

**Contacts for Care Coordination Questions:****MSC+/MSHO:** 612-294-5045 or MSC_MSHO_ClinicalLiaison@ucare.org**Connect/Connect+Medicare:** 612-676-6625 or SNBCClinicalLiaison@ucare.org**ISNP:** 612-676-6746 or ISNPprogramcoordinator@ucare.org**Important UCare Phone Numbers**

Contact Number	Local	Toll Free	Fax
Appeals & Grievances			
For questions about the status of an appeal or grievance request. To file an appeal or grievance, please call Customer Service.	612-676-6841	1-877-523-1517	612-884-2021
Customer Services			
UCare MSC+	612-676-3200	1-800-203-7225	
UCare 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 <ul style="list-style-type: none"> ➤ Bus Passes, Common Carrier, Special Transportation Services ➤ Long Distance Exception (LDE) Health_Ride@ucare.org	612-676-6830	1-800-864-2157	
TTY services (For all products)	612-676-6810	1-800-688-2534	
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	
Fulcrum Health			
Chiropractic services, network, and claims www.chirocare.com		1-888-638-7719	
Health Services			
Clinical Authorizations for Services	612-676-6705	1-877-447-4384	612-884-2499
MSC+/MSHO 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 Program Coordinator ISNPprogramcoordinator@ucare.org	612-676-6746	1-833-276-1193	
UCare Connect Enrollment ConnectIntake@ucare.org			
MSC+/MSHO Enrollment CMIntake@ucare.org	612-676-6622	1-866-242-2497	

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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	
Security Liaison ➤ UCare System Access Requests & Password Resets SecurityLiaison@ucare.org			

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 Access Line	612-676-6811	1-833-237-1191	
MSS Triage Line MHSUDservices@ucare.org	612-676-6533	1-833-276-1185 1-800-688-2534	612-884-2033
Claims, Billing, and Benefits www.ucare.org/providers/Pages/ProviderPortal.aspx	612-676-3300	1-888-531-1493 follow prompts	

Health Promotion

Health and wellness programs (additional & supplemental benefits, car seats, incentives) Wellness@ucare.org	612-676-3351	1-866-243-5157	
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Provider Assistance Center (PAC)

Provider claims, billing, benefit questions	612-676-3300	1-888-531-1493	
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Quit For Life

Quit smoking and vaping program		1-855-260-9713	
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Restricted Member

Reporting or information on restricted member	612-676-3397		612-884-2316
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Special Investigations Unit

Fraud, Waste & Abuse Reporting Compliance@ucare.org		1-877-826-6847	
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UCare 24/7 Nurse Line

State Public Programs: PMAP, MinnesotaCare, MSC Plus, MSHO, UCare Connect UCare Medicare TTY services (for all products)		1-800-942-7858 1-888-778-8204 1-855-307-6976	
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Contact Number	Local	Toll Free	Fax
UCare Sales			
UCare MSHO, UCare Connect and UCare Connect + Medicare TTY services	612-676-3554 612-676-6810	1-800-707-1711 1-800-688-2534	612-884-2122
UCare Keep Your Coverage Team	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	