



# healthlines

A newsletter for our providers

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Attn: *Provider Network Management*

If you have comments and/or suggestions for future content, please email us at [healthlines@ucare.org](mailto:healthlines@ucare.org).

For more information and updates, please visit [www.ucare.org](http://www.ucare.org).

## Barry's BHAG "Top 10 by 2010" and UCare's 2006 Pay for Performance (P4P) Innovations

Some of you may be familiar with the term "BHAG," which stands for "big, hairy, audacious goal." I want to share my BHAG with you: to have UCare nationally ranked in the top 10% of Medicaid and Medicare Advantage health plans by the year 2010, as measured by HEDIS scores.

I believe that this goal can be accomplished through clinical collaboration with you, members of our provider network. To that end, UCare has developed an innovative pay for performance (P4P) plan.

Many P4P programs only pay providers if they reach a threshold level of performance. Our plan recognizes both superior and improved performance. Many plans exclude small practices because their member count is "too small." Our plan includes **all** primary care providers in the UCare network. Even smaller network practices are eligible for this program.



Barry K. Baines, M.D.

For our State Public Programs, P4P measures include:

- Two-year-olds current on their immunizations
- Blood lead testing
- Persistent asthmatics on long-term controller medications
- Diabetes care
- Chlamydia screening

For our Medicare Advantage Plan, P4P measures include:

- Mammography
- Diabetes care
- Influenza vaccination

In the coming weeks, the technical specifications will be shared with your clinic or affiliated care system. You will also receive periodic updates on your performance throughout the year. I welcome any suggestions you may have to improve our program and help UCare achieve "Top 10 by 2010."

*Barry K. Baines, M.D., Chief Medical Officer*

## ProCare Rx is UCare's New Pharmacy Benefit Manager

UCare Minnesota is pleased to announce its affiliation with **ProCare Rx**, an Atlanta-based Pharmacy Benefits Manager (PBM). Effective Jan. 1, 2006, all covered new and refill prescriptions, including mail order, are processed through **ProCare Rx**. We have worked with **ProCare Rx** to smoothly transition our members and pharmacies to this new PBM. Caremark/Advance PCS no longer provides PBM services for UCare.

Also effective Jan. 1, 2006, *UCare for Seniors* members can use some UCare network pharmacies that will offer a 90-day medication supply for two co-payments. This can result in savings and convenience for pharmacies and your patients.

Further information on UCare's pharmacy benefits, formularies, or forms needed for exception requests can be found at [www.ucare.org](http://www.ucare.org) by accessing *Providers*, then selecting *Provider Manual* or *Formularies*, or both. As always, contact the Provider Assistance Center at 612-676-3300 or 1-888-531-1493 (toll free) if you have questions about pharmacy benefits, or formularies.

## News and Notes

### UCare Receives High Scores in Provider Telephone Survey

At UCare Minnesota, we are always looking for ways to make sure we are giving you the attentive service you deserve. That's why providers who called our Provider Assistance Center in August 2005 were invited to participate in a telephone survey at the end of their call.

More than 340 providers took the survey and were asked to strongly agree, agree, disagree, or strongly disagree with five statements.

Here are results of providers who strongly agreed or agreed with the statements:

- The representative spoke to me in a manner that was easy to understand and professional. (98.5%)
- The representative I spoke to was knowledgeable about my question. (98.2%)
- Overall, I am satisfied with the service I received. (95.1%)
- My call was answered quickly. (94.5%)
- When I call, my questions are always answered with one call. (81.7%)

"UCare is proud to have scored so highly (95% or better) in three of the five categories," says Donna Ozuturk, Customer Services Director. "We will work hard to maintain our level of service, and we will focus on improving our ability to answer your questions quickly and with one call."

Special thanks to those of you who participated in our survey. We hope to hear from even more of you when we conduct our next Customer Services survey later this year.

### Updated Facility Change Form

It is important that we be notified of updates or changes that affect your clinic in a timely manner. It is also important the correct form be used to accurately communicate to us the changes affecting your clinic.

Changes or updates to your facility must be submitted to UCare 30 days prior to the change. You must complete the "Facility Change/Update Form," which is available online at [www.ucare.org](http://www.ucare.org); just click on *Providers, Forms*, and then *Facility Change Form*.

Change in ownership, tax ID number, and/or legal name change will require a new contract; therefore, you must

include a completed W-9 Form with the Facility Change/Update Form.

Please fax the form(s) and information to the fax number listed on the bottom of the form or mail it to:

*UCare Minnesota  
Attention: Provider Network Management  
P.O. Box 52  
Minneapolis, MN 55440*

If you have any questions, please call our Provider Assistance Center at 612-676-3300 or toll free at 1-888-531-1493.

### UCare Tooth Care: A Dentist's Office on Wheels

UCare Minnesota knows that many of our members do not have access to dental care in their communities. That is why UCare introduced the UCare Tooth Care mobile dental unit in 2002.

UCare Tooth Care is a 37-foot-long "dentist's office on wheels." The bright, white RV features three chairs and state-of-the-art dental equipment, including a digital radiography system. It is staffed by talented practitioners from the University of Minnesota School of Dentistry, who provide routine preventive care services.



UCare Tooth Care delivers preventive dental services to thousands of UCare and South Country Health Alliance members across Minnesota who are enrolled in Minnesota Health Care Programs but who have limited access to dental care.

Appointments can be made for UCare members enrolled in Minnesota Health Care Programs (MinnesotaCare, Minnesota Senior Health Options, Prepaid Medical Assistance Program, and Prepaid General Assistance Medical Care). UCare members enrolled in Minnesota Health Care Programs and who live in Cass, Crow Wing, Morrison, Todd, and Wadena counties, or who are enrolled in MinnesotaCare Limited Benefit Set, are exempt from this service.

In 2006, the unit will visit sites in Anoka, Dakota, Goodhue, Hennepin, Kandiyohi, Kanabec, Nicollet, Nobles, Olmsted,

Pennington, Ramsey, Rice, Sibley, St. Louis, Stearns, Washington, and Winona counties. The unit's schedule is posted at [www.ucare.org](http://www.ucare.org); click on *Members*, then *Health and Wellness*, and then on *UCare Tooth Care*.

If you have eligible patients who haven't seen a dentist in the past year and need appointments on UCare Tooth Care or with a dental provider in your area, have this person call **651-455-1555 or 1-866-451-1555** (toll free). If they are unable to visit the mobile unit but want help scheduling a dental appointment, have them call Doral Dental Customer Services at 1-800-896-2372 (toll free).

Does your patient need a ride to UCare Tooth Care? Transportation to an appointment is available by calling 612-676-6830 or 1-800-864-2157 toll free.

## Provider Manual Updates

The following chapters have recently been updated:

- *Chapter 1* - Introduction to UCare Minnesota (rev. December 2005)
- *Chapter 13* - Preventive Health (rev. November 2005)
- *Chapter 16* - Quality Management (rev. December 2005)
- *Chapter 20* - Carved-out Entities (rev. February 2006)
- *Chapter 24* - Clinical Practice Guidelines (rev. January 2006)
- *Chapter 25* - Health Promotion Programs (rev. February 2006)

Note: The Provider Manual is updated periodically to reflect current information. You can access The Provider Manual online at [www.ucare.org](http://www.ucare.org); just click on *Providers*, and then *Provider Manual*.

## Special WebEx Training Sessions

UCare now offers special *WebEx* training sessions for providers covering various topics. Recent sessions include: *2006 UCare Pay for Performance Program*, *Nursing Facility Training*, and *MSHO Elderly Waiver Provider Training*. These special training sessions combine web-based internet technology and teleconference. They are free, and no travel is required. Please visit [www.ucare.org](http://www.ucare.org) for a list of available sessions.

If you are interested in a specific topic or would like to schedule a face-to-face visit with one of our Provider Network Management Coordinators, please contact Ann Fesler at 612-676-3260 or [afesler@ucare.org](mailto:afesler@ucare.org).

## Coding Zone

### Child and Adolescent Immunization Schedule

UCare follows the recommended Childhood and Adolescent immunization schedule. For your convenience, we have provided a list of CPT codes for children 0 – 24 months:

**90744** Hepatitis B vaccine, pediatric/adolescent dosage (3-dose schedule), for intramuscular use.

**90700** Diphtheria, tetanus toxoids, and acellular pertussis vaccine (DTaP), for use in individuals younger than 7 years, for intramuscular use.

**90647** Hemophilus influenza b vaccine (Hib), PRP-OMP conjugate (3 dose schedule), for intramuscular use.

**90713** Poliovirus vaccine, inactivated, (IPV), for subcutaneous or intramuscular use.

**90707** Measles, mumps and rubella virus vaccine (MMR), live, for subcutaneous use.

**90716** Varicella virus vaccine, live, subcutaneous use.

**90669** Pneumococcal conjugate vaccine, polyvalent, for children under 5 years, for intramuscular use.

**90655** Influenza virus vaccine, split virus, preservative-free, for children 6-35 months of age, intramuscular use.

You can view the complete immunization schedule at <http://www.health.state.mn.us/divs/idepc/immunize/hcp/childsched.pdf> or click here: [www.health.state.mn.us](http://www.health.state.mn.us).

## MSHO Billing

Minnesota Senior Health Options (MSHO) is a program for those individuals age 65 and older who are eligible for Medical Assistance and who may or may not be eligible for Medicare Parts A and B.

One of this program's many benefits is less paperwork for the member and for the provider. Both benefit sets are administered under one payer source. Only one claim is submitted for reimbursement. *Note: Claims are no longer submitted to Medicare first, then on to the secondary payer. If the member elected UCare MSHO, only a single claim needs to be submitted.*

## Non-emergent Services Provided in the Emergency Department

In 2005 the Minnesota Legislature enacted changes for non-emergent services rendered in the Hospital Emergency Department (ED). Medical Assistance, GAMC, MnCare does not cover visits to a hospital emergency room that are not for emergency and emergency post stabilization care or urgent care. The changes will not apply to Critical Access Hospitals or to professional services. Following the Legislative and

Minnesota Health Care Programs (MHCP) changes, UCare requests that non-emergency services rendered in the ED be identified with **CPT 99281** or **99282**. Benefits will be reimbursed according to the specifics of your UCare contract.

Triage services will no longer be paid if billed in conjunction with other services.

Patient co-payments will also be deducted for non-emergent services rendered in the ED from the hospital payment as follows:

- MnCare - benefit plan for Limited (M6) has \$50 co-pay for emergency room services (emergent and non-emergent both).
- MnCare - benefit plans for Basic Plus One (M3), Basic Plus Two (M4) and Basic Plus (M5) has a \$6 co-pay for non-emergent emergency room services. The MnCare benefit plan for Expanded (M1) does not have co-pays at all.
- Medical Assistance (MA) has a \$6 co-pay, and General Assistance Medical Care (GAMC) has a \$25 co-pay.

## Modifiers

Modifiers can play an important role in determining the payment or denial of a procedure or service. To ensure correct payment, it is important providers understand their intent and impact. Here are some common modifiers that are missed that can cause denials or a reduction in payment:

**25 modifier** - Significant, Separately Identifiable Evaluation and Management Service by the Same Physician on the Same Day of the Procedure or Other Service -- The E&M needs to be above and beyond the other service provided or beyond the usual preoperative and postoperative care associated with the procedure that was performed.

**59 modifier** - Distinct Procedural Service -- This modifier should be used to identify procedures/services that are not normally reported together. A good resource would be the National Correct Coding Policy (CCI) Manual.

**76 modifier** - Repeat Procedure by Same Physician -- This modifier should be used if a procedure or service was repeated on the same day by the same physician.

**91 modifier** - Repeat Clinical Diagnostic Laboratory Test -- If a laboratory test was performed more than once on the same patient on the same day this modifier should be used.

**GA modifier** - Indicates an ABN was presented to the patient and is on file in the office. If a provider believes a

service or item may be denied as not medically necessary, the provider should present the patient with an ABN and submit the claim using a GA modifier.

The *Coding Consultant Service* is available to providers for coding and billing issues. Coding questions should be sent via email to [codingconsultant@ucare.org](mailto:codingconsultant@ucare.org). *Note: There is four-day turnaround time on these requests.*

## Reminders

- In December 2005, new information appeared on Explanation of Payments (EOP's) for outpatient hospital claims priced with CMS APC rates. This new information is in the form of remarks and will provide additional explanations to help people understand paid and denied service lines.
- Don't forget to sign up for the new Provider List Serve at [www.ucare.org](http://www.ucare.org) to receive news and updates including *health lines* via email. Just click on *Providers*, and then *Subscribe*.
- UCare Minnesota offers many programs to promote healthy lifestyles and choices. These prevention programs focus on our members' emotional, social and physical health. While most programs are free of charge for UCare members, some are available at discounted rates. For more information please visit [www.ucare.org](http://www.ucare.org).
- Member Incentives (Vouchers) including Immunization Vouchers, Blood Lead Voucher, Mammogram Voucher, and more are available online at [www.ucare.org](http://www.ucare.org); just click on *Providers*, and then *Forms*.
- The new 2006 UCare Provider Handbook is now available online at [www.ucare.org](http://www.ucare.org); just click on *Providers*, and then *Provider Handbook*.



2006 Provider Handbook

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