

UCare Connect Information for Providers

UCare Connect is an innovative health coverage plan for patients with a certified physical disability, developmental disability, and/or mental illness. It is a program designed by the Minnesota Department of Human Services (DHS) called Special Needs BasicCare. It is also a Medicare Advantage Special Needs Plan.

UCare Connect combines the benefits and services of Medical Assistance and Medicare Parts A, B, and D. It gives members access to a full range of services to meet their unique health care needs – with no monthly premiums.

Who is eligible?

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

- Have a certified physical disability, or a developmental disability, and/or mental illness.
- 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 Connect* service area.

Key *UCare Connect* member benefits

- No co-pays for the following:
 - In-network physician and specialist visits.
 - Covered dental services.
 - Diagnostic tests, X-rays, and lab services.
 - Covered eye exams, eyewear, routine hearing exams, and hearing aids.
- Includes Medicare Part B and Medicare Part D prescription drugs, if the member is eligible for Medicare.
- The dental benefit includes the See-A-Dentist GuaranteeSM, *UCare's* Mobile Dental Clinic, and DentaQuest's network providers.
- Transportation through Health Ride is available to all eligible members, including those who need to see providers located outside of their county of residence.
- YMCA monthly membership.
- Fitness kit with tools and information to help improve fitness at home.
- Supplemental dental benefit that includes \$300 for preventive and restorative services not covered by Medical Assistance.

Key *UCare Connect* provider benefits

- Members only need to show their *UCare* member ID card – not their Medicare card – because *UCare Connect* covers our members' Medicare benefits.
- Single Source Payer. All claims are submitted directly to *UCare* via electronic data interchange (EDI).
- Providers do not need to submit claims to Medicare.

UCare Connect Clinical Advantages

Disease management

Members (if eligible) have access to disease management programs for asthma and heart failure.

Health and wellness

Members have access to all of UCare's health and prevention programs, including annual check-ups, preventive services reminders, and dental exams.

Health risk assessments

A health risk assessment is mailed to all new members within 30 days of enrollment. It can help determine possible gaps in care. The assessment is designed for individuals with physical disabilities, developmental disabilities, and behavioral health issues.

Care coordination

Every member is assigned to a care team consisting of a Case Coordinator and Health Plan Navigator. UCare is partnering primarily with counties in Greater Minnesota to provide local case coordination. In the metro area, UCare is partnering with "centers of excellence," organizations with expertise in serving people with specific disabilities, to provide case coordination. UCare Clinical Services provides Health Plan Navigator support.

The Health Plan Navigator will promote prevention and support for the Case Coordinators and members, while the Case Coordinator will be the primary and local contact for members on assessments and plans of care.

Resources

Provider Assistance Center

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

UCare Provider Portal

The UCare Provider Portal offers several features that help streamline business operations and provide quick access to valuable information. For example, you can use the UCare Provider Portal to verify member eligibility, check the status of a claim and/or referral/authorization, or retrieve your Explanation of Payments (EOPs). Now, re-registration and registration is quicker and easier. For more information and to re-register or register online, visit us at:

www.ucare.org/providers/Pages/ProviderPortal.aspx

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. To find out who your Network Services Coordinator is, log on to our web site at: **www.ucare.org/providers/Pages/NetworkServicesCoordinator.aspx**.