



Follow-up to County WebEx on 7/19/10

First of all, we would like to thank those who were able to attend our WebEx presentation on 7/19/10. If you would like a copy of the Power Point presentation, it is now posted in our web site at www.ucare.org/providers/pages/webex.aspx.

Secondly, as promised, we would follow up with a Questions & Answers (Q & A) sheet from the questions that we received. We only received two questions from the counties and would like to share the Q & A's with you. The Q & A's are:

- 1. Under “Medication Management,” what does DOT mean?**
 - a. That stands for Direct Observed Therapy (for Tuberculosis [TB] treatment). In our Department of Human Services (DHS) contract, it identifies Public Health agencies as the preferred provider for DOT for TB treatment. DOT helps patient finish TB therapy as quickly as possible, without necessary gaps. DOT decreases the risk of drug-resistance resulting from erratic or incomplete treatment. DOT decreases the chances of treatment failure and relapse.

- 2. When we have clients that come into the county or call stating they need interpreting services, are we able to bill for these services through MN E-connect once we have the proper approval set up?**
 - a. Please refer to UCare's Provider Manual, Chapter 11, for answers concerning interpreting questions.

Here are some additional notes relating to the Power Point slides shared at the WebEx session:

- On slide number 13 regarding electronic billing, we would like to add that Public Health (PH) agencies that are Medicare-certified can bill to UCare on the 837P format rather than 837I.

- On slide number 21 regarding Claims Adjustments and Voids, when you need to submit an adjustment or replacement claim, you will need to submit it electronically. For example, if you need to correct a date of service or need to submit a claim with a corrected modifier, you will need to submit a replacement claim. This information is available in our Provider Manual, Chapter 6. You can also reference the information via the Administrative Uniformity Committee (AUC) Best Practice by logging onto www.health.state.mn.us/auc/index.html.

- On slide number 33 regarding the Minnesota Senior Health Options (MSHO) Care Coordination, we would like to add that the reimbursement for care coordination is the same for Minnesota Senior Care Plus (MSC Plus) members as it is for MSHO members.



- On slide number 37 regarding Billing Guidelines for PH, please be advised that UCare is working closely with the AUC to update the Child & Teen Checkups (C&TC) and the Maternal Child Health billing grids. Once the grids have been completed, it will be posted in the C&TC page of our web site at www.ucare.org/providers/pages/ctc.aspx.
- On slide number 40 regarding Immunizations, we would like to add that if an adult UCare member (enrolled in Minnesota Health Care Programs), needs an immunization recommended by the Minnesota Adult Immunization Schedule that is not available through the Minnesota Vaccines for Children (MnVFC) program, UCare should be billed for the administration fee and DHS should be billed for the vaccine. An adult is defined as ages 21 and over. If you administer immunizations such as influenza shots to *UCare for Seniors* members (our Medicare Advantage product), UCare should be billed for both the vaccine and the administration fee.
- On slide number 46 regarding Access UCare, please be advised that the registration for a new username and password should only be completed and submitted by the appointed Access UCare administrator for your facility. Once the Access UCare administrator receives a login and password from us, it will be their responsibility to add and/or terminate users under your facility. Please also note that if you are a user and you forget your password, the Access UCare administrator will be responsible for resetting your password and not UCare.
- On slide number 47 regarding Online Resources, please be aware that there are also similar Find-A-Doctor search engines in Behavioral Healthcare Provider (BHP) and ChiroCare's web sites also. BHP and ChiroCare are UCare's delegated entities; BHP handles mental and chemical health authorizations and network of providers, while ChiroCare handles all chiropractic-related services and claims.

Lastly, UCare is always looking for ways to connect with counties and providers face-to-face with advanced technology, so please let us know if you would like to meet with us via web teleconference by sending an e-mail to healthlines@ucare.org. Thank you for your time and we appreciate the services you provide to UCare members.