Health Lines

January 2024

Centers for Medicare & Medicaid Services (CMS) Requires 90-day Transition Period for Active or Current Treatments for Part C Services

Effective Jan. 1, 2024, CMS now requires Medicare plans to offer new plan members a 90-day continuity of care, or transition period, for active/current treatments for Part C services, including Part C drugs.

To ensure your patients don't experience disruption in treatment after the 90-day transition period, initiate an organization determination request before the end of this transition period.

Review the Authorization page for Medicare plan requirements.

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.

2024 Authorization Grid Updates

On Jan. 11, 2024, the 2024 UCare Authorization Grids were updated to address minor language changes and missing codes. Providers are advised to check the revised grids for the below changes.

UCare Medicare Plans | UCare Your Choice | UCare Medicare Plans with M Health Fairview & North Memorial | Institutional Special Needs Plans (I-SNP)

Table of Contents

UCare Provider Website
www.ucare.org/providers

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

- The 90-day transition statement was added
- Within the Wheelchair Accessories – Purchase and Rental section:
  - Removed "Note: This may not be an all-inclusive list. Review the DS fee schedule."
  - Added E2228, E1030 and E2322 to the CPT codes.

EssentiaCare (Essentia Health + UCare)
- Within the Wheelchair Accessories – Purchase and Rental section:
  - Removed "Note: This may not be an all-inclusive list. Review the DS fee schedule."
  - Added E2228, E1030 and E2322 to the CPT codes.

UCare Connect | Minnesota Senior Care Plus (MSC+) | Prepaid Medical Assistance Plan (PMAP) | MinnesotaCare
- Within the Wheelchair Accessories – Purchase and Rental section:
  - Removed "Note: This may not be an all-inclusive list. Review the DS fee schedule."
  - Added E1009, E2300, E2301, E2310, E2311, E2312, E2331, E2609 and E2617 to the CPT codes, removed E2323 and E2373 from the CPT codes.
- Within the Genetic Testing section, removed code 0373T.
- Within the Home Health Care section, added CADI Waiver verbiage to MSC+.

UCare's Minnesota Senior Health Options (MSHO) | UCare Connect + Medicare
- Within the Wheelchair Accessories – Purchase and Rental section:
  - Added E1009, E1012, E2300, E2301, E2310, E2311, E2312, E2331, E2609 and E2617 to the CPT codes.
  - Removed E2323 and E2373 from the CPT codes.
- Within the Home Health Care section, added CADI Waiver verbiage.

UCare Individual and Family Plans (IFP) | UCare Individual and Family Plans with M Health Fairview
- Within the Wheelchair Accessories – Purchase and Rental section, added E2228, E1030 and E2322 to the CPT codes.

Six Month Timely Filing of Claims for Minnesota Health Care Programs (MHCP) Products

In 2023, the Minnesota Legislature amended Minnesota Statute, §256B.69, subd. 5a directing managed care organizations (MCOs) to implement timely filing deadlines of six months for initial claims for MHCP products. The Minnesota Department of Human Services instructed all MCOs to immediately implement this change effective for claim dates of service of Aug. 1, 2023, and later. As a result, UCare has updated our timely filing requirements from 12 months to six months, effective Aug. 1, 2023, for Prepaid Medical Assistance Program (PMAP), MinnesotaCare, Minnesota Senior Care Plus, UCare's Minnesota Senior Health Options (MSHO), UCare Connect and UCare Connect + Medicare.

UCare revised the Provider Manual to reflect this change. The following is the updated language in the Timely Filing section of the Claims & Billing chapter of the UCare Provider Manual.

> Effective for dates of service Aug. 1, 2023, for Medicaid products, including dual plans where UCare is the primary payer, initial claims must be received no later than six months after the date of service. For all other product lines, including Medicare and Individual and Family Plans, initial claims must be received no later than 12 months after the date of service. All claims must be submitted in a format approved by UCare and in compliance with state and federal law.

Ineligible Provider List Updated Dec. 21, 2023

Contracted UCare providers must make sure that they, their company, owners, managers, practitioners, employees and contractors are not on the UCare Ineligible Providers List.*

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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 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.

New and Revised Coverage Policies Added

UCare posted the following new coverage policy for Medicaid, effective Jan. 1, 2024:
- Breast Pumps (CP-MCD23-006A)

UCare posted the following new coverage policy for Medicare, effective Jan. 1, 2024:
- Therapeutic Massage Therapy (CP-MCR23-011A)

UCare posted the following revised coverage policies for Individual and Family Plans (IFP), effective Jan. 1, 2024:
- Durable Medical Equipment (DME) (CP-IFP21-006A)
- Gender-Affirming Treatment (CP-IFP23-033A)
- Maternity Services (CP-IFP23-034A)
- Preventive Services Men/Women/Children (CP-IFP21-013A)
- DME: Scalp Hair Prosthesis (WIGS) (CP-IFP22-025A)

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 UCare's Coverage Policies page.

Annual Wellness Visit

UCare covers 100% of preventive care related to annual wellness visits and encourages members to receive an annual wellness visit once a year. There are no additional costs for in-network doctors or clinics. Incentives are provided for UCare members who receive their preventive care screenings. Visit ucare.org/rewards to learn more.

UCare Health Improvement Specialists call members with a gap in care to conduct annual wellness screens. This encourages the patient to provider relationship and allows members the opportunity to engage with their provider about their mental and physical health, balance and fall risk, urine incontinence, vaccines, weight management, etc.

Health Improvement Team Contact Information:
Phone: 612-676-3481 or 833-951-3185
Email: outreach@ucare.org
Website: https://www.ucare.org/health-wellness/health-management/health-improvement-team

Migraine Help for Members

Available for UCare Connect, UCare Connect + Medicare, MinnesotaCare, Minnesota Senior Care Plus and Prepaid Medical Assistance Program members.

The Migraine Management Health Coaching Program is designed for members diagnosed with a migraine condition and is available at no cost. Health coaches provide support, discover strengths and focus conversations on areas commonly contributing to migraine symptoms, including diet, sleep, stress, movement and self-care.

Members enrolled in the program receive a migraine tracker, migraine action plan and headache education to help uncover or understand common triggers that may contribute to migraines. These might include environmental, physical, nutritional, emotional or social triggers.

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Health coaches meet with members to set goals in the lifestyle area(s) that most impact their migraines. From there, members meet with their coaches monthly by phone to discuss their goal progress. Health coaches assist members in reaching their goals through behavior change and motivational interviewing techniques.

Members who use our Migraine Management Health Coaching Program have experienced significant improvement in their migraine management by discovering their triggers or stressors and becoming aware of the signals their body sends. Members report feeling understood and cared for by their coach, improved quality of life and reduced migraine intensity, frequency or duration.

To refer someone to UCare's Migraine Management Health Coaching Program, contact UCare's Disease Management team:
- Phone: 612-676-6539 or 866-863-8303
- Email: Disease_mgmt2@ucare.org
- Online: the Disease Management page, under the Resources section

Healthy Benefits+ Visa Card

UCare's allowance and reward programs are now rolled into one card, the new Healthy Benefits+ Visa Card.

Member received their new Healthy Benefits+ Visa card before Jan. 1, 2024. If asked, providers can encourage members to throw away their 2023 cards, as the 2023 cards no longer work:

| 2023 Cards | 2024 Card |

Allowance, discounts and rewards on the new cards vary by plan type:

	Prescription eyewear	Combined flexible benefit	Over-the-counter (OTC)	Transportation	Healthy food*	Utilities*	Grocery discounts	Rewards
UCare Medicare Plans (excluding UCare Advocate, UCare Your Choice or Medicare Supplement)	X		X				X	X
UCare Medicare with M Health Fairview & North Memorial Health	X		X				X	X
UCare Your Choice **UCare Your Choice Plus**		X	X				X	X
UCare Advocate Choice **UCare Advocate Plus**	X		X	X			X	
EssentiaCare Grand	X		X				X	X
EssentiaCare Access		X	X				X	X

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	Prescription eyewear	Combined flexible benefit	Over-the-counter (OTC)	Transportation	Healthy food*	Utilities*	Grocery discounts	Rewards
UCare's Minnesota Senior Health Options					X	X	X	X
UCare Connect + Medicare					X		X	X
UCare Individual & Family Plans							X	X
Prepaid Medical Assistance Program MinnesotaCare UCare Connect Minnesota Senior Care Plus							X	X

*members with a qualifying chronic condition.

New Activity Tracker Plus Personal Emergency Response System (PERS) Device

Available to Minnesota Senior Health Options and UCare Connect + Medicare members.

This easy-to-use, no setup required, activity tracker plus Personal Emergency Response System (PERS) device is available for eligible members. The 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 their home
- A blood pressure monitor (available for members with a hypertension diagnosis)

For more information, members can contact their care coordinator or call UCare Customer Service at the number on the back of their member ID card.

Over-the-Counter (OTC) Benefit Through CVS

Available to Minnesota Senior Health Options and UCare Connect + Medicare members.

Members can use the OTC benefit to purchase eligible items including surgical masks, vitamins, allergy medications, first aid supplies, toothpaste and more directly through CVS online or over the phone. Members receive an allowance four times per year. If you know a member who wants to learn more or shop with CVS OTC Health Solutions, encourage them to call 1-888-628-2770 or visit cvs.com/benefits.

Medical Necessity Guidelines

UCare medical necessity guidelines are available to assist in determining medical necessity for certain clinical procedures (procedure, therapy, diagnostic test, medical device, etc.) where coverage requires determination of medical necessity. The updated utilization management criteria memo is now available on UCare's Medical Necessity Guidelines page.

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.

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How to Search UCare's Website Libraries

The UCare website houses numerous content libraries ([Provider News](#), [Medical Drug Policies](#), [Coverage Policies](#), [Payment Policies](#), etc.). When searching for specific content within those libraries, type a keyword in the Search bar in the upper left-hand corner of the library. The library defaults to showing all entries in alphabetical order by the first column. Providers can sort the library by any column, using the up and down arrows to sort in ascending or descending order.

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. Provider agrees to complete the mandatory initial and annual Model of Care training and to submit the Attestation Form to UCare.

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 UCare's Minnesota Senior Health Options (MSHO), UCare 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 Model of Care Training for Providers 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 Model of Care Training for Providers page](#).
- Email us to request an individual training or to register for an in-person or virtual presentation:
  - I-SNP - ISNPprogramcoordinator@ucare.org
  - 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: One authorized individual may attest for the entire agency. To attest for a group, the authorized individual should use the Group Attestation form found in the Quick Links and include the First Name/Last Name/Credentials of all in attendance. The addendum is located on the [UCare Model of Care Training for Providers page](#).

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
  - MSHO - MSC_MSHO_Clinicalliaison@ucare.org
  - UCare Connect + Medicare - SNBCclinicalliaison@ucare.org

UCare Provider News Emails

If you know someone who could benefit from receiving news and alerts from UCare Provider Communications, invite them to sign up for UCare provider emails [here](#). Once they sign up, they will receive monthly *Health Lines* newsletters and bulletin updates from UCare.

Note: Workplace security often filters emails that could be spam. As a result, emails providers signed up to receive can end up in spam or junk folders. To ensure this doesn't happen with UCare Provider Communications emails, add the providernews@ucare.org email address to the safe senders or contact list. Each email platform's settings differ; check with your IT department or email provider for instructions on how to do this.

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

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