Tips for Using The Online Claim Reconsideration Form
New Online Claim Reconsideration Form

Online submission offers:

• Notification of request receipt
• Reduction in clerical paperwork and staff-time to submit, follow-up and track
• Lower paper and postage costs
• Quicker overall processing time
• Confirmation number upon receipt of submission
Where to Access the Form

On ucare.org/providers, locate Claims & Billing, then click Forms & Links.
Where to Access the Form

Once on the Claims & Billing page, select from the two online options.

FORMS & LINKS

- Online Provider Claim Reconsideration Form (Use if you have a UCare Provider Portal account)
- Online Provider Claim Reconsideration Form (Use if you do not have a UCare Provider Portal account)
- Legacy Provider Claim Reconsideration Request Form (PDF)
Where to Access the Form

• Portal Users
  – Log in to the Provider Portal.
  – Form is available in the Provider Forms section.

• Non-Portal Users
  – Will need to register one time to access form.
  – Can access online form within minutes of registering.
Accessing Provider Claims Reconsideration Form in the Portal

• Log in and click the Provider Inquires tab.

• Select Provider Forms from the list of options.
Registration for First-Time, New Non-Portal Users

• All Non-Portal Users will need to register one time to access the Online Provider Claims Reconsideration Form.

• After registering, Non-Portal Users may use the same user name and password to use the online form in the future.

• We encourage Non-Portal Users to sign up for the Provider Portal, as there are many more helpful functions in addition to this form.

• Please contact the Provider Assistance Center if you need assistance with registering.
Registration for First-Time, New Non-Portal Users

- Click the link titled Online Provider Claim Reconsideration Form (Use if you do not have a UCare Provider Portal account).
Registration for First-Time, New Non-Portal Users

• On the registration page, click the Register button.
Registration for First-Time, New Non-Portal Users

- Complete all fields on the Registration Form, acknowledge terms have been read and click the Register button.
Registration for First-Time, New Non-Portal Users

• Once you see the Verification Link screen, check your email. A verification link will be sent to the email address provided on the Registration page.

• This email may land in your Spam or Junk Mail folder.

Hello Jess,
Thank you for requesting access to complete the Provider Claim Reconsideration Form.
Click on the link below to confirm your email address. This Link expires in 48 hours
https://providers-ucare.uat.zipari.net/user/verify/registration/6bdc9d3f-0dfdf-4704-9d32-1ac3e5ae84
(If the link above does not work, please copy and paste it into your browser's address bar.)

PLEASE NOTE: Your account will not be complete until your email is confirmed. Once confirmed, you’ll be able to access the Provider Claim Reconsideration Form to complete and submit.

Thank you,
UCare Team
Registration for First-Time, New Non-Portal Users

- Click link provided in the email.
- On the login page, enter the User Name and Password.
- Then click the Submit button to log in.
Using the Online Form

• There are many fields available depending on need of the User.

• All required fields have an asterisk next to them.
  – In the event a field with an asterisk is not completed and User attempts to submit form, an error will be generated, and User will not move on in the process until field is updated.

• The form will automatically log off after 30 minutes of inactivity, and you will lose any information that has not been submitted.

• Once form is completed and submitted, you will receive a confirmation. Keep this number for reference when contacting our Provider Assistance Center to check status or submitting a second request.
Using the Online Form

• One form allowed per member.

• This form is not in place of a replacement/void claim.

• If you run into any issues, our Provider Assistance Center is available to help.
Using the Online Form

• You can designate the type of request you are submitting.

• When you select 2nd Request, a 1st Claim Reconsideration Form Confirmation Number field will appear, add confirmation number from first request.
Using the Online Form

• You can attach multiple claims and attachments for a single member in the Claim Form section.
Using the Online Form

• When you have multiple attachments, you will need to pull them from one folder on your computer. Select and upload all of the attachments at the same time.

• How to attach multiple documents:
  – Windows and Mac computers: Hold down the Shift key and select documents that are grouped together.
  – Windows computers: Hold down the Control key and select each document when documents are in the same folder but not next to each other.
  – Mac computers: Hold down the Command key and select each document when documents are in the same folder but not next to each other.
Using the Online Form

• Once all information is filled out, click the Submit button.

• The Confirmation page appears and the Confirmation Number should be saved for future reference.

• You can print the Confirmation page using the Print function at the bottom of the page.
Checking Claim Status

• Your confirmation number shows that UCare has received your claim reconsideration request submission. There is no need to contact the Provider Assistance Center for additional confirmation.

• UCare has a targeted 30-day turnaround time for claim reconsideration (appeal/adjustment/recoupment) requests. If your request has not been processed or you have not received a written response to your request within 30 days, please contact the Provider Assistance Center. You will need your confirmation number to look up the status.