



January 2021

New Mental Health and Substance Use Disorder Access Line

UCare's Mental Health and Substance Use Disorder Team supports members facing mental health and substance use disorder challenges. We know that for our members trying to find their way through the system can be challenging. Our goal is to decomplicate that process while advocating and facilitating access to appropriate care for members with mental health, substance use and social factor needs.

We added a phone line for members in need of a mental health or substance use disorder appointment. This unique service is embedded as a prompt within the Triage Line or can be accessed directly by calling 612-676-6811 or 1-833-276-1191. We also provide referrals to community agencies for social factors. Our access coordinators work with a member's unique and individual situation to schedule an appointment either virtually or in person. We also follow up with the member after their appointment to check in and see if they have additional needs.

UCare's Mental Health and Substance Use Disorder Access Line is available to all UCare members to help with the following:

- Same or next day appointment availability.
- Triage members' appointment needs.
- Assistance scheduling and confirming appointments.
- Telehealth appointments.
- Connection to community agencies that can help with social needs.

UCare's Mental Health and Substance Use Disorder Access Line is available Monday – Friday, 8 am – 5 pm at 612-676-6811 or 1-833-276-1191. When a member calls after hours they have the option to either be transferred to a clinician if they are in crisis or they may leave a message for a callback the next day.

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UCare Provider Website

www.ucare.org/providers

Provider Assistance Center

612-676-3300

1-888-531-1493 toll free

Inpatient Hospital Readmission Payment Policy Implementation Date Updated

In the [January 2020 issue of Health Lines](#), UCare informed providers about a Payment Policy on inpatient hospital readmissions and that we would start conducting post claims review for claims received after March 1, 2020. This post-payment review was delayed and will now impact claims with a 2020 date of service and a paid date on or after Sept. 1, 2020.

If UCare determines that two hospital admissions are considered to be one related stay, we will notify the hospital that the two confinements should have been billed as a single hospital stay. The hospital will need to submit a corrected bill for a single hospital stay within 30 days of the notification. If a corrected claim is not submitted within the 30 days, UCare will move forward with recouping dollars from the second confinement. As a result, the hospital will be responsible for refunding any member out-of-pocket expense that was related to the second hospital confinement.

Providers may be asked to share medical records for clinically related readmissions. Additionally, they should submit a corrected claim for cases that have been classified as a true readmission. A provider will also have the right to appeal UCare's decision.

UCare will begin conducting a post-payment review for all State Public Programs and Dual products as a first phase, beginning Q1 of 2021.

UCare Coverage Policies Available Jan. 1, 2021

UCare Coverage Policies provide clarification and specificity to the benefit sections of the UCare product contract. The specific contract is noted on each new or updated coverage policy. UCare Coverage Policies became available on Jan. 1, 2021. New and updated coverage policies can be found at: <https://home.ucare.org/en-us/providers/>.

Coverage policies posted to the website for Jan. 1, 2021 include:

- Individual and Family Plans (IFP)
 - Coverage for Routine Costs for Members Participating in Clinical Trials (CP-IFP20-001A)
 - Enteral/Total Parenteral Nutrition (TPN) (CP-IFP20-002A)
 - Eyewear for Children (CP-IFP20-003A)
 - Home Health Services (CP-IFP20-004A)
 - Home Hospice Services (CP-IFP20-005A)
- PMAP/MNCare Products
 - Male Circumcision (CP-MCD20-006A)

Contract/Amendment Requirement for Face-To-Face Interpreting

Clinics, hospitals, counties and care systems must have an interpreter contract or amendment on file, in order to be reimbursed by UCare for face-to-face interpreting time provided by employed interpreters within their facility.

To request a contract or amendment, please email providercontracts@ucare.org. Be sure to include the name of your office, TIN, NPI and contact information.

UCare Foundation Advances Health Equity and Access Across Minnesota

In this season of Covid-19, the UCare Foundation has awarded more than 15 grants throughout Minnesota for health improvement initiatives focused specifically on health and racial equity, access to care and coverage, food insecurity and senior health. The grants fund programs addressing prevailing health disparities in the state among families, children, immigrant communities and older Minnesotans. The UCare Foundation is a community-directed initiative of UCare supporting innovative services, education, community outreach and research.

Health and Racial Equity

- Bridge funding for the African American Babies Coalition.
- CAPI USA Covid-19 community coordination activities for Hmong, Vietnamese, Lao and East Indian people in Hennepin County (in collaboration with the Minnesota Department of Health and Hennepin County Public Health Department).
- Lutheran Social Service hospital readmission prevention program.
- Faribault Families First Coalition expanded programming of adult and early childhood education.
- Somali Circles of Health & Wellbeing program in Minneapolis and Rochester.
- Somali Community Resettlement program in Olmsted County.

Access to Care and Coverage

- Angel Foundation free emotional support services to 400 metro and rural Minnesota families struggling with cancer.
- Community Dental Care providing an array of preventive, restorative and emergency dental services.
- Minnesota Association of Community Health Centers improving access to primary care.
- Portico Healthnet navigator community expansion to provide immediate assistance with Medical Assistance (Medicaid) renewals once the public health emergency ends.

Food Insecurity

- Food Group programs at the intersection of food access, equity and nutrition issues related to hunger in 32 counties in Minnesota and Wisconsin.
- MATTERbox healthy meal kits and snacks distribution to first responders providing hunger relief for emergency and ongoing needs.
- Second Harvest Heartland Covid response to end hunger through free drive-up emergency grocery pop-ups offering fresh produce and food staples.
- Twin Cities Mobile Market, a Food Group program bringing affordable fresh and healthy foods to Twin Cities neighborhoods where there is a scarcity of grocery stores.

Senior Health

- Light the Legacy advanced care planning for rural Minnesotans.
- Lutheran Social Service Senior Companions visits, support and advocacy for aging neighbors in the Twin Cities, Brainerd and Duluth.

New UCare Resource for Youth with Disabilities Transitioning to Adulthood

When a young person with disabilities transitions to an adult health plan and potentially different providers, it can be confusing and overwhelming for both the individual and the people who care for them. They will have new choices to make about how to use health care and support services. UCare recognizes the need for support in navigating these transitions.

To help youth with disabilities and their caretakers, UCare created *Planning for adult life*, an online resource that walks through:

- How to qualify for a health plan.
- What to consider and who can help when selecting a health plan.
- How to make the most of a health plan.

We invite you to share *Planning for adult life*, located at ucare.org/youth, with individuals with disabilities who may need support in navigating the transition to adulthood.

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](#), updated the end date to Jan. 31, 2021, for the waiving of prior authorization and notification requirements for certain post-acute care services.
- On the [Billing and Payment page](#), revised the end date for waiving of copays, coinsurance or deductibles for in-network hospital observation and inpatient services to treat COVID-19 through March 31, 2021; added the CPT/HCPCS for COVID-19 Related Services; removed/updated the codes for testing; and added guidance for COVID-19 vaccines, infusion of COVID-19 monoclonal antibodies, treatment of COVID-19 with Remdesivir (Veklury) and use of CPT code 99072.
- On the [Telehealth, Telemedicine and Technology Based Services page](#), eliminated CPT code 99201 as a telehealth eligible service, updated the list of eligible telehealth providers for Medicare, revised the section on telehealth eligible services, and added information on Rural Health Clinics and Federally Qualified Health Centers.

2021 Child & Teen Checkup Incentives

UCare members can earn rewards for staying healthy by completing their Child & Teen Checkup visits. To learn more, advise members to visit ucare.org/rewards or call UCare customer service at the number on the back of their member ID card.

Prepaid Medical Assistance Program (PMAP), MinnesotaCare (MNCare), UCare Individual and Family Plans (IFP) and UCare IFP w/M Health Fairview are eligible for:

15-month Infant Child & Teen Checkup: A \$50 gift card for completing six well child visits by age 15 months

30-month Infant Child & Teen Checkup: A \$25 gift card for completing two well child visits between age 16 months – 30 months

PMAP, MNCare, UCare Connect, UCare Connect + Medicare, UCare IFP and IFP w/M Health Fairview are eligible for:

3-21 year Child & Teen Checkup: A \$25 gift card each year for completing an annual well visit

LivingWell Kid Kit

UCare offers free fitness and wellness Kid Kits for members age 17 or younger in UCare MinnesotaCare and Prepaid Medical Assistance Program plans to help kids feel well and be well. Each kit includes engaging tools to help improve health and wellness. Members may call customer service to order one of the following kits:

<p>Kit 1: Fitness Fun Kit</p> <ul style="list-style-type: none"> • Fitness tracker • Frisbee • Fitness dice • Hacky sack 	<p>Kit 2: Youth De-stress Kit</p> <ul style="list-style-type: none"> • Coloring book • Colored pencils • Fidget toys 	<p>Kit 3: Child Dental Kit</p> <ul style="list-style-type: none"> • Child-sized toothbrush • Floss picks • Toothpaste • Timer • Dental care tracker • Curious George book 	<p>Kit 4: Tween/Teen Dental Kit</p> <ul style="list-style-type: none"> • Electric toothbrush • Toothpaste • Floss picks • Kit bag
			

Over-the-Counter (OTC) Benefit through Healthy Savings

UCare offers eligible members a \$50 semi-annual over-the-counter (OTC) allowance to use on OTC items like band aids, allergy medication, vitamins and more. Member can purchase these eligible OTC items at any of the over 489 [participating locations](#) across Minnesota, online at the URL on the back of their Healthy Savings card, and over the phone via the number on the back of their Healthy Savings card. This benefit is available for members in UCare Medicare Plans, UCare Medicare w/M Health Fairview & North Memorial, EssentiaCare, UCare Advocate Choice/UCare Advocate Plus.

In 2020, over 47% of member OTC cards were activated and many of them used their OTC benefit. In addition to the OTC benefit, members also have access to Healthy Savings food discounts in store at participating grocery stores. To learn more about the Healthy Savings food discounts members can visit the URL on the back of their Healthy Savings card.

Documentation Improvement: Maintenance of Medical Records

Start fresh in the new year by doing some cleanup of medical records at each visit. Here are some things you can do in 2021 to improve documentation:

Problem List

- Keep the problem list relevant and accurate by reviewing and updating at each visit.
- Make sure all active conditions are truly current and active.
- Conditions that no longer are active should be noted as inactive or resolved.

Historical Conditions

- Update the past medical history list to include only conditions that are no longer active.
- If the condition no longer exists and is no longer being treated, then indicate that the condition has been resolved.
- Using phrase such as “history of” would be appropriate if a condition has resolved.

Medication

- Review and validate the medication list at each visit.
- Make sure all medications noted are current and accurate.
- Document any new medication(s) or refill and link medication to diagnosis that is being treated/managed.

To ensure good housekeeping of medical records, continual maintenance of the items above is necessary. This will benefit everyone on the medical team and best represent the health status of the patient.

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
