

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 up to date on UCare news, events, trainings, coding and billing, reminders, etc. 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.

UCare for Seniors is a Medicare Advantage plan offered by UCare. Medicare Advantage plans offer more coverage choices and an expanded set of benefits to people on Medicare. In fact, they cover a number of services that Medicare beneficiaries might otherwise have to pay for out of their own pockets.

Through a Medicare Advantage plan, patients assign their Medicare benefits to UCare, and UCare receives reimbursement from the federal government in return for providing administrative services and a contracted network. Patients are issued a UCare member identification card, which they use in lieu of their Medicare card to access health care services and benefits.

Who is eligible?

To be eligible for *UCare for Seniors* Value, Standard D, Value Plus, and Classic plans, an individual must:

- Have Medicare Part A and Part B coverage.
- Reside in the service area, which includes the state of **Minnesota** and the following **Wisconsin** counties: Ashland, Barron, Bayfield, Buffalo, Burnett, Chippewa, Crawford, Douglas, Dunn, Eau Claire, Grant, Iowa, Jackson, Juneau, La Crosse, Monroe, Pierce, Pepin, Polk, Richland, Sauk, Sawyer, St. Croix, Trempealeau, Vernon, and Washburn.
- Not have end-stage renal disease (ESRD), as required by Medicare.
- Have a Medicare election period that allows a plan change.

No health screenings or physicals are required.

Benefits

There are four *UCare for Seniors* plans to choose from:

- ***UCare for Seniors Value Plan*** - Provides comprehensive coverage at the doctor's office and in the hospital (some co-pays apply). It also includes preventive health care services such as routine physical exams, routine eye exams, hearing tests, immunizations, worldwide emergency care and urgently needed care, and more. This option does not include Medicare Part D coverage.
- ***UCare for Seniors Standard D Plan*** - Provides both comprehensive medical and standard prescription drug benefits in one plan. It includes preventive health care services such as routine physical exams, routine eye exams, hearing tests, immunizations, worldwide emergency care and urgently needed care, and more. Medicare Part D coverage is offered in its standard format, with an initial deductible and co-insurance thereafter.
- ***UCare for Seniors Value Plus Plan*** - Provides the same coverage as the Value Plan, **plus** enhanced Medicare Part D coverage.
- ***UCare for Seniors Classic Plan*** - Includes all of the benefits provided in the other options (with lower co-pays), **plus** additional benefits including preventive dental, coverage for eyewear, and a hearing aid benefit. This option includes enhanced Medicare Part D coverage – including generic drug coverage during the coverage gap (with co-pays).