

UCare Provider Portal Quick Tips Reference Guide

Provider Portal – Provider Assistance Center Direct line: **612-676-3300** OR **1-888-531-1493**

This document is intended as a high level overview of UCare’s Provider Portal, which is a secure website that allows your clinic, facility or system to access information you need to work with UCare members.

LOG IN at www.ucare.org/providers, choose *Log In* button.

PROVIDER SERVICES TAB

Manage Account

- Change password
- Change email address
- Change security question
- Update profile information
- Send secure message to UCare’s Provider Assistance Center

Provider Administrators will also be able to create and modify their users through the Provider Services section.

PROVIDER INQUIRIES TAB

Access data needed to service UCare members

- View claims
- View EOPs
- Verify member eligibility
- View authorizations
- Provider Search

PROVIDER SERVICES – ALL USERS

Change Password

- Click on the Provider Services drop down at the top of the page.
- Select “Change Password” and supply requested information.
- You will receive email notification that your password has been changed.

Change Email Address

- Select “Change Email Address” and supply requested information.
- Enter your new email address twice and click Update.

Change Security Question

To help you reset your password if you should happen to forget it.

- Select “Change Security Question.”
- Enter your existing password first, as a security precaution.
- Enter your new security question and answer.

PROVIDER SERVICES – ALL USERS

Forgotten Password

- Go to the Provider Portal login screen and choose “Forgot Password.”
- Enter your Username, check the box by “I’m not a robot” and click Submit. *If you do not know your username, contact your Provider Administrator. If you are the Provider Administrator or do not know who your Provider Administrator is, call UCare’s Provider Assistance Center.*
- Enter the answer to the security question. If a Provider Administrator created your account, you were emailed this information. If you used the re-registration process, this security question and password was created by you.
- Check your email for the UCare Password Recovery email, sent from portal@ucare.org (Note that it could be in your Junk Mail folder.)
- Make sure to add portal@ucare.org to ensure you receive all communications from the UCare Portal.
- It is strongly recommended that you change your password as soon as you log into the portal.

PROVIDER SERVICES – ALL USERS

Send a Secure Message to the Provider Assistance Center

A secure message is like an email, but the message will remain within the UCare Provider Portal at all times and is not transmitted across systems or the Internet.

To send secure messages to UCare’s Provider Assistance Center:

- Select Provider Services.
- Select *Contact the Provider Assistance Center*.
- Select a subject, enter a message and click Send Message.
 - You may view your sent messages via Sent Messages link on the left, or the Inbox via the Message Inbox link.

PROVIDER INQUIRIES – ALL USERS

Search Member Eligibility*

- Select Provider Inquires and then click “Member Information.”
- You will be able to look-up any UCare member for their eligibility information by entering the member’s member ID OR PMI OR their Last Name, First Name, and Date of Birth.

*Note that Mn-ITS (<http://mn-its.dhs.state.mn.us/>) is the source of truth for eligibility of members in the following programs: PMAP, MNcare, SNBC, MSHO and MSC+

Claims Search:

- Click on Provider Inquires, choosing “Claims Information.”
- Enter a Member #, PMI #, Claim #, and/or First/Last Name and Date of Birth.
- It is also strongly recommended that you enter either a service or paid date (From and To).
- Narrow your search criteria to increase the speed of the search. Search is limited to 500 results.
- When results are displayed, select one claim or multiple claims.
- Click “Display Claim.”

EOP Information

- In the Claims Information search results, click the EOP link in the far right of the claims grid to view your EOP.
- You must have Adobe Reader to view the EOP.

ADMINISTRATOR PROFILE – PROVIDER SERVICES

- Only one Administrator per facility may register for the Provider Portal (though one Administrator may have multiple facilities under them.)
- Administrators will see their first and last name, email address and affiliated facilities on the Administrator Profile page.
- Administrators create users under their account to give access to Authorizations, Claims and Member Eligibility for that facility.

Create a New User

- Select “Create New User.”
- Each provider administrator and provider user must have a unique e-mail address.
- Click “Create User” once all information is entered.
- The user will then receive two e-mails from portal@ucare.org
 1. The first containing their user name and the security question.
 2. The second containing their system-generated password and the secret answer.

Add Affiliated Clinics/Facilities

Complete the “Add Additional Clinics/Facilities Affiliated” request form on the Administrator Profile page to link multiple facilities under one portal account.