



ITASCA MEDICAL CARE (IMCare)
ITASCA RESOURCE CENTER
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IMCare Toll Free – 1-800-843-9536
Visit us at: www.imcare.org

PROVIDER UPDATE

October 2020
#2020-36

To: IMCare Providers
From: Sarah Duell, IMCare Director
Date: October 6, 2020
RE: IMCare Providers may not charge members for COVID-19 expenses

IMCare providers may not charge members for the cost of personal protective equipment (PPE) or other costs related to COVID-19. If you need PPE supplies for your facility, please visit the following website for more information, <https://mn.gov/mmb/ppe/request/>.

All IMCare providers who submit service claims for a person enrolled in a Minnesota Health Care Programs (MHCP) major program are required to follow all IMCare provider requirements, including IMCare billing policy located in Chapter 4 of the IMCare Provider Manual.

IMCare Reimbursement is Payment in Full

A provider must accept IMCare reimbursement as payment in full for covered services provided to a member. A provider may not request or accept payment from IMCare members, their families, or from others on behalf of the member unless the request is for one of the following:

- EW Waiver Obligations/Spendedown
- Copay

IMCare providers are prohibited from requesting an IMCare member sign an advance recipient notice in order to bill the member for PPE.

Information is changing rapidly, please continue to monitor provider updates and our website for the most accurate, up to date information. If you have questions, please reach out or encourage members to reach out, to our call center at 218-327-6188, toll-free at 1-800-843-9536 or email imcare.office@co.itasca.mn.us.