



COVID-19 Information for Providers

The COVID-19 situation is changing quickly, and we are monitoring changes closely. To assist our provider partners in navigating this changing situation, UCare created a [COVID-19 Information for Health Care Providers](#) page on our Provider Website.

Recently, we updated the following sections:

- On the Authorizations page, the end date for the waiving of authorization for post-acute care services was extended from March 31, 2021, to April 30, 2021.
- On the Billing and Payment page, under “COVID-19 Vaccines,” added coding information for the Johnson and Johnson vaccine.

UCare is monitoring inquiries for common questions and will update these web pages with additional information as it becomes available. We recommend [visiting the website](#) regularly for the latest information.

UCare and the Minnesota Medical Association Collaborate on Health and Racial Equity Initiative

Recognizing that Minnesota has some of the worst health disparities in the country – especially among Black, Indigenous and people of color (BIPOC) communities – UCare and the Minnesota Medical Association (MMA) have launched a two-year initiative to promote health and racial equity and improve health outcomes in traditionally underserved and diverse populations. The initiative focuses on mitigating physician and other health professional biases as a contributing factor in health outcomes and supports the adoption of an anti-racist culture by Minnesota health care organizations. Its goal is to begin dismantling some of the key elements of structural racism present in Minnesota’s health care system.

This work comes at a time when Minnesotans from BIPOC communities are experiencing shorter life spans, and higher rates of infant mortality and diseases such as diabetes, heart disease and cancer than their white peers.¹ These racial

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disparities are rooted in longstanding patterns of bias and discrimination in the health care system, reflecting broader structural racism in our society. In addition to impacting the shared aspiration for better health for all Minnesotans, these inequities have economic consequences on workforces and the affordability of health insurance. For example, a University of Minnesota health disparities study found that preventable deaths caused by racial disparities cost the state from \$1.2 to \$2.9 billion each year.²

“There is much to do and undo to create a more just and fair health care system for all Minnesotans. We are excited to join with the MMA to break new ground in support of UCare’s strategic health and racial equity imperative,” said Mark Traynor, UCare President and Chief Executive Officer.

“Thanks to the generous support of the UCare Foundation, this funding will help us impact a key contributing factor to inequities in health – physician and other health professional biases, and will also allow us to shine light on medicine’s role in perpetuating discrimination and racism in health care,” said Marilyn Peitso, MD, MMA president.

UCare Chief Medical Officer Julia Joseph-Di Caprio, MD, and UCare Health Equity Officer Pleasant Radford Jr., MBA, will collaborate closely with the MMA’s Health Equity Coordinating Council. “The root causes of health and racial inequities arise from structural racism and implicit bias in the health care system. This unique partnership with the MMA is a collaborative effort to dismantle structural racism in health care settings, reduce implicit bias with our health care providers and make demonstrable improvement in the health outcomes of our BIPOC communities,” said Radford.

Together, the organizations will:

- Develop and disseminate implicit bias and anti-racism educational resources and tools for providers
- Establish and facilitate cross-organizational communication and exchange of health equity initiatives, practices and policies
- Explore and develop community-wide metrics for accountability
- Identify opportunities for the use of restorative justice models to facilitate trust building between BIPOC communities and Minnesota health care organizations

This work builds on a previous grant provided by UCare to the MMA for the curation, development and promotion of a variety of Continuing Medical Education (CME)-accredited implicit bias and antiracism educational resources. In total, the UCare Foundation is contributing more than \$200,000 to support these efforts.

¹ Minnesota Department of Health. Eliminating Health Disparities Initiative: Report to the Legislature. March 2019

² University of Minnesota Department of Family Medicine and Community Health. The Economic Benefits of Reducing Racial Disparities in Health: The Case of Minnesota. *Int. J. Environ. Res. Public Health* **2019**, *16*(5), 742; <https://doi.org/10.3390/ijerph1>

Ineligible Provider List Updated 3-26-21

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. The most current list can be found under Provider Inquiries on the [Provider Portal](#). 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.

UCare Deploys Robust COVID-19 Vaccine Outreach

UCare has embarked on an ambitious plan to help as many eligible members as possible receive their COVID-19 vaccine. We are working with trusted community leaders from diverse communities to engage our members and build confidence in the COVID-19 vaccine.

Among these actions, UCare is participating in an industry-wide [Community Connectors Program](#) led by America's Health Insurance Plans (AHIP) to vaccinate two million Americans in our most vulnerable communities in the next 100 days. Earlier in the pandemic, UCare also joined major Minnesota health care systems and insurers in [FightCovidMN](#) – a bold ad campaign urging safety practices to stop the spread of COVID-19.

UCare's vaccination outreach and support efforts are ongoing. To date, activities include:

- **Vaccine Clinics** – 37 UCare volunteers assisted Hennepin Healthcare to vaccinate 6,300 health care workers and school employees over 6 weeks. We sponsored two M Health Fairview clinics in the Cedar Riverside Somali community and helped schedule appointments for an Allina Health pop-up clinic.
- **Member Support** – We call members who have had COVID-19 or who have been identified as high risk of complications if they get COVID-19. Tailored outreach through emails, postcards and booklet kits are helping members avoid getting COVID-19. We are placing 2nd dose reminder calls to members who had their first COVID-19 vaccine, and we continuously update COVID-19 [web content](#).
- **Education** – UCare sponsored [educational videos](#) featuring trusted community voices in four languages – English, Spanish, Hmong and Somali produced by Sahan Journal.

UCare is currently planning:

- Two large-scale COVID-19 vaccine events at the State Fairgrounds in spring and summer
- UCare Healthmobile COVID-19 vaccine events in outstate Minnesota and targeted neighborhoods in the Twin Cities metro starting this spring
- A multicultural educational campaign in UCare member languages and communities
- Calls to eligible members to help schedule COVID-19 appointments and/or register them with the Minnesota Department of Health [COVID-19 Vaccine Connector](#)
- A UCare Vaccine Hotline
- Community outreach and education to ensure fair and just access to the vaccine for all populations UCare serves

UCare will track vaccine availability and guidelines to support member success at getting vaccinated. We will also leverage partnership opportunities to improve access to the COVID-19 vaccine for members and their communities.

Documentation Improvement: Parkinson’s Disease

April is National Parkinson’s Awareness Month. Focusing on clear documentation of Parkinson’s disease in a patient’s medical record will improve the quality of patient management. When documenting Parkinson’s disease keep the following items in mind:

Document any motor symptoms:	
Tremors	Impaired posture and balance
Rigid muscles	Akinesia
Slowed movement (bradykinesia)	Impaired Speech

Non-motor symptoms that should be addressed and documented at time of visit:	
Cognitive Problems, including dementia	Sudden Changes in Blood Pressure
Depression and Anxiety	Loss of Sense of Smell
Difficulty in Swallowing	Fatigue
Sleep Disorders	Pain
Bladder and Bowel Problems	Loss of Libido

Document and report any manifestation of the disorder. Examples of how-to document and report Parkinson’s disease with manifestations:

Document:	Reporting of Diagnosis:	
Dementia due to Parkinson’s disease	Report First:	Parkinson’s disease
	Report Second:	Dementia in diseases classified elsewhere without behavioral disturbance
Dementia due to parkinsonism	Report First:	Dementia with Lewy bodies
	Report Second:	Dementias in disease classified elsewhere without behavioral disturbance

Document any treatment plans:

- Prescription to temporarily reduce tremors
- Surgeries performed to treat Parkinson’s disease

Reference: Bernard, Sheri Poe. *Risk Adjustment Documentation and Coding*. AMA, 2018.

Combatting Social Isolation Through Community Education Class Discounts

UCare is working to reduce social isolation (the physical separation from other people) among its members by offering discounts on in-person and virtual community education classes to encourage social connection.

Social isolation is a concern with social distancing measures during the COVID-19 pandemic. Those experiencing social isolation experience higher risks of high blood pressure, heart disease, obesity, depression, cognitive decline and more.

UCare members can receive up to a \$15 discount on Community Education classes taken through one of our 100+ partnering community education programs. This discount will help to remove the cost barrier of participating in community education classes and encourage our members to stay engaged in their communities. To receive the discount, members should show their UCare member ID card when enrolling in the class.

If you know a Community Education Program that would like to partner with UCare, please have them contact UCare at wellness@ucare.org.

To learn more about the UCare Community Education Discount program visit <https://home.ucare.org/en-us/health-wellness/fitness-wellness/community-education-classes/>.

New Mobile App Available to Help Quit Smoking and Vaping

UCare's quit smoking and vaping program, Quit for Life, now offers a mobile app to help members quit. Members can enroll in the program on the mobile app and get 1-on-1 direct support from a quit coach, tools and strategies for quitting, free limited supply of gum or patches, and more. Members can download the app by searching for the "Quit for Life" app in the app store on their smartphone. Members may also enroll by calling 1-855-260-9713 or visiting myquitforlife.com/ucare.

2021 Summer Camps for Young UCare Members

UCare is partnering with summer camps across Minnesota to pay for the cost of camp for young LGBTQ+ members, members with Asthma and members experiencing housing instability. The camp partners include Camp Superkids and One Heartland Camp True Colors and Camp Northstar. Young Prepaid Medical Assistance Program (PMAP) and MinnesotaCare members with these experiences are eligible for camp. Campers must be UCare members at the time of registration and the time of camp to be eligible for the program. Additionally, the American Diabetes Association has a virtual camp that is free for youth with type 1 diabetes.

Camp Superkids:

Ages 9-14 with asthma

June 21-24, 2021

Virtual Camp

Contact: info@wildernessinquiry.org or call 612-676-9400

Camp True Colors (One Heartland):

LGBTQ+ youth ages 12-17

June 20-15, 2021

One Heartland Camp

Contact: camp@oneheartland.org or call 1-888-216-2028

Camp Northstar (One Heartland):

Ages 7-13 experiencing housing instability

Dates TBD

One Heartland Camp

Contact: camp@oneheartland.org or call 1-888-216-2028

Imagine Camp (American Diabetes Association):

Ages 5-17 with type 1 diabetes

Virtual Camp

Four weeklong session from June 7 through July 30, 2021

Learn more and register at diabetes.org/imaginecamp

If you are interested in becoming a provider referral source for UCare members for any of the camps listed above, please contact Lauren Solheid at 612-676-3668 or lsolheid@ucare.org.

If you have a young UCare member as a patient who would like to learn more, direct them to call the number on the back of their UCare insurance card or the contact listed under the camp.

E-mail Reminder: Keep Important News Coming to Your Inbox

Many workplaces set email security to screen out certain messages that could be spam. Often, emails that you signed up to receive end up in your spam or junk email folders. By adding the senders email address to your safe senders or contact list, you can help ensure you receive these messages. Each email program has different ways to do this, so check with your IT department or email provider for instruction. To make sure you keep receiving *Health Lines* and other provider communications from UCare, please add providernews@ucare.org to your safe senders list.

ONLINE

www.ucare.org/providers

Call

612-676-3300,
1-888-531-1493

EMAIL

providernews@ucare.org

MAIL

UCare, P.O. Box 52, Minneapolis, MN
55440-0052
