

**UCare 2010 Incentive Program
Frequently Asked Questions (FAQ)**

Q: Which providers are eligible?

A: All primary care providers in the UCare network are eligible. The clinic must be the designated primary care clinic for UCare members eligible for year-end incentive services.

Q: Which product lines or populations are included?

A: UCare members enrolled in Medicare Advantage (UCare for Seniors) or MSHO who meet age requirements and continuous enrollment criteria are included in this incentive program. See technical specifications for details.

Q: If my primary care clinic does not perform dilated eye exams, mammograms, and some of the colorectal cancer screens, are these services still attributed to my clinic? If yes, how is it done?

A: Yes, UCare attributes these services to the primary care clinic where the member is assigned. When a member enrolls in UCare, they are asked to choose a designated primary care clinic. This clinic is printed on their UCare card. If a member does not select a clinic, UCare assigns them one based on proximity to the member's home. A member can change their primary care clinic designation at any time by calling UCare member services.

Q: When will the incentive be paid out?

A: UCare will mail incentive checks in May 2011.

Q: Is there a deadline to submit claims?

A: Yes, UCare must receive all electronic claims for services no later than March 31, 2011.

Q: Where can I find a list of members who are not up-to-date for these services?

A: Please look to your clinic's UCare Pay for Performance (P4P) action lists. For more information on the UCare P4P program, please see the website:

[http://www.ucare.org/providers/Pages/PayforPerformance\(P4P\).aspx](http://www.ucare.org/providers/Pages/PayforPerformance(P4P).aspx)

Q: Is this incentive program part of P4P?

A: No, this incentive program is separate from the UCare P4P program.

Q: When must the services occur to be eligible for the incentive?

A: The dates of service must be between November 1, 2010, and December 31, 2010.