

Important UCare Phone Numbers

Contact Number	Local	Toll Free	Fax
Behavioral Health Services			
Behavioral Health Intake Team Authorizations and Notifications	612-676-6705	1-877-447-4384	1-855-260-9710 or 612-884-2033
Claims, Billing, and Benefits www.ucare.org/providers/Pages/ProviderPortal.aspx	612-676-3300	1-888-531-1493 follow prompts	
Children's Mental Health Screening and Placement	612-676-3464		
Fulcrum Health Chiropractic services, network, and claims www.chirocare.com			
Clinical Services			
➤ Case Management Central Intake	612-676-6622	1-866-242-2497	
➤ Clinical Authorizations for Services	612-676-6705	1-877-447-4384	612-884-2499
➤ Clinical Care Coordinator Liaisons: clinicaliaison@ucare.org	612-294-5045	1-866-613-1395	
➤ UCare Connect Enrollment connectintake@ucare.org			
➤ MSHO/MSc+ Enrollment CMIntake@ucare.org	612-676-6622		
➤ PCA Services, Clinical Authorizations	612-676-6705 Option 2, then 4	1-877-447-4384	612-884-2094
➤ Elderly Waiver Authorizations clsintake@ucare.org	612-676-6705 Option 2, then 6	1-877-447-4384	612-884-2185
➤ UCare Connect CLS Intake Line (to speak with a UCare Connect Care Navigator)	612-676-6503	1-877-903-0063	
➤ UCare Connect CLS Member Assistance Line	612-676-6502	1-877-903-0062	
Complaints, Appeals, and Grievances			
	612-676-6841	1-877-523-1517	612-884-2021
Customer Services			
Clinic changes, contact info changes, benefits			
➤ PMAP, MnCare and MSC+	612-676-3200	1-800-203-7225	
➤ MSHO	612-676-6868	1-866-280-7202	
➤ UCare Connect	612-676-3395	1-877-903-0061	
➤ UCare Connect + Medicare	612-676-3310	1-855-260-9707	
➤ Transportation ➤ Bus Passes, Common Carrier, Special Transportation Services <i>Email: CSTRansportationdept@ucare.org</i>	612-676-6830	1-800-864-2157	
➤ TTY services	612-676-6810	1-800-688-2534	

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Dental Health Services			
➤ UCare members should call UCare Dental Connection, a one-stop shop for all dental care coordination needs.	651-768-1415	1-855-648-1415	
➤ County staff working with a UCare member should call Delta Dental's Government Programs Access Unit.	651-994-5198	1-866-303-8138	
➤ TTY services	711	711	
Disease Management			
Asthma, diabetes, heart failure programs	612-676-6539	1-866-863-8303	
UCare 24/7 Nurse Line			
➤ PMAP, MinnesotaCare, MSC Plus, MSHO, UCare Connect and UCare Connect + Medicare		1-800-942-7858	
➤ UCare Medicare Plans		1-888-778-8204	
➤ TTY services (for all products)		1-800-688-2534	
Health Promotion			
Health and wellness programs (car seats, incentives, maternal and child health)	612-676-3351	1-866-243-5157	
Tobacco Quit Line			
For members who wish to end tobacco use		1-855-260-9713	
Provider Assistance Center (PAC)			
Claims, billing, benefit questions	612-676-3300	1-888-531-1493	
Restricted Member			
Reporting or information on restricted member	612-676-3397		612-884-2316
UCare's Sales			
➤ UCare's MSHO, UCare Connect and UCare Connect + Medicare	612-676-3554	1-800-707-1711	612-884-2122
➤ TTY services	612-676-6810	1-800-688-2534	
➤ UCare's Keep Your Coverage program (helping SNBC members keep their coverage)	612-676-3438	1-855-307-6978	612-884-2346
➤ UCare Medicare Plans	612-676-3500	1-877-523-1518	
➤ UCare Individual & Family Plans	612-676-6606	1-855-307-6975	

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Receive our monthly newsletter and bulletins with timely updates from UCare right to your inbox:
<https://www.ucare.org/providers/Pages/Default.aspx>

Online Care Coordination News and Newsletters

View our online Clinical Services Program Alerts and Updates:
<https://www.ucare.org/providers/Care-Coordination/Pages/CareCoordNews.aspx>