

## Managed Care Organization (MCO) PCA Resources

Verify MCHP eligibility and health plan enrollment at the beginning of each month by checking MN-ITS.

MCO	Provider Customer Service	Provider Contracting	Authorizations	Fraud Hotline
<b>Blue Plus</b> <a href="http://www.bluecrossmn.com">www.bluecrossmn.com</a>	Blue Plus Provider Services 1-800-262-0820	Contact Provider Service at 1-800-262-0820  Access Provider Contracting forms on our website: <a href="http://www.bluecrossmn.com">www.bluecrossmn.com</a>	<ul style="list-style-type: none"> <li>▪ For PMAP, MinnesotaCare, and MSC members, call 1-800-711-9868 and ask to speak with a case manager.</li> <li>▪ For MSC members on a waiver program, contact the member's county case manager.</li> <li>▪ If uncertain whether a member is on a waiver, call 1-800-711-9868 for further information.</li> <li>▪ For SecureBlue (MSHO) members, contact the member's care coordinator. To find the name and phone number of the care coordinator, call 1-800-711-9868</li> </ul>	For known or suspected fraudulent activities: Call the <b>Fraud Hot Line</b> at (651) 662-8363 or 1-800-382-2000, ext 28363, between 8 a.m. and 4:30 p.m. Monday-Friday.
<b>HealthPartners</b> For general requirements for Home Care Agencies and PCPOs go to <a href="http://www.healthpartners.com">www.healthpartners.com</a>	1-888-663-6464 or 952-883-7699 HealthPartners Provider Services	Contracting can be reached via email at <a href="mailto:pcaquestions@HealthPartners.com">pcaquestions@HealthPartners.com</a>	For PCA authorization contact QUI. You can call your nurse contact or the triage line at 952-883-6333	952-883-5099 Messages can be left confidentially
<b>Itasca Medical Care (IMCare)</b>	1-800-327-5545 and ask to be directed to Claims, Medical Services, or Care Coordination as appropriate.	1-800-327-5545.	Call 1-800-327-5545 and ask to be directed to Medical Services. Additional information is available at the IMCare web page at <a href="http://www.co.itasca.mn.us/hhs/imcare/">www.co.itasca.mn.us/hhs/imcare/</a> . Home care authorization requests may also be faxed to 218-327-5545.	Call 1-800-843-9436
<b>Medica</b>  For general requirements for Home Care Agencies and PCPOs, go to <a href="http://www.medica.com">www.medica.com</a> . Choose <i>provider</i> , then <i>tools and forms</i> , then <i>miscellaneous tools</i> .	1-800-458-5512.  Press option 1 for <i>provider</i> , then option 2 to speak with a representative.	Call 1-800-458-5512.  Press option 1 for <i>provider</i> , then option 5 for contract management.	For MSHO or MSC+, contact the client's care coordinator or Provider Customer Service.  For Medica Choice Care (except MSC+) and Medica MinnesotaCare, call 1-800-458-5512. Press option 1 for providers, then option 4, then option 3. <ul style="list-style-type: none"> <li>• To initiate a new authorization, fax a Home Care Request form to 952-992-3554.</li> <li>• For electronic submission of authorization requests, go to <a href="http://www.medica.com">www.medica.com</a>, choose <i>provider</i>, then choose <i>electronic transactions</i>.</li> <li>• To see Medica's Utilization Management policy, go to <a href="http://www.medica.com">www.medica.com</a>, choose <i>provider</i>, then choose <i>clinical and quality resources</i>.</li> </ul>	952-992-2237 or 1-866-821-1331.  Messages can be left confidentially.

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<b>MHP</b> For general requirements for Providers, go to <a href="http://www.MHP4life.org">www.MHP4life.org</a>	Provider Services 877-620-9090	Provider Services 877-620-9090	To initiate new PCA services, fax your home care request to MHP's confidential fax line at 612-904-4265 Requirements for authorization: : <ul style="list-style-type: none"> <li>• PCA assessment (From PHN)</li> <li>• Current Physician Statement of Need completed by member's primary care provider</li> <li>• Level 1 behavior documentation if Level 1 behaviors are present</li> </ul>	612 543 3290
<b>PrimeWest Health</b> For general requirements for Home Care Agencies and PCPOs, go to <a href="http://www.primewest.org">www.primewest.org</a> . Click on Provider Manual	Provider Services 1-866-431-0802	PrimeWest contracting manager 1-320-335-5214	Authorizations are handled by Utilization Management . Call 1-866-431-0803.  Requests for initial assessments and reassessments should be directed to the Public Health office in the county in which the member resides.  For members who are receiving PCA services through EW or other waiver, contact the member's county case manager or PrimeWest's Senior Care Coordinator at 320-335-5354	320-335-5240 or 1-866-763-2952
<b>South Country Health Alliance (SCHA)</b> For General Information for providers, go to <a href="http://www.mnscha.org">www.mnscha.org</a>	SCHA 1-800-995-4543	SCHA Provider Network Management 800-903-4182 Option 1	<ul style="list-style-type: none"> <li>• Requests for initial assessments and reassessments should be directed to the local Public Health Office in the county in which the member resides.</li> <li>• PCA providers are encouraged to provide 60-day notice for reassessment to the local PH office. Please use DHS form #3244.</li> <li>• For Senior Care Complete and MSC+ members open to EW, please contact the local county care coordinator/ case manager for the member to request assessment and authorization.</li> </ul>	Report It: 1-877-778-5463 <a href="http://www.reportit.net">www.reportit.net</a> (log in as user SCHA and password Owatonna)  Confidential reporting for providers.
<b>UCare</b> For general information for providers go to <a href="http://www.ucare.org">www.ucare.org</a> and select providers for further references.	Provider Assistance 888-531-1493	<a href="http://www.ucare.org/SiteCollectionDocuments/providers/providershome/Non%20Par%20Provider%20Contract%20Requests.pdf">http://www.ucare.org/SiteCollectionDocuments/providers/providershome/Non%20Par%20Provider%20Contract%20Requests.pdf</a>  888-531-1493	Request s for authorization of PCA Services including assessments can be faxed to UCare Clinical Services at 612 884-2094 or 1 866 610-7215 or visit our website at <a href="http://www.ucare.org/providers/Pages/ProviderManual.aspx#ch5">http://www.ucare.org/providers/Pages/ProviderManual.aspx#ch5</a> to identify the delegated authorizing entity. <ul style="list-style-type: none"> <li>• Providers may call 612 676-6705 or 1 877 447-4384 to speak to a PCA Coordinator for assistance</li> </ul>	877-826-6847 Confidential messaging.