

UCare's Minnesota Senior Health Options (MSHO) Information for Providers

UCare's MSHO is an innovative health coverage plan created by the Minnesota Department of Human Services (DHS) that UCare offers to eligible seniors. As a Medicare Advantage Special Needs Plan, UCare's MSHO combines the benefits and services of Medical Assistance, and Medicare Parts A, B, and D (prescription drug coverage). It offers care coordination and flexible benefits to eligible patients – with no premiums and minimal co-pays.*

Who is eligible?

To enroll in UCare's MSHO, a patient must:

- Be 65 years of age or older.
- Be eligible for Medical Assistance with Medicare Parts A and B.
- Live in the service area.

Joining is voluntary, and patients can make enrollment changes whenever they like.

Coordination is key

Elderly patients often have multiple, complex needs that make it difficult for them to manage their health and navigate the health care system. With UCare's MSHO, a Care Coordinator works with the patient to develop a care plan and help get the most from his or her benefits. The Care Coordinator also assists the patient by completing paperwork, making appointments, communicating with you, and more.

The Care Coordinator pays particular attention to the patient's home situation, conducting two home assessments every year to ensure a safe living environment.

Care for the individual

With UCare's MSHO, there's no single prescription for good health care. After choosing a primary care clinic, the patient works with you and the Care Coordinator to determine the care and services needed. In addition to traditional services covered under Medicaid and/or Medicare, UCare's MSHO covers these and other services according to members' needs and eligibility:

- Adult day care.
- Adult foster care.
- Assisted living services.
- Caregiver training.
- Companion services.
- Emergency response system.
- Home health services.
- Home modification services.
- Home-delivered meals.
- Interpreter services.
- Nursing home care.
- Personal care assistant (PCA) services.
- Respite care.
- Supplies and equipment.
- Transportation to appointments.
- Other waiver services.
- YMCA monthly membership.
- Strong & Stable Kit.
- Supplemental dental benefit that includes \$250 for preventive and restorative services not covered by Medical Assistance.

*Co-pays apply only to prescription drugs (Medicaid co-pays are waived); there are no co-pays for doctors' office visits. In addition, UCare offers disease management programs for patients with congestive heart failure, diabetes, and chronic kidney disease/End-Stage Renal Disease (conditions apply).

Good for patients and providers

You also benefit from UCare's MSHO:

- UCare's MSHO combines funding for Medicare and Medical Assistance benefits, allowing you to allocate services more flexibly than you could through Medicare or Medical Assistance alone.
- The Care Coordinator serves as one point of contact for you and clinic staff. This person assists you in educating and communicating with the patient in order to promote patient participation and preventive care/early intervention.
- You submit a single claim to UCare for all the patient care and services you provide.

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). For more information, visit us at www.ucare.org/providers/Pages/ProviderPortal.aspx.

www.ucare.org

Visit www.ucare.org for provider headlines, news and notes, forms, and valuable resources, including our Provider Manual. Don't forget to subscribe to our E-mail List Server to receive provider news and updates, including *health lines*, via e-mail. Visit us online at www.ucare.org/providers/pages/default.aspx.

health lines

health lines is a comprehensive newsletter for our providers. Each quarter, *health lines* will bring you the latest UCare news, events, training dates, coding and billing information, reminders, and more. If you have comments or suggestions for content, please e-mail us at healthlines@ucare.org.

On-site training

As a valued provider within the UCare network, you can use the services of UCare's Provider Relations Service Coordinators to assist you in a variety of ways. These coordinators can:

- 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 have a significant impact on your accounts receivables.
- Meet with your organization every year to provide you with up-to-date information relevant to your organization's operations.

UCare is committed to providing excellent service to you, our valued providers.