enroll by Dec. 31, 2024. MHCP will conduct an announced site visit within 60 days of the referral date for the providers. These providers must complete both the enrollment process and site visit by Dec. 31, 2024.

Actively enrolled fee-for-service providers with an existing UCare contract do not need to go through the screening and enrollment process again.

If you are a brand-new provider, resources are available on the [New Organization Provider Enrollers](#) page of the Department of Human Services website, which explains how to enroll.

Things to consider:

1. If you have more than one business location that provides a service, you must enroll each business location even if they share the same tax ID and/or NPI.
2. Individual practitioners only need to enroll once at a single location address to be eligible at all locations where they provide services to patients.

Training available

Providers can watch on-demand, quick instruction videos through the [MPSE portal training website](#).

Additional resources and information

- Review the information and frequently asked questions on the [Enroll with Minnesota Health Care Programs webpage](#). Bookmark this page for future reference.
 - Click the + next to "Enrollment process for managed care organization (MCO) network providers."

Table of Contents

- [Reminder: Trainings available for Minnesota Provider Screening and Enrollment Portal \(MPSE\)](#) 1
- [Reminder: UCare 2024 pharmacy benefit information](#)..... 2
- [Interactive Voice Response \(IVR\) or texting program – asthma and diabetes](#)..... 2
- [Human papillomavirus \(HPV\) vaccination and cervical cancer screening](#)..... 2
- [Fall prevention](#)..... 3
- [Fraud, waste and abuse reporting reminder](#)..... 3
- [How to access the UCare for providers webpage](#)..... 3

UCare provider website
www.ucare.org/providers

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

- Review the [Enroll with MHCP](#) section of the MHCP Provider Manual.
- Sign up for [MHCP news and updates](#).
- Remember that **all** group or facility, as well as **individual**, National Provider Identifiers (NPIs) need to be enrolled with the Minnesota Department of Human Services (DHS). If you only registered your group with DHS, you also need to register each individual practitioner with DHS.

Reminder: UCare 2024 pharmacy benefit information

On Jan. 1, 2024, UCare transitioned to a new Pharmacy Benefit Manager, Navitus Health Solutions. Some important things to know about this transition include:

- Navitus will perform first-level prior authorization reviews. ePA is the preferred method to submit Prior Authorization requests to Navitus for pharmacy benefit drugs. Providers may use ePA through [Surescripts](#), [CoverMyMeds](#) (link updated Jan. 26, 2024) or the Electronic Health Record.
- All UCare members will receive a new member ID card with the updated pharmacy billing information.
- Costco will serve as UCare’s mail-order pharmacy, and providers may be asked to send member prescriptions to the Costco Mail Order Pharmacy. UCare members do not need to be Costco members to use this service.

For more 2024 pharmacy benefit information, visit the [UCare Pharmacy page](#).

Interactive Voice Response (IVR) or texting program – asthma and diabetes

UCare’s IVR or texting program allows members with an asthma or diabetes diagnosis to receive educational calls or texts with information on their condition and how best to manage it. Members can choose when they want to receive calls or texts and are able to opt-out of the program at any time.

How the program works

1. Members receive a welcome letter with information about the program.
2. Next, members receive a call from Mary Beth, the IVR system’s automated voice.
 - During this call the member selects:
 - Whether they prefer calls or texts.
 - What day and time they would like to receive their outreach.
3. After each call or text, the member is asked two condition-related yes or no questions.
4. An alert will pop up if their response indicates that phone follow-up is needed by a UCare asthma educator or diabetes health coach.
 - During that phone outreach, the educator or coach:
 - Will assess the member’s self-monitoring, self-management and medication adherence.
 - May provide additional condition information, encourage members to follow the Asthma Action Plan or diabetes management plan, refer members to a primary care practitioner or other resources or programs, if applicable.
5. The IVR or texting program schedule is set to one call or text per week, or one call or text every 30 days.

To refer a UCare member to the asthma and diabetes IVR or texting program:

- Send a referral with the member’s first name, last name, member identification number and program they are interested in to:
 - **Phone:** 612-676-6539 or 866-863-8303
 - **Email:** Disease_mgmt2@ucare.org

Human papillomavirus (HPV) vaccination and cervical cancer screening

Provider offices often serve as primary education sources on cervical cancer screening. Therefore, providers should talk about HPV vaccination and cervical cancer screening with patients to ensure prevention and

early detection. According to the [Centers for Disease Control and Prevention](#) (CDC), HPV vaccination could prevent more than 90% of cancers caused by HPV. That is an estimated 33,700 cases in the U.S. every year. Regular screening is the best way to find cancer in its early stages. UCare follows the U.S. Preventive Service Task Force screening guidelines and covers 100% of cervical cancer screening at no cost. UCare also offers an incentive for eligible members when they complete the screening.

UCare’s Health Improvement Specialists call members who have not seen their provider for cervical cancer and other preventive care screenings. The Health Improvement Specialist helps members schedule appointments, transportation and interpreter services.

Contact the Health Improvement team:

- Call: 612-676-3481 or 833-951-3185
- Email: outreach@ucare.org
- Website: <https://www.ucare.org/health-wellness/health-management/health-improvement-team>

Fall prevention

Falls are the leading cause of fatal and nonfatal injuries for older adults. Each year, one in three adults age 65 or older experience a fall; therefore, many develop a fear of falling. This fear may cause them to limit activities and lead to reduced mobility, loss of physical fitness and an increased risk of falling. Visit ucare.org/falls for information on how to prevent falls.

Strong & Stable Kit

Available to UCare’s Minnesota Senior Health Options, UCare’s Minnesota Senior Care Plus and UCare Advocate Choice or Advocate Plus members.

UCare created the Strong & Stable Kit to help prevent falls; members are eligible for one kit per year. The kit includes:

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



Members can contact their Care Coordinator to order a kit.

Fraud, waste and abuse reporting reminder

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

How to access the UCare for providers webpage

The easiest and most efficient way to access the UCare for Providers webpage, is to visit www.ucare.org/providers.

If you typically reach the provider page via the member home page, www.ucare.org, review the following steps:

- Scroll ¾ of the way down the UCare home page (www.ucare.org).
- Within the “For our partners” section, you’ll see the “Provider information” box.
- Select “Provider tools” and you will be directed to the provider portion of the site (www.ucare.org/providers).

