

Navigating UCare's Provider Website

www.ucare.org/providers

UCare's Provider Website ensures easy access to a variety of news, authorization grids, manuals, required forms and other resources for health care professionals who provide care to UCare members.

There are two easy ways to find us!

1. You can select "Provider Information" on www.ucare.org.
2. Save a book mark to www.ucare.org/providers.

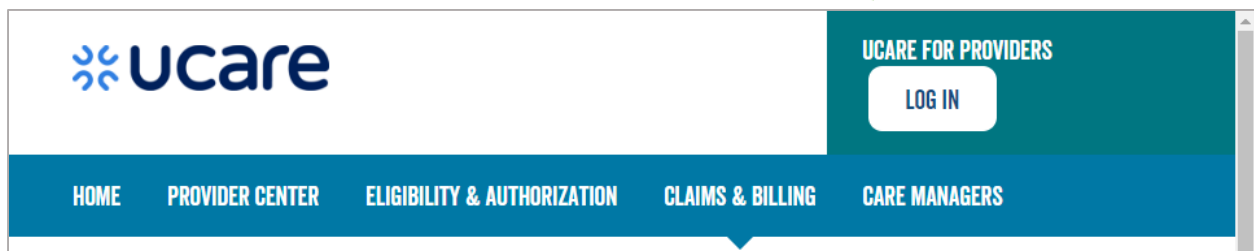
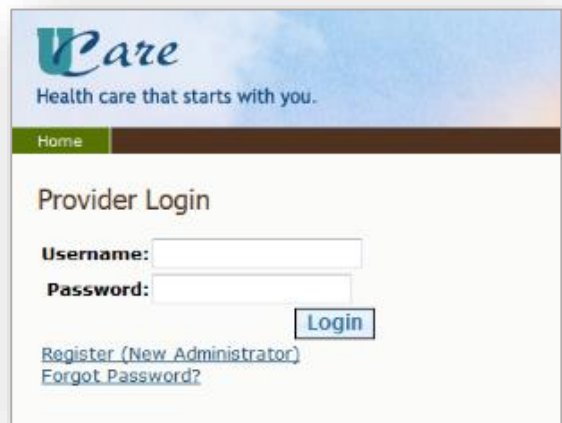
A [topic Index](#) lists common locations in alphabetical order.

Provider Website vs. Provider Portal

- **Provider Portal** requires **registration** and a password to access claims, member information, etc.
- **Provider Website** contains general information and resources to help you work with UCare.

Use the **Provider Portal** to do the following:

- Access member eligibility information
- Check status of claims
- Review authorizations
- Retrieve Explanation of Payments (EOP)
- Send a question to the Provider Assistance Center



In addition to Home, the **Provider Website** has four tabs to broad categories designed to help you find what you need easily and quickly. Everything from our former website found a home here. Use the following grid to help you rediscover UCare.org/providers.

NOTE: Web pages under each tab are updated as needed to provide the most current and relevant content.

Home Page (= “Home” tab)

The main page of UCare’s Provider Website has tabs and links for easy access to what you need.

Quick Links:

- **Eligibility & Authorization**, including Pharmacy and Product/Benefit information.
- **Policies and Resources**, including the Provider Manual, Medical Policies and Payment Policies.
- **Claims and Billing**, quick links to information on the Provider Portal.

Scroll down to:

- **Join Our Network / Care Manager Resources**, with action buttons to go to these pages.

And at the bottom find:

- **Need Help?** Give us a call, fax or email.
- **Newsletters and Alerts**, including messages for our network.
- **Newsletter Sign-up**, to add or update your UCare Provider Email subscriptions.

The screenshot displays the UCare Provider Website Home Page. At the top, there is a navigation bar with the UCare logo and a 'LOG IN' button. Below the navigation bar, the page is titled 'Welcome UCare Providers'. There are three main sections: 'Eligibility & Authorization' with links for Authorization Lookup, Authorization Requirements, Member Eligibility, Pharmacy, and Product Information; 'Policies & Resources' with links for Provider Manual, Medical Policy, Payment Policy, Clinical Practice Guidelines, Quarterly Patient Covenant Report, and Cultural Care Connection; and 'Claims & Billing' with links for Check Claim Status and Remittance Advice. Below these sections is a 'Join Our Network' button and a 'Resources for Care Managers' section with an 'Access Resources' button. Further down, there is a 'Need Help?' section with three options: 'Give us a Call' (with contact information for Provider Assistance Center, hours, and reporting fraud/waste/abuse), 'Access Your Provider Account' (with links for eligibility and claim status information, and a PDF for Data Reference Guide), and 'Send us a Fax or Email' (with contact information for Claims Attachments, Claims Adjustments, Prior Authorization Requests, and Rate Updates). At the bottom, there is a 'Newsletters & Alerts' section with a 'Newsletter Sign up' button.

Provider Center (formerly Provider Profile)

Join Our Network >>

1. See if the network is open for your provider facility type in your county.
2. Download and complete the networking forms.
3. Submit the forms to UCare.

Update Your Information, then Manage Your Provider Profile >>

Update your information with PHOENIX or add a new practitioner, PCA, interpreter or facility. Non-contracted providers will also find the forms they need here.

Eligibility & Authorizations (E&A)

Landing page

- Go to Product/Benefit & Eligibility and Authorization Requirements by member or health plan.
- Full list of Authorization & Notification Grids
- Delegates
- Pharmacy information
- Restrict Recipient Program information
- General - Country Map and ID card tip sheet

Product/Benefit & Eligibility by Health Plan

Choose a UCare Product to find these results, from the E&A landing page or from any results page:

- Product/Benefit Tip Sheet (PDF)
- Eligibility grids and service areas
- Benefit and Cost Share information (also links to Pharmacy information)
- Member Contract information
- Product maps and ID card samples

| UCARE PRODUCT | WHO'S ELIGIBLE | SERVICE AREA (MINNESOTA COUNTIES) | NETWORK? |
|------------------------|------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|
| MinnesotaCare (MnCare) | Low-income adults and children Live in the service area | Anoka, Big Lake, Blue Earth, Carver, Chisago, Cottonwood, Dakota, Douglas, Faribault, Fillmore, Goodhue, Goodrich, Grant, Hennepin, Houston, Iron, Jackson, Kandakeo, Kanaboski, Lac du Bonnet, Lake of the Woods, Le Sueur, Lincoln, Lyon, Mankato, Marshall, Martin, Mower, Murray, Nicollet, Norman, Ottertail, Pope, Rice, Rock, Scott, Stearns, Swift, Todd, Traverse, Wadena, Wabeno, Washington, Watonwan, Winona, Wright and Yellow Lakeville | No |

| In-Network Services | MinnesotaCare Child | MinnesotaCare |
|------------------------------------------------|------------------------------------------------|-------------------------------------------------------------------------------------------------------|
| Preventive care visit | \$0 copay | \$0 copay |
| Non-preventive care visit/diagnostic procedure | \$0 copay | \$15 copay (no copay for behavioral health services or mental health); \$10 copay per Radiology visit |
| Hospital care | \$0 copay | \$100 per admission; \$200 supplement hospital; \$50 ambulatory surgery |
| Emergency room visits | \$0 copay | \$50 copay |
| Prescription drug coverage | \$0 Generic, \$0 Brand | \$2 generic, \$20 brand (up to \$20 combined maximum per month) (no copay for anti-pharmacy) |
| Dental coverage | \$0 copay | \$0 copay |
| Eyeglasses (one pair every 24 months) | \$0 copay | \$25 copay per pair |
| Preventive care | Preventive care, postpartum care, quit smoking | Preventive care, postpartum care, quit smoking |

Eligibility & Authorizations (cont.)

Authorization Requirements by Health Plan

Choose a UCare Product from the E&A landing page or from any results page.

Click tabs at the top of the page for:

- Medical Services
- Behavioral Health Services
- Injectable Drugs

To view Authorization information, select a medical service and click Submit.

Authorization contact information, contact information for UCare and its delegates

Forms & Information

- Authorization & Notification Forms
- Nursing Home Forms
- PCA Forms
- Physical, Occupational, Speech Therapy Forms
- Working with Restricted Recipients Forms

The screenshot shows the UCare website's 'Eligibility & Authorizations' section. At the top, a navigation bar includes 'HOME', 'PROVIDER CENTER', 'ELIGIBILITY & AUTHORIZATION' (highlighted with a green circle), 'CLAIMS & BILLING', and 'CARE MANAGERS'. Below the navigation, there are tabs for 'Medical Services Authorization', 'Behavioral Health Services Authorization', 'Injectable Drugs Authorizations - SNP', and 'Injectable Drugs Authorizations - SPP'. The main heading is 'State Public Programs & Special Needs Basic Care Plans', with sub-headings for 'Minnesota Senior Health Options (MSHO)', 'Minnesota Senior Care Plus (MSC+)', 'UCare Connect (SNBC)', 'UCare Connect + Medicare (Phased Medical Assistance Plan (PMAP))', and 'MinnesotaCare (MnCare)'. A form section allows users to 'View authorization requirements for another plan' and 'Medical Services requiring Authorization', with 'Change Plan' and 'Submit' buttons. Below this is 'Important Information for Medical Authorization & Notification' with several bullet points. The 'Authorization Contact Information' section lists contact details for 'UCare Clinical Services', 'Migallon HealthCare: Therapy, PPE, OTC, BT', and 'Preferred Partners'. There are also links for 'MANUALS & POLICIES' and 'CHECK AUTHORIZATION STATUS'. At the bottom, a 'Forms & Information' section lists categories like 'AUTHORIZATION & NOTIFICATION FORMS', 'NURSING HOME FORMS AND INFORMATION', 'PERSONAL CARE ATTENDANT (PCA) FORMS', and 'PHYSICAL, OCCUPATIONAL & SPEECH THERAPY AUTHORIZATIONS INFORMATION'. Green arrows from the text on the left point to the 'Medical Services Authorization' tab, the 'Submit' button, the 'Authorization Contact Information' section, and the 'Forms & Information' section.

Claims & Billing

- Claim Lookup (*log-in to Provider Portal*)
- Payment Lookup (*log-in to Provider Portal*)
- Forms & Links
- For Out of State, Non-contracted Provider Forms

HOME PROVIDER CENTER ELIGIBILITY & AUTHORIZATION **CLAIMS & BILLING** CARE MANAGERS

Claims & Billing

Check the Status of a Claim
Claim Lookup

Search for Remittance Advice
Payment Lookup

FORMS & LINKS

[Provider Claim Reconsideration Request Form \(Fax: 812-884-2188\)](#)

[Claim Attachment Cover Sheet \(Fax: 812-884-2261\)](#)

[Complete the Electronic Funds Transfer / Electronic Remittance Advice Web Form](#)

[Print & Mail the Electronic Funds Transfer/Electronic Remittance Advice Paper Form](#)

[Advance Recipient Notice of Non-covered Service/Item](#)

[Waiver of Liability for Non-Contracted Providers](#)

[Resources for Electronic Transactions](#)

[Provider Guide: The Explanation of Payment \(EOP\) Report](#)

CLAIMS FOR OUT OF STATE, NON-CONTRACTED PROVIDERS

Care Managers

Select any product to see specific care coordinator information.

- MSHO
- MSC Plus
- *UCare Connect*
- *UCare Connect + Medicare*
- *UCare Choices & Fairview UCare Choices*
- *UCare for Seniors*

Find the Training schedule and Tools for Care Coordination. Current and past training resources are available.

General Care Coordination Resources & References, including:

- **References and Processes**, including documents for member care
- **Resources**, links and the Care Manager Referral Form
- **Policies and Manuals**

The screenshot shows the 'Care Management' section of the UCare website. At the top, there is a navigation bar with 'HOME', 'PROVIDER CENTER', 'ELIGIBILITY & AUTHORIZATION', 'CLAIMS & BILLING', and 'CARE MANAGERS' (highlighted with a green circle). Below the navigation bar is a 'Care Management' header and a search bar for 'Care Management resources for:'. A green arrow points from the text 'Select any product to see specific care coordinator information.' to this search bar.

The main content area is titled '2018 UCare Training Schedule' and contains a table with the following data:

| UCare Product | Meeting Type | Date & Time |
|---------------------------------------------------|---------------------------------------------------------------------------------------------------|-----------------------------|
| <i>UCare Connect and UCare Connect + Medicare</i> | Bi-Annual Care Coordinator Meetings: Twin Cities Metro Delegates | May 9, 9 a.m. - 12 p.m. |
| | | Nov. 14, 9 a.m. - 12 p.m. |
| <i>UCare Connect and UCare Connect + Medicare</i> | Bi-Annual Care Coordinator Meetings: WebEx Training (Recorded meeting posted on UCare's website) | May 16 |
| | | Nov. 22 |
| <i>UCare's MSHO/MSD+</i> | Quarterly Meetings: Metro Delegates | March 14, 9 a.m. to 12 p.m. |
| | | June 13, 9 a.m. to 12 p.m. |
| | | Sept. 12, 9 a.m. - 12 p.m. |
| | | Dec. 12, 9 a.m. - 12 p.m. |
| <i>UCare's MSHO/MSD+</i> | Quarterly Meetings: Greater Minnesota WebEx Training (Recorded meeting posted on UCare's website) | March 22 |
| | | June 21 |
| | | Sept. 20 |
| | | Dec. 20 |

Below the table, there are links for 'View All Care Coordination Training Webinars' and 'Attendance Log'. A green arrow points from the text 'Find the Training schedule and Tools for Care Coordination. Current and past training resources are available.' to the 'View All Care Coordination Training Webinars' link.

The bottom section is titled 'General Care Coordination Resources & References' and is organized into three columns:

- Reference & Processes:** Care Coordination News Library, Followup After Hospitalization for Mental Illness Handout (PDF), Health Care Directives Information (PDF), Minnesota DHB Resources & Tools, Stratus Audio Interpreters Quick Reference Guide (PDF), Where to Go For Care
- Resources:** Care Coordination Referral Form, Culture Care Connection (external), Dental Care for U, Disease Management Resources, Find a Doctor, Fraud, Waste & Abuse, Member Rewards & Incentives, Quality Initiatives
- Policies & Manuals:** Care Management Manual, Medical Policy, UCare Provider Manual

Provider News

On the bottom of the tabbed landing pages, the **Newsletters and Alerts** appear and cycle across the screen.

Full Provider News Library includes the last three years of important news items, bulletins on such topics as coding or process updates, links to the monthly *health lines* provider newsletter, and more.

Newsletter Sign-up lets you subscribe or change your email subscription to the monthly *health lines* newsletter and Provider Bulletins.

Newsletters & Alerts

[See Full Provider News Library](#)

UCare Explanation of Payments (EOP) Report and EDI 835 Updates

At the end of June, UCare will update the EOP report and the EDI 835 with new formatting and data additions.

[See the full Provider Bulletin](#)

Newsletter Sign up

Receive our monthly newsletter and bulletins with timely updates from UCare right to your inbox.

SIGN UP

Provider Manual

From the **Home** page, under the Quick links for **Policies & Resources**, you can go to the Provider Manual page, which houses the Provider Manual and supporting programs and materials formerly listed in Resources & Training web page.

Page links:

- Denial Forms for SNF, HHA & CORF
- Disease Management
- Fraud, Waste and Abuse
- Quality Initiatives
- SEATS
- Training

Resources for:

- Primary Care & Specialty Clinics
- Hospitals
- Nursing Facilities
- Transportation & Interpreters
- Cultural Resources
- Home and Community Based Services

HOME PROVIDER CENTER ELIGIBILITY & AUTHORIZATION CLAIMS & BILLING CARE MANAGERS

Provider Manual

UCare's Provider Manual is an extension of your contractual obligations. Checking it regularly for up-to-date information and reference material is required.

UCare's Provider Manual
(updated April 30, 2018)

Information & Resources

The following resources are available to help you work with UCare members:

| | | |
|------------------------------------------------------|-------------------------------------|-----------------------------------------------------|
| Denial Forms for SNF, HHA & CORF | Quality Initiatives | DHS Provider Manual (external site) |
| Disease Management | SEATS | Medicare Manuals (external site) |
| Fraud Waste & Abuse | Training | |

RESOURCES FOR CLINICS +

RESOURCES FOR HOSPITALS +

RESOURCES FOR NURSING FACILITIES +

TRANSPORTATION & INTERPRETERS +

CULTURAL RESOURCES +

| Topic Index | Main Page | Second Level Page |
|----------------------------------------------|-------------------------------------------|-------------------------------------------------------------------------------------------------------------------|
| Annual Quality Reports | Provider Manual | Quality |
| Antidepressant Medication Management | Provider Manual | Quality |
| Asthma Action Program Referral | Provider Manual | Disease Management |
| Authorization lookup (log in) | Home | |
| Authorization Requirements | Eligibility Authorization | Select product under Authorizations |
| Benefits and Cost Share | Eligibility Authorization | Select product under Product & Eligibility |
| Birth Notification form | Provider Manual | Resources for Hospitals |
| Care Management Manual | Care Managers | Care Management Manual |
| Care Managers Forms & Resources | Care Managers | Select Product |
| Care Managers training schedule | Care Managers | |
| Car seats billing information | Provider Manual | SEATS |
| Child/Teen Checkups | Provider Manual | Resources for Clinics |
| Chlamydia Screen Provider Tool Kit | Provider Manual | Quality |
| County Resources | | https://www.ucare.org/counties/Pages/default.aspx |
| Clinical Practice Guidelines | Home | Under Policies & Resources |
| Credentialed Practitioner Forms | Provider Center | Update Your Information |
| Cultural Care Connection | Home | Under Policies & Resources |
| Cultural Care Connection | Provider Manual | Cultural Care |
| DENC forms | Provider Manual | Denial |
| Denial Forms (SNF,HHA,CORF) | Provider Manual | Denial |
| DHS Provider Manual (Link) | Provider Manual | |
| Disclosure of Ownership | Provider Center | Update Your Information |
| Disease Management (Asthma, Diabetes, HF) | Provider Manual | Disease Management |
| Disease Management (Asthma, Diabetes, HF) | Care Manager | Disease Management |
| EFT/ERA application | Claims & Billing | |
| Elderly Waiver training | Provider Manual | Training |
| EOP Report guide | Claims & Billing | |
| Facility forms | Provider Center | Update Your Information |
| Fraud, Waste, Abuse | Provider Manual | Fraud, Waste & Abuse |
| Fraud, Waste, Abuse | Care Managers | Fraud, Waste & Abuse |
| Home & Community Based Services | Provider Manual | |
| Interpreters | Provider Manual | Transportation & Interpreters |
| Join Our Network | Provider Center | Join Our Network |
| Manage Your Profile | Provider Center | Update Your Information |
| MDH Family Home Visiting: Health Plan Basics | Provider Manual | Training |
| Medical Policies | Home | Policies & Resources |
| Medicare Manuals (external link) | Provider Manual | |
| Member ID samples & group numbers by plan | Eligibility Authorization | General UCare Product Information |
| Member Eligibility (log in) | Home | |
| Member Eligibility (log in) | Eligibility Authorization | Product & Eligibility (click Member) |
| Member Rewards and Incentives | Provider Manual, Resources for Clinics | Child and Teen to UCare Member reward forms |
| Mental Health for Latinos | Provider Manual | Quality |
| Mental Health for Refugees | Provider Manual | Quality |
| Minnesota Uniform Practitioner Change forms | Provider Center | Update Your Information |

| Topic Index | Main Page | Second Level Page |
|-------------------------------------|-------------------------------------------|-----------------------------------------|
| MN DHS Performance Improvement | Provider Manual | Quality |
| Model of Care (MOC) slides | Provider Manual | Training |
| Model of Care (MOS) slides | Care Managers | Training |
| NOMNC forms | Provider Manual | Denial |
| Non-Credentialed Practitioner Forms | Provider Center | Update Your Information |
| NDMCP forms | Provider Manual | Denial |
| Part B Billing | Provider Manual | Resources for Nursing Facilities |
| Payment Policies | Home | Provider Manual |
| PCA forms | Eligibility Authorization | Select product under Authorization |
| PCA UMPI forms, add forms | Provider Center | Update Your Information |
| Pharmacy | Home | Pharmacy |
| Pharmacy News & Recalls | Home | Pharmacy |
| Phoenix | Provider Center | Update Your Information |
| Portico data set up | Provider Center | Update Your Information |
| Product information | Eligibility Authorization | Select product |
| Provider Manual | Home | Policies & Resources |
| Provider News | Landing pages | Link to news library |
| Provider Profile | Provider Center | Update Your Information |
| Restricted Recipient Program | Eligibility Authorization | |
| Quality Initiatives | Provider Manual | Quality |
| Quality Initiatives | Care Managers Home | Quality |
| Quarterly Patient Complaint Report | Home | Resources & References |
| SEATS | Provider Manual | SEATS |
| Shared Decision-making | Provider Manual | Quality |
| SNBC Dental Clinic Survey | Provider Manual | Quality |
| Swing Bed Admission | Provider Manual | Resources for Nursing Facilities |
| Third-Party Biller forms | Provider Center | Update Your Information |
| Transportation | Provider Manual | Transportation & Interpreters |
| UCare Network Availability | Provider Center | Join Our Network |