

### 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](http://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.

Following 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 new product names (UCare Medicare with M Health Fairview & North Memorial, UCare Individual & Family Plans with M Health Fairview).
- In the Delegated Services chapter, the physician administered drugs section was updated with information about Care Continuum, and a new section on Hearing Aid and Hearing Aid Assessment Services was added.
- In the Provider Responsibilities chapter, a new section was added outlining Notification of Medicare Deactivation.
- Several changes have been made to the Claims chapter, including a new section on the MinnesotaCare Tax.
- The Electronic Data Interchange chapter has been updated to reflect the new Payor ID (55413) for 2020 dates of service for UCare Medicare Plans, UCare Medicare with M Health Fairview & North Memorial and EssentiaCare.
- 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 add back information for UCare Individual & Family Plans/UCare Individual & Family Plans with M Health Fairview.
- 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 Refill Kit, Medication Toolkit, Healthy Savings Program and Over-the-Counter Benefit through Healthy Savings.
- The Behavioral Health chapter has been updated to reflect UCare's current practices. Providers should review and be familiar with this chapter.

- In the Home Care Services/PCA chapter, new sections have been added regarding PCA services documentation requirements and flexible use of PCA services.
- In the Obstetrics and Gynecology chapter, information was added about the UCare Pregnancy Advisor Nurse Line for pregnant members.