

Provider Bulletin



News and Information

Feb. 26, 2021

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 in the bulleted list.

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, an Appendix will be added that 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 products (Medicare Supplement and Institutional Special Needs Plans) when applicable.
- The Working With UCare Delegates chapter now includes additional guidance on decision timeframes for medical drug injectable requests, and how to request an adjustment to existing drug prior authorizations.
- Several changes have been made to the Claims chapter, including new guidance on vaccines covered by Medicare Part D.
- 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 Clinical Practice Guidelines section now includes an eighth medical guideline for Care of the Older Adult.
- Providers should review and be familiar with the content in the Fraud, Waste and Abuse section.
- A new chapter about UCare's Medication Therapy Management Program has been added.
- The Health Promotion Programs chapter includes information on new offerings like the Memory Support Kit, WW (formerly Weight Watchers) local workshop vouchers, the Activity Tracker Plus Personal Response System Device, UCare's Transportation Card Program, Garmin discounts and WholeHealth Living Choices services and discounts.
- The Mental Health and Substance Use Disorders Services chapter has been updated to reflect UCare's current practices. Providers should review and be familiar with this chapter.
- The Child & Teen Checkups chapter includes guidance for in-person vs. telemedicine C&TC visits.
- The Home Care Services chapter now includes information about home infusion services.

- The Maternity, Obstetrics & Gynecology chapter now has guidance on doula services.
- Several changes have been made to the Public Health chapters, including the addition of information on Family Home Visiting and Fluoride Varnish Application.