

UCare Complete

Information for Providers

UCare Complete is an innovative health coverage plan for patients with physical disabilities. It was created by UCare and AXIS Healthcare through a program of the Minnesota Department of Human Services called Minnesota Disability Health Options (MnDHO). Unlike other plans, *UCare Complete* combines the benefits and services of Medical Assistance, and Medicare Parts A and B. It offers health coordination and flexible benefits to eligible patients—with no monthly premiums.

Who is eligible?

To enroll in *UCare Complete*, a patient must:

- Have a physical disability.
- Be at least 18 years old and under age 65.
- Be eligible for Medical Assistance with or without Medicare Parts A and B.
- Live in the *UCare Complete* service area.

Joining *UCare Complete* is voluntary, and patients may leave the program whenever they like.

Coordination is key

Patients with physical disabilities often have multiple, complex needs that make it difficult for them to manage their health and navigate the health care system. With *UCare Complete*, an AXIS health coordinator works with the patient to design an individualized plan that promotes independent living while building in the right level of support. This person helps the patient and you identify and coordinate needed care and services to ensure the best possible health outcomes.

Care for the individual

With *UCare Complete*, there's no single prescription for good health care.

After choosing a primary care clinic, the patient works with you and the health coordinator to determine what care and services are needed. In addition to traditional services covered under Medicare and Medical Assistance, *UCare Complete* covers a wide range of services according to patients' needs, such as:

- Adult day care.
- Adult foster care.
- Assisted living services.
- Behavior management services.
- Caregiver training.
- Companion services.
- Coordination with social, vocational, and educational services.
- Emergency response system.
- YMCA or Courage Center monthly membership.
- Home health services.
- Home modification services.
- Independent living skills training.
- Interpreter services.
- Nursing home care.
- Personal care assistant (PCA) services.
- Respite care.
- Supplies and equipment.
- Transitional, residential, and independent living care.
- Transportation to appointments.
- Other waiver services



Good for patients *and* providers

You also benefit from *UCare Complete*.

- *UCare Complete* combines Medicare and Medical Assistance funding, allowing you to allocate services more flexibly than you could through Medicare or Medical Assistance alone.
- The health coordinator serves as one point of contact for you and clinic staff. This person assists you in educating and communicating with the patient in order to promote patient participation and preventive care/early intervention.
- You submit a single claim to UCare for all the patient care and services you provide.

Resources

Provider Assistance Center

612-676-3300 or 1-888-531-1493 (toll free)

Access UCare

Access UCare offers several features that help streamline business operations and provide quick access to valuable information. For example, you can use Access UCare to verify member eligibility, or check the status of a claim and/or referral/authorization. Now, registration is quick and easy with the new Access UCare Registration Form. For more information and to register, visit us at www.ucare.org/providers/pages/accessucare.aspx.

www.ucare.org

Visit www.ucare.org for provider headlines, news and notes, forms, and valuable resources, including our Provider Manual. Don't forget to subscribe to our E-mail List Server to receive provider news and updates, including *health lines*, via e-mail. Visit us online at www.ucare.org/providers/pages/default.aspx.

health lines

health lines is a comprehensive newsletter for our providers. Each quarter, *health lines* will bring you the latest UCare news, events, training dates, coding and billing information, reminders, and more. If you have comments or suggestions for content, please e-mail us at healthlines@ucare.org.

On-site training

As a valued provider within the UCare network, you have a dedicated Network Services Coordinator. A Network Services Coordinator is assigned to your health system and/or geographic area. You can find out who the Coordinator is for your area and how he or she can help by visiting www.ucare.org/providers/Pages/NetworkServicesCoordinator.aspx.

Coding Consultant Service

UCare's Coding Consultant Service is available to providers for coding and billing issues. Coding questions can be sent via e-mail to codingconsultant@ucare.org.

