



## Clinical Services Program **Alert**

News of interest from UCare



January 2012

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Issues of *Clinical Services Program Alert* often refer to several different UCare forms. Note that *all* UCare forms can be found on the [UCare web site](#).

Direct your UCare **Care System** Clinical Services questions to Bobbi Jo Glood, Clinical Care System Liaison, at 612-676-3688, or e-mail at [bjglood@ucare.org](mailto:bjglood@ucare.org).

Direct your UCare **County** Clinical Services questions to Jessica Assefa, Clinical County Liaison, at 612-294-5057, or e-mail at [jassefa@ucare.org](mailto:jassefa@ucare.org).

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### UCare Notice of Denial Letters for EW Services

Due to a system error, some incorrect notices were sent to UCare MSHO and MSC+ members who receive care coordination through county care coordinators (i.e., those whose EW billing previously ran through MMIS). Verbiage on the denials erroneously stated that the member was “not in UCare” during the dates of service.

UCare has developed Talking Points that can be used to help answer member and provider questions surrounding these denial letters. If members feel they may have received an erroneous denial, please direct them to call Customer Services (612-676-3200 or 800-203-7225) to verify. We apologize for any inconvenience this may have caused.

- Counties NOT effected by this notice include: Red Lake, Koochiching, Cook, Wabasha and Lac Qui Parle.

#### **Member Talking Points**

- UCare is aware we sent some notices out incorrectly.
  - Notices were called “Notice of Denial of Payment” and were dated 1/3/12.
  - These notices were generated due to an administrative error.
  - UCare is working with providers to correct this issue.
  - We apologize for the inconvenience this has caused.
- (Our Customer Service can look up the individuals/ of services to verify if that is the letter the caller is asking about)

#### **Provider Talking Points**

- UCare is aware we recently sent some notices out incorrectly.
- Notices were called “Notice of Denial of Payment” and were dated 1/3/12
- This issue impacted UCare members open to EW with Minnesota Senior Health Options (MSHO) and Minnesota Senior Care Plus (MSC+).
- These notices were generated due to an administrative error related to the transition of payment of Elderly Waiver (EW) claims from the Minnesota Department of Human Services to UCare.

- All claims for EW services for UCare MSHO and MSC+ members are to be billed to UCare effective 12/01/2011 ([link](#) to 11/3/11 UCare letter to providers related to this change).
- Providers should be sure they have submitted the claims to UCare.