



Clinical Services Program **Alert**

News of interest from UCare



September 17th, 2018

Issues of **Clinical Services Program Alert** often refer to several different UCare forms. Note that *all* UCare forms can be found on the [UCare web site](#).

Direct your UCare questions to the Clinical Liaison mailbox at clinicallyliaison@ucare.org or you may call 612-294-5045.

New Customer Service Transportation Hours

UCare would like to share the new transportation hours of customer service. UCare is modifying the hours to better support call volumes during peak periods, while continuing to offer extensive availability to our members.

Current Hours are 6 am to 10 pm, 7 days a week.

New Hours, effective October 1, 2018:

- Monday – Friday: 7 am – 8 pm
- Saturday – Sunday 8 am – 6 pm

This is for our Transportation line only – all other hours of service for other product lines remain the same.

Please reach out with any questions.

Thanks,

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