



Contacts for Care Coordination Questions:

MSHO/MS C+: 612-294-5045 or MSC_MSHO_ClinicalLiaison@ucare.org

Connect/Connect+Medicare: 612-676-6625 or SNBCClinicalLiaison@ucare.org

ISNP: 612-676-6746 or ISNPclinicalLiaison@ucare.org

Important UCare Phone Numbers

Contact Number	Local	Toll Free	Fax
Mental Health & Substance Use Disorder Services			
MSS Intake Team Authorizations, Notifications, and Children’s Mental Health Screening and Placement MHSUDservices@ucare.org	612-676-6705 select #2 & #2 when prompted	1-877-447-4384	1-855-260-9710 or 612-884-2033
MSS Triage Line TTY	612-676-6533	1-833-276-1185 1-800-688-2534	
Claims, Billing, and Benefits www.ucare.org/providers/Pages/ProviderPortal.aspx	612-676-3300	1-888-531-1493 follow prompts	

Fulcrum Health Chiropractic services, network, and claims www.chirocare.com		1-888-638-7719	
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Health 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
➤ MSHO/MS C+: Clinical Liaisons MSC_MSHO_ClinicalLiaison@ucare.org	612-294-5045	1-866-613-1395	
➤ Connect/Connect + Medicare: Clinical Liaisons SNBCClinicalLiaison@ucare.org	612-676-6625	1-833-951-3190	
➤ ISNP: Clinical Care Coordination Liaison ISNPclinicalliaison@ucare.org	612-676-6746	1-833-276-1193	
➤ UCare Connect Enrollment	email: connectintake@ucare.org		
➤ MSHO/MS C+ Enrollment CMIntake@ucare.org	612-676-6622		
➤ PCA Services, Clinical Authorizations UCarePCA@ucare.org	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 5	1-877-447-4384	612-884-2185
➤ UCare Connect Care Navigator Line	612-676-6502	1-877-903-0062	

Appeals & Grievances	612-676-6841	1-877-523-1517	612-884-2021
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Customer Services			
➤ State Public Programs: PMAP, MnCare, MS C+	612-676-3200	1-800-203-7225	
➤ SNP: 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	
➤ UCare ISNP	612-676-6772	1-855-931-4854	
➤ Transportation ➤ Bus Passes, Common Carrier, Special Transportation Services CSTransportationdept@ucare.org	612-676-6830	1-800-864-2157	
➤ TTY services (For all products)	612-676-6810	1-800-688-2534	

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Contact Number	Local	Toll Free	Fax
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	
➤ TTY services	651-406-5915	1-800-916-9514	
Disease Management Asthma, diabetes, heart failure programs	612-676-6539	1-866-863-8303	
Fraud & Abuse Reporting to SIU Compliance@ucare.org		1-877-826-6847	
UCare 24/7 Nurse Line			
➤ State Public Programs: PMAP, MinnesotaCare, MSC Plus, MSHO, UCare Connect		1-800-942-7858	
➤ UCare Medicare		1-888-778-8204	
➤ TTY services (for all products)		1-855-307-6976	
Health Promotion Health and wellness programs (car seats, incentives, maternal and child health) wellness@ucare.org	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 Sales			
➤ UCare 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 Connect Retention Line	612-676-3438	1-855-307-6978	612-884-2346
➤ UCare Medicare	612-676-3500	1-877-523-1518	
➤ UCare Individual & Family Plans	612-676-6606	1-855-307-6975	