

Special WebEx Presentation

7-County Metropolitan Area Update

Presented by:
Provider Network Management

Pre-recorded in Dec. 2011



Agenda

- Competitive Bid Results.
- Checking a Member's Eligibility Status.
- ID Card Samples.
- Transitions of Care.
- Provider Assistance Center.
- Provider Network Services Coordinator.
- Questions?

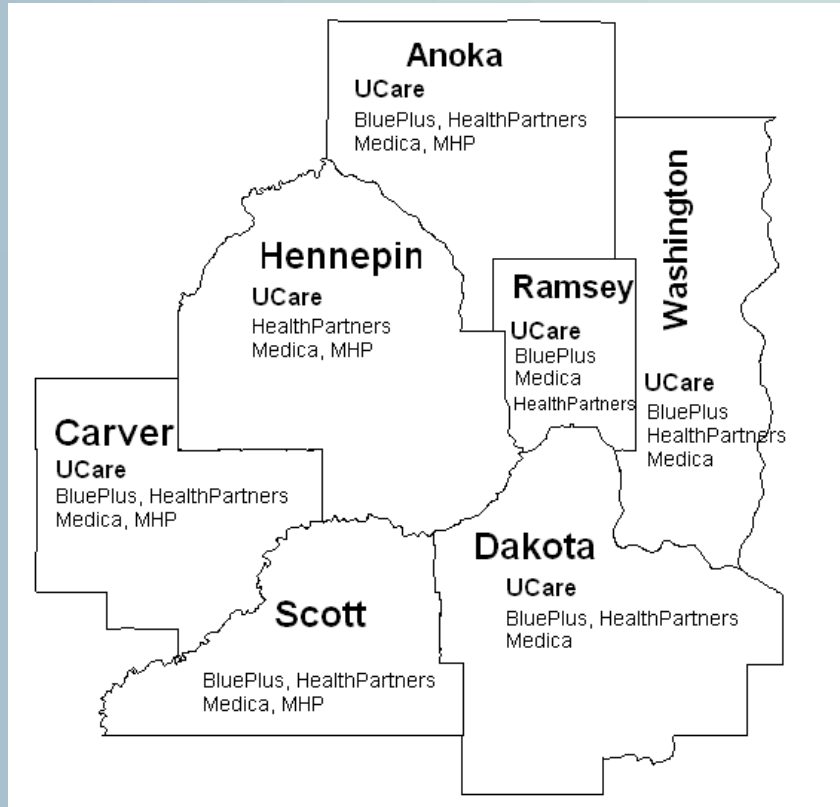
UCare: PMAP and MinnesotaCare Choice for 7-County Metropolitan Area

- Competitive bid results: UCare in seven-county metro area.
- Estimated impact: 80,000 members changing plans.
- UCare will be the default plan in all counties, except Hennepin.

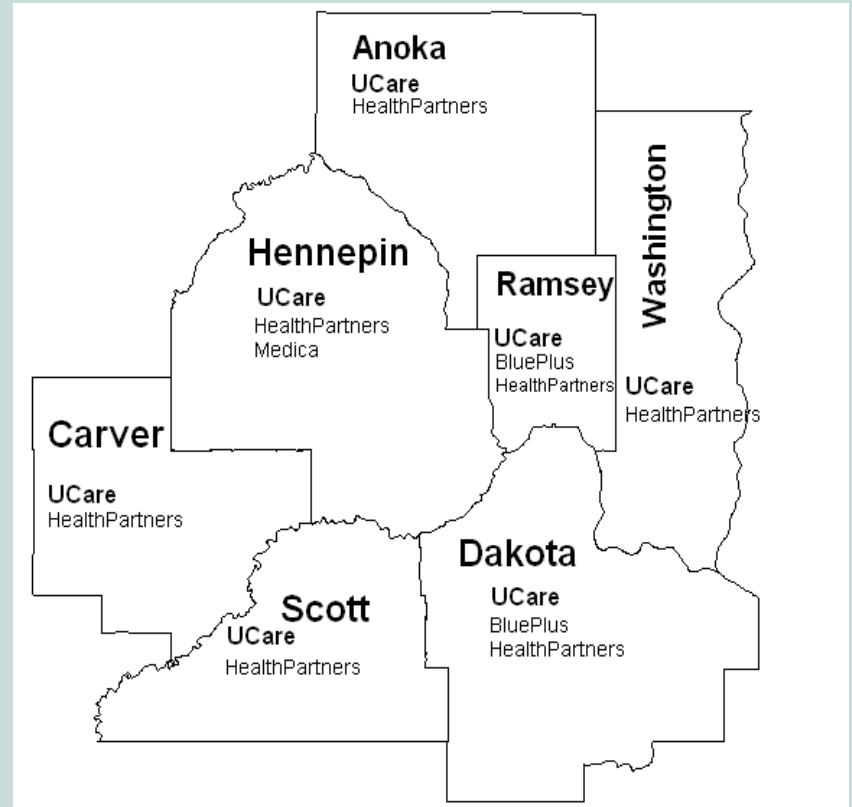
Health Plan Options

Medical Assistance and MinnesotaCare

Adults under 65, Families and Children *Only*



2011



2012

Checking a Member's Eligibility Status

- Remember to check status every month by:
 - Logging into the Provider Portal at www.ucare.org/providers/Pages/ProviderPortal.aspx.
 - Using our Interactive Voice Response (IVR) system by calling the Provider Assistance Center at **612-676-3300** or **1-888-531-1493** (toll free).
 - Logging into MN-ITS to verify if a recipient is eligible and the name of their health plan.

We're Prepared

UCare will mail ID cards early.

- Most members will receive their ID cards before Jan. 1, 2012.
- Samples of the PMAP and MinnesotaCare member cards for 2012 provided.

2012 UCare PMAP ID Card



www.ucare.org

Issuer: 80840
ID: 00099999999
Name: JOHN DOE
Rx BIN: 003858 Rx PCN: A4 Rx Grp: MNUA
RxID: xxxxxxxxxxxxxxxx
Care Type: UCARE MA ←
Svc Type: MEDICAL/DENTAL
PCP: xxxxxxxxxxxxxxxx
Med Group: xxxxxx
Rx Brand/Generic: \$x/\$x OV: \$x
Non Emergency ER: \$x

See-A-Dentist GuaranteeSM Appointment Hotline at
1-800-235-0564 (toll free). TTY: 1-800-466-7566.

Emergency Care: Call your Primary Care Physician to find out what to do if you need emergency care. In life-threatening emergencies, go to the nearest hospital or call 911.

Please call our Customer Services Department at: 612-676-3200 or 1-800-203-7225 (toll free) for information on eligibility, benefits, authorization, pre-certification requests, reporting complaints, and general information. TTY (Hearing Impaired): 612-676-6810 or 1-800-688-2534 (toll free).

Complaints or Appeals: You can complain to the Department of Human Services Ombudsman by calling 651-431-2660 or 1-800-657-3729 (toll free). TTY (Hearing Impaired) users call State Relay 711. For appeals, write to the Appeals Office, Minnesota Dept. of Human Services, P.O. Box 64941, St. Paul, MN 55164-0941.

Health Connection: 24-hour nurse line - call 1-800-942-7858 (toll free) or TTY (Hearing Impaired) 1-877-728-3311 (toll free).

UCare Provider Line: 612-676-3300 or 1-888-531-1493 (toll free).

Express Scripts Provider Line: 1-800-824-0898 (toll free).

Present this card whenever you request a health service from a provider. UCare recommends that your care be provided or arranged by your primary care physician.

Submit chiropractic claims to: Chiropractic Care of Minnesota Inc., c/o Landmark Healthcare, P.O. Box 254765, Sacramento, CA 95865-4765.


Submit all other claims to: UCare, P.O. Box 70, Minneapolis, MN 55440-0070.

Submit dental claims to: DentaQuest of Minnesota, Inc., 12121 North Corporate Parkway, Mequon, WI 53092. DentaQuest Customer Services: 1-800-896-2372 (toll free). TTY users call: 1-800-466-7566 (toll free).

12/11



2012 UCare MinnesotaCare ID Card

<p> www.ucare.org</p> <p>Issuer: 80840 DOB: mm/dd/yyyy ID: 000999999999 PMI#: xxxxxx Name: JOHN DOE Rx BIN: 003858 Rx PCN: A4 Rx Grp: MNUA RxID: xxxxxxxxxxxxxxxx Care Type: UCARE Minnesota Care ← Svc Type: MEDICAL/DENTAL PCP: xxxxxxxxxxxxxxxx Med Group: xxxxxx Rx Brand/Generic: \$x/\$x OV: \$x Glasses: \$x/\$x Non Emergency ER: \$x</p>	<p>See-A-Dentist GuaranteeSM Appointment Hotline at 1-800-235-0564 (toll free). TTY: 1-800-466-7566.</p>
<p>Emergency Care: Call your Primary Care Physician to find out what to do if you need emergency care. In life-threatening emergencies, go to the nearest hospital or call 911.</p> <p>Please call our Customer Services Department at: 612-676-3200 or 1-800-203-7225 (toll free) for information on eligibility, benefits, authorization, pre-certification requests, reporting complaints, and general information. TTY (Hearing Impaired): 612-676-6810 or 1-800-688-2534 (toll free).</p> <p>Complaints or Appeals: You can complain to the Department of Human Services Ombudsman by calling 651-431-2660 or 1-800-657-3729 (toll free). TTY (Hearing Impaired) users call State Relay 711. For appeals, write to the Appeals Office, Minnesota Dept. of Human Services, P.O. Box 64941, St. Paul, MN 55164-0941.</p> <p>Health Connection: 24-hour nurse line - call 1-800-942-7858 (toll free) or TTY (Hearing Impaired) 1-877-728-3311 (toll free).</p> <p>UCare Provider Line: 612-676-3300 or 1-888-531-1493 (toll free).</p> <p>Express Scripts Provider Line: 1-800-824-0898 (toll free).</p>	<p>Present this card whenever you request a health service from a provider. UCare recommends that your care be provided or arranged by your primary care physician.</p> <p>Submit chiropractic claims to: Chiropractic Care of Minnesota Inc., c/o Landmark Healthcare, P.O. Box 254765, Sacramento, CA 95865-4765.</p> <p>Submit all other claims to: UCare, P.O. Box 70, Minneapolis, MN 55440-0070.</p> <p>Submit dental claims to: DentaQuest of Minnesota, Inc., 12121 North Corporate Parkway, Mequon, WI 53092. DentaQuest Customer Services: 1-800-896-2372 (toll free). TTY users call: 1-800-466-7566 (toll free).</p> <p style="text-align: right;">12/11</p>

Preparations for Members

- Enhanced Member Services hours and staffing.
- UCare is open on Monday, Jan. 2, 2012.
- Increase Clinical Services staffing (authorizations and UR).
- Welcome letter with transition information.
- Welcome calls to help with the transition .

UCare Member Services

612-676-3200 or 1-800-203-7225 (toll free)
Monday through Friday, 7:45 a.m. to 6 p.m.

Medical Transitions of Care

- UCare's Clinical Services increased staffing in our intake and utilization review departments to process transition of care authorizations.
- UCare honors authorization for services approved through the member's previous health plan that are covered under the member's current benefits at UCare.
- UCare will authorize services with the current provider for up to 120 days or until the end of the previous health plans authorization, whichever come first.
- Services that do not require authorization from UCare will not need continued authorization unless the provider of service is not contracted with UCare.
- UCare will be flexible with retrospective reviews for non-contracted providers during the first 30-day phase in period.

Dental Transitions of Care

- Policy for orthodontia services follows DHS guidelines.
- UCare's See-A-Dentist GuaranteeSM and Mobile Dental Clinic (MDC) offer support for members needing to transition between providers.
- Information about UCare's dental benefits can be found by:
 - Logging into our dental microsite at www.ucare.org/dentalcareforu/Pages/default.aspx.
 - Calling DentaQuest toll free at **1-800-896-2372**.

Pharmacy Transitions of Care

- Allows for continuation of therapy approved by the previous health plan for up to 90 days.
- New UCare members automatically allowed a single 30-day transition fill of a non-formulary drug, or drug with utilization management edits.
- Following the one-time transition fill, members and physicians will receive a letter advising how to request these items:
 - Formulary exception.
 - Prior authorization.
 - Transition extension (if switching to a formulary drug that is not appropriate for the member).
- For formulary information, please log on to our Formularies page: www.ucare.org/providers/Pages/Formularies.aspx.

IMPORTANT

Pharmacy Change for 2012

- Walgreens will not be in the UCare's pharmacy network in 2012.
- UCare has communicated frequently with members and other network pharmacies about this change.
- If you have questions about this pharmacy network change or need assistance locating alternate pharmacies for members, please don't hesitate to contact our Provider Assistance Center at **612-676-3300** or **1-888-531-1493** (toll free).
- Thank you for helping our members through this change.

PAC - Your First Call for Help

- To maximize resources available to you, UCare has enhanced phone coverage and staffing in our Provider Assistance Center (PAC).
- Call UCare's PAC with any questions you may have Monday through Friday, 7 a.m. to 5 p.m.
- At any time, log into UCare's Provider Portal.

UCare's Provider Assistance Center

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

UCare Provider Portal

www.ucare.org/providers/pages/providerportal.aspx

Dedicated Network Services Coordinator Offers Help, Training

- UCare has dedicated one Network Services Coordinator to each provider, health system, and/or geographical area in our extensive provider network.
- Use your Network Services Coordinator to:
 - Provide on-site training on a variety of topics, such as new UCare products and billing.
 - Serve as a resource if you have claim payment concerns that are trends, or that have had a significant impact on your accounts receivable.
 - Meet with your organization annually to provide you with up-to-date information relevant to your organization's operations.
- To obtain the name and phone number of your UCare Network Services Coordinator, log on to www.ucare.org. Then select “**Providers**” and “**Network Services Coordinator.**”

Questions?

- Please submit your questions, comments, and/or suggestions to UCare at healthlines@ucare.org.

Thank you for your time!