

# UCare Provider Key Contacts



## Contact Information

Administrative Resources				
	Email	Phone	Toll Free	Fax
Provider Assistance Center Monday - Friday 8 am-5 pm	<a href="#">UCare Provider Portal</a> Send a secure email in the Provider Portal	612-676-3300	1-888-531-1493	
EDI Help Desk <ul style="list-style-type: none"> <li>UCare Electronic Payer ID for Medicaid/Dual programs: 52629</li> <li>UCare Electronic Payer ID for Medicare and IFP plans: 55413</li> <li>No Payer ID for UCare Medicare Supplement plans, as claims are submitted to Medicare directly</li> </ul>	<a href="mailto:EDISupport@ucare.org">EDISupport@ucare.org</a>			
EFT and ERA Questions	<a href="mailto:EFT835@ucare.org">EFT835@ucare.org</a>			
Credentialing Questions	<a href="mailto:credentialinginfo@ucare.org">credentialinginfo@ucare.org</a>			
Contracting Questions	<a href="mailto:providercontracts@ucare.org">providercontracts@ucare.org</a>			
Transportation Assistance	<a href="mailto:Health_ride@ucare.org">Health_ride@ucare.org</a>	612-676-6878	1-833-276-1183	
Interpreter Assistance *List of contracted interpreter agencies is listed the <a href="#">UCare Provider Manual</a>		1-888-413-2915		
Rate Updates (CAH, RHC, FQHC)	<a href="mailto:RateLetters@UCare.org">RateLetters@UCare.org</a>			
Report Fraud, Waste & Abuse	<a href="mailto:compliance@ucare.org">compliance@ucare.org</a>		1-877-826-6847	
UCare Medicare Supplement Assistance with Eligibility, Benefits, Claims questions			1-800-221-6930	
Authorization and Clinical Support				
Medical Services			1-877-447-4384	
Mental Health and Substance Use Disorder Services Team <ul style="list-style-type: none"> <li>For questions about authorizations or notifications</li> </ul>	<a href="mailto:MHSUDservices@ucare.org">MHSUDservices@ucare.org</a>	612-676-3533	1-855-260-9710	612-884-2033
Mental Health and Substance Use Disorder Services Triage and Access Line* for Providers <ul style="list-style-type: none"> <li>Crisis Intervention</li> <li>Assist with scheduling appointments, including telehealth</li> <li>Identification and Connection to Community Resources</li> <li>Mental Health and Substance Use Disorder Referrals, Management Consultation and In-Network &amp; Specialty Search</li> </ul>	*Additional Guidance: Select access line in the phone prompt for below support: <ul style="list-style-type: none"> <li>Same or next day appointment availability</li> <li>Triaging members' appointment needs</li> <li>Assistance scheduling and confirming appointments</li> <li>Telehealth appointments</li> <li>Connection to community agencies that can help with social needs</li> </ul>	612-676-3533	1-833-276-1185	

<b>Care Coordination</b>				
	<b>Email</b>	<b>Phone</b>	<b>Toll Free</b>	<b>Fax</b>
MSHO or MSC+ Members		612-676-6622	1-866-242-2497	
UCare Connect or UCare Connect + Medicare Members		612-676-6502	1-877-903-0062	
Restricted Member Reporting or Information on Restricted Member		612-676-3397		612-884-2316
<b>Health Promotion Resources</b>				
Disease Management (asthma, diabetes, heart failure programs)		612-676-6539	1-866-863-8303	612-884-2497
Health and Wellness Programs (car seats, incentives, maternal and child health)	<a href="mailto:wellness@ucare.org">wellness@ucare.org</a>	612-676-3351	1-866-243-5157	
SEATS Program* *for contracted SEATS partners only*	<a href="mailto:SEATS@ucare.org">SEATS@ucare.org</a>			
<b>Pharmacy Resources</b>				
Express Scripts (ESI) - State Medical Assistance Programs, UCare Individual & Family Plans (IFP)			1-877-558-7523	1-877-251-5896
Express Scripts - Medicare, Medicare + Medical Assistance (dual eligible)			1-877-558-7521	
Fairview Specialty Pharmacy		612-672-5260	1-800-595-7140	
<b>Medical Injectable Drug Prior Authorizations - UCare Clinical Services Intake</b>				
State Medical Assistance Programs				612-824-2300
Medicare, Medicare & Medical Assistance, UCare Individual & Family Plans			1-866-610-7215	612-884-2094
<b>Delegate Partners</b>				
Magellan Healthcare (PT, OT, ST)	<a href="http://www.hsminc.com/ucare/home/">Magellan Healthcare, Inc. www.hsminc.com/ucare/home/</a>	952-225-5700	1-888-660-4705	1-888-656-1952
Fulcrum Health Chiropractic services, network and claims	<a href="http://www.chirocare.com">www.chirocare.com</a>	1-877-886-4941	1-877-886-4941	763-203-8572
Delta Dental of Minnesota Dental Services	<a href="http://www.deltadentalmn.org">Delta Dental of Minnesota www.deltadentalmn.org</a>			
— UCare State Public Programs		651-768-1415	1-855-648-1415	
— UCare Medicare Plans (Medicare Advantage)		651-768-1416	1-855-648-1416	
— UCare Individual & Family Plans / UCare Individual & Family Plans with Fairview		651-768-1417	1-855-648-1417	
— EssentiaCare		651-768-1416	1-855-648-1416	
<b>Visit <a href="http://www.ucare.org/providers">www.ucare.org/providers</a> for more information</b>				