

UCare Selected as PMAP and MinnesotaCare Choice for 7-County Metropolitan Area

Earlier this year, Gov. Mark Dayton announced that a competitive bidding process would be used to streamline and save costs in the managed care system serving Prepaid Medical Assistance Program (PMAP) and MinnesotaCare members in the 7-county metropolitan area (Anoka, Carver, Dakota, Hennepin, Ramsey, Scott, and Washington counties).

The Minnesota Department of Human Services (DHS) issued a request for proposal in April. Following careful review, DHS selected the managed care organizations (MCOs) for this service area. PMAP and MinnesotaCare contract negotiations are complete, and we are excited to share with you that UCare has been selected as one of the MCOs serving *all seven* of the metropolitan-area counties for these programs.

PMAP and MinnesotaCare recipients residing in the 7-county metropolitan area have already begun to choose UCare as their health plan. No change is required for current UCare members if they choose to stay with us. Recipients whose current MCO is no longer an option in their county must choose another MCO, such as UCare, as their health plan before mid-December, or DHS will assign recipients to a health plan. Recipients in Anoka, Carver, Dakota, Ramsey, Scott, and Washington counties who do not choose a health plan will be assigned to UCare. The selected plans will begin serving new members on Jan. 1, 2012.



Please note that this process does not apply to Minnesota Senior Care Plus (MSC Plus), Minnesota Senior Health Options (MSHO), and Special Needs BasicCare (SNBC) recipients.

Important Reminders

Checking a Member's Eligibility Status

Here's a friendly reminder to check the status of a member's eligibility *every month*, as his or her eligibility status and/or health plan may vary from month to month.

There are several ways to check eligibility and other information. You can:



- Log into the UCare Provider Portal to find out the status of a recipient's eligibility, UCare ID number, name of primary care clinic, and much more. Just visit our web site at www.ucare.org/providers/Pages/ProviderPortal.aspx to login or register.
- Use our Interactive Voice Response (IVR) system by calling the Provider Assistance Center at **612-676-3300** or **1-888-531-1493** (toll free). This convenient, self-service is available 24 hours a day, seven days a week.
 - For quick service of eligibility inquiries, be ready with the recipient's date of birth and personal member identification (PMI) or UCare member ID number.
- Log into MN-ITS to verify if a recipient is eligible and the name of their health plan.

If members have any questions, please direct them to UCare's Customer Services at **612-676-3200** or **1-800-203-7225** (toll free), Monday through Friday, 7:45 a.m. to 6 p.m.

UCare Member ID Cards

To ensure that UCare members can start accessing medical services on Jan. 1, 2012, we are mailing member ID cards earlier than usual this year. All current and new UCare members will receive new ID cards. Most members will receive their ID card by Jan. 1, 2012.

Below are samples of the PMAP and MinnesotaCare member cards for 2012.

 <p>www.ucare.org</p> <p>Issuer: 80840 DOB: mm/dd/yyyy ID: 0009999999 PH#: xxxxxx Name: JOHN DOE Rx BIN: 003858 Rx PCN: A4 Rx Grp: MNUA RxID: xxxxxxxxxxxxxx Care Type: UCARE/AA Svc Type: MEDICAL/DENTAL PCP: xxxxxxxxxxxxxx Med Group: xxxxxx Rx Brand/Generic: \$x/\$x OV: \$x Non Emergency ER: \$x</p> <p>Emergency Care: Call your Primary Care Physician to find out when you need emergency care. In life-threatening emergencies, go to hospital or call 911. Please call our Customer Services Department at 1-800-203-7225 (toll free) for information, authorization, pre-certification request, appeals, and general information. TTY (Hearing Impaired) users call 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).</p>	<p>See-A-Dentist GuaranteeSM Appointment Hotline at 1-800-235-0564 (toll free). TTY: 1-800-466-7566.</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. 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).</p>	 <p>www.ucare.org</p> <p>Issuer: 80840 DOB: mm/dd/yyyy ID: 0009999999 PH#: xxxxxx Name: JOHN DOE Rx BIN: 003858 Rx PCN: A4 Rx Grp: MNUA RxID: xxxxxxxxxxxxxx Care Type: UCARE/Minnesota Care Svc Type: MEDICAL/DENTAL PCP: xxxxxxxxxxxxxx Med Group: xxxxxx Rx Brand/Generic: \$x/\$x OV: \$x Glasses: \$x/\$x Non Emergency ER: \$x</p> <p>Emergency Care: Call your Primary Care Physician to find out when you need emergency care. In life-threatening emergencies, go to hospital or call 911. Please call our Customer Services Department at 1-800-203-7225 (toll free) for information, authorization, pre-certification request, appeals, and general information. TTY (Hearing Impaired) users call 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).</p>	<p>See-A-Dentist GuaranteeSM Appointment Hotline at 1-800-235-0564 (toll free). TTY: 1-800-466-7566.</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. 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).</p>
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Transition of Care News Medical Services

UCare Clinical Services staffing has been increased to process transition of care authorizations. Staffing levels for both our intake and utilization review departments were increased to manage the anticipated volume in overall prior authorization requests and transition authorization related to the increase in member enrollment.

UCare honors authorization for services approved through the member's previous health plan that are covered under the member current benefits at UCare. For continuity and transitions of care, 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 Services

UCare's dental transition policy for orthodontia follows DHS contractual requirements. 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 or by calling DentaQuest at **1-800-896-2372** (toll free).

Pharmacy Services

UCare's pharmacy transition process allows for continuation of therapy approved by the previous health plan for up to 90 days. New UCare members will automatically be allowed one 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 a formulary exception, prior authorization, or 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 at www.ucare.org/providers/Pages/Formularies.aspx.

Important Pharmacy Change for 2012

As you may know, Express Scripts, Inc. (ESI), UCare's Pharmacy Benefits Manager, does not have a signed contract with Walgreens pharmacies for 2012. Therefore, starting Jan. 1, 2012, Walgreens pharmacies will not be in UCare's pharmacy network.

UCare has communicated frequently with members and other network pharmacies about this change. We believe our communication efforts and other initiatives will result in minimal member disruption despite this change to the UCare pharmacy network.

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.

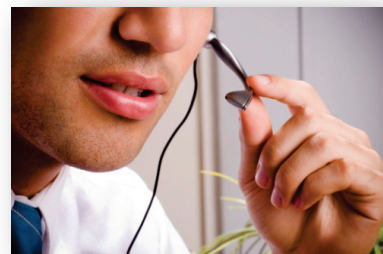
Make Our PAC Your First Call for Help

UCare's Provider Assistance Team (PAC) is ready and available to answer *all* of your questions, ranging from member benefits to claims inquiries. If you have queries and/or concerns, please call us. We'll help you as quickly, efficiently, and accurately as we can.

Reach us at **612-676-3300** or **1-888-531-1493** (toll free), Monday through Friday, 7 a.m. to 5 p.m.

Enhanced PAC Phone Coverage

UCare's PAC Team also is well-prepared to answer calls during high call-volume peaks. We have 18 PAC Representatives to assist you *and* three additional Member Services Representatives who have been cross-trained to assist provider calls. We also encourage you to use the UCare Provider Portal whenever possible.



Dedicated Network Services Coordinator Offers Help, Training

UCare has assigned a dedicated Network Services Coordinator to each provider, health system, and/or geographical area in our extensive provider network.

As a valued provider within the UCare network, you can 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 receivables.
- 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**."

health lines

health lines is a comprehensive newsletter for our providers. Each quarter, *health lines* bring you UCare news, events, coding and billing updates, reminders, and more. For the latest *health lines*, as well as to view archived editions, log on to www.ucare.org. Then select "**Providers**" and "*health lines*."

E-mail Listserv

Sign up to receive provider news and updates, including *health lines*, via e-mail. To subscribe, log on to www.ucare.org. Then select "**Providers**" and "**E-mail Listserv**."

This special edition of *health lines* BULLETIN is issued by UCare's Provider Network Management Dept. Please remember that you may access useful information and resources by logging into our Provider web site at www.ucare.org/providers.

For more information about UCare and its products, please visit us at www.ucare.org.