



Monthly Provider Newsletter

May 2019

In this Edition

[UCare Provider Manual Q2 Update](#)

[Ineligible Provider List](#)

[Provider FAQ: New Claims System](#)

[MHCP Drug List Changes](#)

[Accurate Member Information](#)

[Documentation Improvement: Aortic Aneurysm](#)

[UCare & Health Fair 11 Bike Safety Event](#)

[PAC Holiday Hours](#)

[UCare Provider Website](#)
www.ucare.org/providers
Provider Assistance Center
612-676-3300
1-888-531-1493 toll free

UCare Provider Manual Q2 Update

UCare updated its [Provider Manual](#) at the end of April.

You will find additions and updates were made to the following chapters: Provider Responsibilities; Provider Credentialing; Claims & Payment for Provider Exclusions, Member Liability, UCare Claims Edits, UCare Pricing Edits and Telemedicine; Health Promotion Programs; and Behavioral Health.

Ineligible Provider List

Contracted UCare providers must make sure that they, their company, owners, managers, practitioners, employees and contractors are not on the [UCare Ineligible Providers List](#).^{*} 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. Please reference Chapter 5 of the [UCare Provider Manual](#) for additional information.

Questions regarding the UCare Ineligible Providers 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.*

Provider FAQs - New UCare Claims System

UCare is implementing a new claims system platform over the next few years. The transition began in January 2019 when UCare moved claims for Individual & Family Plans (IFP) members to the new system.

UCare has created a list of [frequently asked questions](#) (FAQs) regarding the transition to the new claims system. The document will be updated periodically, with new questions and answers being added as needed. You can access the FAQs through the "Newsletters & Alerts" rotating news banners on [UCare's home page](#) and [Provider News page](#). It is also listed in the News Archive (search for Claims FAQs, select bulletin updated on 4-2-19).

Drug List Changes Coming for Minnesota Health Care Programs

Starting July 1, 2019, members enrolled in Minnesota Health Care Programs (MHCP) will have a new list of covered drugs that aligns with the Minnesota Department of Human Services (DHS) Preferred Drug List.

- This change only applies to drugs dispensed and billed by a pharmacy.
- It does not apply to drugs administered to a member and billed on a medical claim.
- This change does not apply to members with dual Medicare and Medicaid coverage.

If coverage is changing for one of your patients, we will send you and your patient a letter around June 1 notifying you of the change and preferred drug alternative(s).

For additional information about the DHS Preferred Drug List, go to https://mn.gov/dhs/assets/pdl-faq-providers_tcm1053-378520.pdf.

Accurate Member Information Is Key to Smoother Claim Submissions

Providers should ask for a current subscriber insurance card each time a subscriber presents for services and update information in their electronic records system to reduce rejected claim submissions or delayed claims processing.

The subscriber ID listed on the card or returned on the electronic eligibility and benefit transaction should be submitted on the claim exactly as provided. No digits should be added or excluded.

Please note that all UCare members have their own individual unique ID numbers.

Maintaining current insurance information for subscribers is imperative to successful and timely claims processing. Wrong member information can cause suspected fraudulent claims investigations and possible HIPAA violations, so please remember to verify that the information on the claim submission matches the information for the member receiving the service (name, member ID#, birth date, address, etc.).

Documentation Improvement: Aortic Aneurysm

Aneurysms can occur in any part of the body; however one of the most common areas is the aorta, which is the largest vein in the body.¹ An aortic aneurysm occurs when the wall of the aorta is weakened and creating a bulge. It can rupture or leak and spill blood into the body, which is known as a dissection. Some aneurysms can rupture and some won't. According to the National Heart, Lung, and Blood Institute, 13,000 Americans die from aortic aneurysms each year mostly resulting from a rupture or dissection.²

There are two types of aortic aneurysm; thoracic aortic aneurysm and abdominal aortic aneurysm. To properly report and capture an aneurysm, documentation must specify the following:

- Type: Thoracic aortic aneurysm or abdominal aortic aneurysm
- Location
- Size
- Ruptured or non-ruptured
- If it has been repaired

Taking a few extra steps to properly document and report the diagnosis will support the illness severity of the patient and improve patient care.

1. Anthem website: Medicare Risk Adjustment Coding Focus, Aneurysm. Accessed March 2019 from www.anthem.com.
2. National Heart, Lung, and Blood (n.d.) Aneurysm. Accessed March, 2019 from www.nhlbi.nlm.nih.gov.

EVENT – UCare and Health Fair 11 Team Up for Bike Safety



With the arrival of warm weather, many families are dusting off their bicycles and HELMETS and taking them for a ride. But do those helmets fit properly? Find out on **Saturday, May 11, 9 am – 12 pm**, when UCare’s blue, five-seat bicycle heads to the KARE 11 studios in Golden Valley (8811 Highway 55) for a special Bike Helmet Clinic.

The day before Mother’s Day, families are invited to bring children ages 4-14 to the clinic to evaluate the safety of their bike helmets or get free replacement helmets. UCare will also be giving out free bike bells, lights and first-aid kits. The clinic will be held in the KARE 11 lobby or, weather permitting, in the parking lot.

Join us and tell your patients about this fun opportunity to get in gear – safely – for summer.

PAC Holiday Closure

UCare and the Provider Assistance Center (PAC) will be closed Monday, May 27 for Memorial Day. If you need assistance that day, log into the [Provider Portal](#).

UCare Provider Website
www.ucare.org/providers

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