

UCare Provider Manual Has Been Updated

UCare's Provider Manual contains critical information that providers need to effectively work with UCare and our members. It is important that providers reference it regularly for up-to-date content. The Provider Manual has been updated to reflect current business practices.

The Provider Manual can be accessed at www.ucare.org/providers. Please review the entire Provider Manual while paying close attention to the updated sections mentioned below.

If you have any questions, contact UCare's Provider Assistance Center at 612-676-3300 or 1-888-531-1493.

Below is a summary of the key updates that were made in the UCare Provider Manual:

- The resource remains a PDF with a table of contents that links to specific sections. The date the document was last updated is shown on the front cover. As the year progresses, the Appendix will contain an update chart that briefly describes changes made and links to the updated sections.
- All chapters that reference UCare products have been updated to include our new product (UCare Medicare with Fairview & North Memorial) and to reflect the new product names (UCare for Seniors is now called UCare Medicare Plans; UCare Choices/Fairview UCare Choices are now called UCare Individual & Family Plans/UCare Individual & Family Plans with Fairview).
- The Delegated Services chapter now has a section related to physician administered drugs.
- In the Sales & Marketing by Providers chapter, new information has been added to the Permitted Marketing Activities section.
- Several changes have been made to the Claims chapter, including updates regarding the Claims Reconsideration Request Form, paper claims, provider appeals and void and replacement claims.
- In the Electronic Data Interchange chapter, a section has been added on Electronic Data Submission (837) Payor ID List.
- The Authorizations and Notifications section has been updated to reflect UCare's current practices. All UCare providers should review and be familiar with the content in this section.
- The Medical Necessity Guidelines section has been updated to reflect the suspension of Authorizations for UCare Individual & Family Plans/UCare Individual & Family Plans with Fairview members for 2019. Notifications are still required.

- Providers should review and be familiar with the content in the Fraud, Waste and Abuse section.
- The Health Promotions section has new information about UCare's programs for the Dental Care Kit, UCare's Mobile Dental Clinic, Community Education Discount and UCare Member Perks.
- The Behavioral Health chapter has been updated to reflect UCare's current practices. Providers should review and be familiar with this chapter.
- In the Hospital Services chapter, information has been added about observation admissions.