Working with UCare

Whether you are a new provider or a long-standing partner with UCare, this document contains a high-level overview of key administrative procedures important to our partnership. Our goal is to provide clear and transparent guidance and support, so you can focus on delivering the best care and experience to your patients, our members.

UCare is an independent, nonprofit health plan providing health coverage and services across Minnesota and western Wisconsin. Working in partnership with health care providers and community organizations, UCare serves more than 400,000 members throughout the state of Minnesota.

PROVIDER WEBSITE (UCare.org/providers)

Bookmark the Provider Website to quickly find important information needed to effectively work with UCare. 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. Click this Provider Website Quick Reference Guide for more details.

UCARE PROVIDER MANUAL

Click to access Provider Manual

Bookmark the Provider Manual. UCare's Provider Manual is an extension of your contract. Checking it regularly for updated information and reference material is required. Additional information and resources are available on the Provider Website. Use the Provider Manual as your source of truth when doing business with UCare.

PROVIDER NEWS

Click to sign up

Sign up to receive email communications from UCare. Each month, we publish our provider newsletter, Health Lines. For urgent changes to process or complex initiatives, we release Provider Bulletins. View all communications in the News Library on the Provider News page of our website.

PROVIDER PORTAL

UCARE PROVIDER PORTAL LOGIN

The Provider Portal is a secure website that allows your organization to access information needed to work with UCare members. You can view claims, EOPs and authorizations, verify member eligibility, email our Provider Assistance Center and search the UCare Provider Network. Click this Provider Portal Quick Reference Guide for more details.

CREDENTIALING

Click to access credentialing web page

Seeing UCare members prior to the credentialing approval date and a contract effective date will result in out-of-network claim processing, claim rejections or claim denials. If you have questions about credentialing or are unsure if a practitioner has completed the process, contact credentialinginfo@ucare.org.
CONTRACTING
If you have questions about your contract, need to know your contract effective date or know what products you are contracted to provide services for, contact providercontracts@ucare.org.

MANAGE YOUR INFORMATION
CLICK TO MANAGE YOUR INFORMATION

Ensure UCare has accurate information for your organization, location and service providers, so we can accurately display your information in the Provider Directory for our members. You can add or term locations, add or term practitioners, or update demographic information using our online tools.

If you contract with a third-party biller to call UCare on your behalf, we need a signed acknowledgement form on file giving UCare permission to release information. Provider Notification/Change/Update/Termination Third-Party Agreement

ELIGIBILITY & AUTHORIZATION
CLICK TO ACCESS ELIGIBILITY & AUTHORIZATION WEB PAGE

Eligibility
Member eligibility should be confirmed before seeing UCare members. Check UCare’s Provider Website for coverage levels, co-payments, co-insurance and other information.

Providers have three options to verify that an individual is an active UCare member:
- Use the Member Lookup page on the UCare Provider Portal.
- Use the Interactive Voice Response (IVR) system by calling the Provider Assistance Center
  - Have the individual’s UCare member ID number and date of birth ready.
- Access the 270/271 transaction via McKesson PCS Support. Your clearinghouse can enroll with PCS to transmit these transactions to your organization. Have your clearinghouse contact CHC_pcssupport@changehealthcare.com or call 1-877-411-7271 to begin the enrollment and provisioning process.

For MHCP members, you can also use MN-ITS, the Minnesota DHS system for MHCP claims and other transactions. If you have questions or need access to MN-ITS, contact the MHCP Provider Call Center at 651-431-2700 or 1-800-366-5411.

Authorizations
To check if a service or item requires prior authorization, please refer to the authorization grid by plan product at https://home.ucare.org/en-us/providers/eligibility-authorization/ or contact the Provider Assistance Center at 612-676-3300 or 1-888-531-1493 toll free.

<table>
<thead>
<tr>
<th>Medical Authorizations</th>
<th>1-877-447-4384</th>
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<tbody>
<tr>
<td>Behavioral Health Authorizations</td>
<td>1-888-531-1493</td>
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<tr>
<td>Express Scripts (ESI) Authorizations</td>
<td>Medicare: 1-877-558-7521</td>
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<td>Medicaid: 1-877-558-7523</td>
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<td>Chiropractic (Fulcrum) Authorizations</td>
<td>1-877-886-4941</td>
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<td>Dental (Delta Dental of Minnesota) Authorizations</td>
<td>1-800-328-1188</td>
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<tr>
<td>Outpatient Therapy - PT, OT, ST (Magellan Healthcare) Authorizations</td>
<td>1-888-660-4705</td>
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CLAIMS & BILLING

Checking the status of a claim or searching for a remittance advice (EOP) is performed within UCare’s Provider Portal.

CLEARINGHOUSE INFORMATION

Payer ID: 52629
UCare Minnesota Health Care Program Plans and Dual Eligible Plans

Payer ID: 55413
UCare Medicare plans, UCare Medicare Plans with Fairview & North Memorial, EssentiaCare, UCare Individual & Family Plans and UCare Individual & Family Plans with Fairview

If you have questions about EDI transactions, please email EDISupport@ucare.org.

EFT FORMS AND RESOURCES

UCare offers Electronic Funds Transfer (EFT) and Electronic Remittance Advice (ERA).

Electronic Funds Transfer / Electronic Remittance Advice Web Form
Resources for Electronic Transactions

If you have questions about EFT or ERA transactions please email EFT835@ucare.org.

CLAIM RECONSIDERATION REQUESTS (ADJUSTMENTS, RECOUPMENTS, APPEALS)

Online Provider Claim Reconsideration Form
Tips for Using the Online Claim Reconsideration Form

PROVIDER ASSISTANCE CENTER

If you have a question for UCare, you can send a secure message to the Provider Assistance Center when logged into the UCare Provider Portal. This secure messaging system is the preferred method of contact for complex inquiries.

You may also call our Provider Assistance Center at 612-676-3300 or 1-888-531-1493 Monday through Friday, 8 am to 5 pm.

ADDITIONAL INFORMATION & RESOURCES

CLICK TO ACCESS INFORMATION & RESOURCES PAGE

2020 UCare Product by County Map (PDF)
2020 UCare Member ID Card Samples (PDF)