

UCare healthlines

A newsletter for our providers

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Attn: Provider Network
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If you have comments and/or suggestions for future content, please e-mail us at healthlines@ucare.org.

For more information and updates, please visit www.ucare.org.

Note: Links contained within PDF are active.

Electronic Health Care Transaction Mandate

In 2009, three electronic health care transactions were set forth by the Minnesota state statute, section 62J.536. The required last set of transactions for health care providers was to be ready to receive electronic remittance advices (ERAs) or 835s on Dec. 15, 2009.



Some of the formats include sending out an 835 file via clearinghouse, retrieving ERAs from a secure web portal, sending direct ERA information to a provider, and similar actions.

UCare has two options for providers to receive their ERAs/835s and to be compliant with the law. Providers can choose

from one of the two options:

- Contract with a clearing house that currently works with UCare to ensure format capabilities of the 835 files.
- Register for Access UCare to retrieve the ERAs from our secure web portal.

If you have not started the process, or don't know where to start, visit our [Electronic Fund Transfer \(EFT\) web page](#) to learn more about the steps you need to take in order to be in compliance, and much more!

New Fax Number for Claims Adjustment Attachments

In the summer 2009 edition of *health lines*, we announced that UCare has set up a designated fax number for electronic claim attachments, including attachments for new claims and/or adjustments/appeals.

UCare is pleased to announce that a new, separate fax number has been created for submitting only the adjustment/appeals electronic claim attachments. The new fax number is **612-884-2186**.

Please use this guideline to determine the fax number to use for your electronic claim attachments:

- Attachments for new claims: **612-884-2261**.
- Attachments for adjustments/appeals: **612-884-2186**.

New! 2010 Prior Authorization/ Notification Grids

UCare has now posted the 2010 Prior Authorization/ Notification Grids for medical and mental health/chemical dependency services on our web site. You can find the new grids [here](#) at our Provider home page or in our Provider Manual, **Chapter 5: Prior Authorization and Notification**.

Please note that there are two medical prior authorization/notification grids. One is for the General Assistance Medical Care (GAMC) plan, and the other is for all of UCare's other plans.

The GAMC grid was created separately, as this plan will end on Feb. 28, 2010.

News and Notes

Online Cultural Competency Learning Center for Health Care Practitioners

Have you visited the [Culture Care Connection](#) online resource and learning center yet?



If not, check out this helpful web site. It's designed to help Minnesota health care providers, staff, administrators, and county agencies offer culturally and linguistically appropriate care to the state's growing multicultural populations in order to reduce health care disparities and achieve improved health care outcomes.

This "cyber-clearinghouse" is concise, actionable, and evidence-based. It was created by [Stratis Health](#) and funded by a [UCare](#) grant.

The site offers profiles of each Minnesota county and provides key demographic, socioeconomic, and health status data so health care practitioners can learn more about the characteristics of the communities they serve.

It also features information on cultural competence concepts, health topics, ethnicities, stakeholder organizations, and resources that reflect the needs of Minnesota's diverse populations, as well as the health care organizations serving them.

Site resources will help clinics meet the 14 national standards on **Culturally and Linguistically Appropriate Services** (CLAS) of the U.S. Department of Health & Human Services' [Office of Minority Health](#).

Quality Corner

HEDIS® 2010 Data Abstraction to Begin in March

UCare will launch the Healthcare Effectiveness Data and Information Set (HEDIS®) 2010 data abstraction process for UCare-contracted providers in March 2010. HEDIS 2010 is based on 2009 member records and our abstraction process will take place throughout March-May.

To help decrease the administrative burden for providers, UCare contracts with a vendor each year to perform HEDIS medical record data abstraction. Before conducting reviews, the vendor will contact each facility either to schedule an on-site visit or request faxed records from the provider.

(A fall 2009 article referenced HEDIS. As UCare's providers are aware, HEDIS 2009 ended in May 2009. More information about HEDIS 2010 will be available in the Spring 2010 edition of *health lines*.)

We appreciate your cooperation and thank you for partnering with us to improve the health of individuals, families, and communities.

Advance Directives

UCare is required by the state and federal regulators to review and review a random sample of primary care medical records to assess presence of adult advance directives or documented discussion of advance directives.

UCare recently completed the 2009 audit on 2008 medical records and found adult advance directives to be an area of deficiency in the audited charts.

UCare auditors are looking for either an advance directive placed in the chart, or documentation that advance directives were discussed with patients. This is a very important topic and was found to be missing in about 67% of charts reviewed.

Please remember to keep a copy of the member’s advance directive prominently in the chart and document discussion regarding advance directives.

More information on medical records documentation requirements can be found in the online Provider Manual, Chapter 16: Quality Management. Just log on to www.ucare.org, click on “Providers,” and then “Provider Manual.”

Clinical Practice Guidelines

UCare is required by regulators to have established clinical practice guidelines designed to assist clinicians by providing a framework for the evaluation and treatment of patients. The practice guidelines are not intended to replace a clinician’s judgment or to establish a protocol for all patients.

UCare currently has the following practice guidelines:

- Preventive services for adults.
- Preventive services for children and adolescents.
- Prenatal, routine care.
- Diabetes Type 2 management.
- Asthma, diagnosis and outpatient management.
- Prevention and management of pressure ulcers.

UCare is required to update existing practice guidelines at least every two years. UCare also is responsible for disseminating updates to network providers. Annually, UCare updates Chapter 24 of the Provider Manual to incorporate any updates that have occurred with the practice guidelines.

For more information and to view all updates to UCare’s clinical practice guidelines, please view our online Provider Manual, Chapter 24.

Coding Zone

Change in Coverage for the Varicella Vaccine for Adults

On Jan. 15, 2009, the varicella vaccine was no longer made available through the Minnesota Vaccine for Children (MnVFC) program. Information about the change was posted on the Department of Human Services (DHS) web site. The posting had specific information on how providers should handle the vaccine supplies and billing of the vaccines and administrations.

UCare has received several claim adjustment requests for varicella vaccines that were denied for Minnesota Health Care Programs (MHCP) enrollees who were 19 years of age or older and on UCare.

UCare will continue to deny varicella vaccines that were billed with dates of services from Jan. 15 – Dec. 31, 2009, as the vaccines are to be billed to fee-for-service MHCP; however, UCare will pay for the vaccine administrations (for eligible and covered members).

Read more about this on the MHCP Provider Update PHY-09-01 on the MHCP site or clicking [here](#).

Friendly Reminders

- As a valued provider within the UCare network, you have a dedicated **Network Services Coordinator** who can help you in many ways. A Coordinator is assigned to each health system and/or geographical area.

If you do not know who your Coordinator is, visit our “Network Services Coordinator” page at www.ucare.org/providers/Pages/NetworkServicesCoordinator.aspx.

- Don’t forget to subscribe to our **E-mail List Server** to receive provider news and updates, including *health lines*, via e-mail. To subscribe, [visit us online](#).

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