

UCare Provider Key Contacts



Contact Information

Visit www.ucare.org/providers for additional information

Administrative Resources				
Resource	Email/Website Address	Phone	Toll Free	Fax
Provider Assistance Center Monday - Friday 8 am-5 pm - For assistance with claims, Provider Portal, or items not listed below, contact our Provider Assistance Center. - For UCare Medicare Supplement Plans support, contact 1-800-221-6390	https://www.ucare.org/providers/provider-portal Securely email the team within the Provider Portal	612-676-3300	888-531-1493	NA
Credentialing Team	credentialinginfo@ucare.org			
Contract Applications	For online contract application questions, select “Get Help” in the application or email providerapp@ucare.org			
Contract Management	For contract questions: providercontracts@ucare.org To submit new or updated contract documents (DOO & COI): prcdemographic@ucare.org			
Manage Your Information	Ensure UCare has accurate information for your organization, location, and service providers. https://www.ucare.org/providers/our-network/manage-your-information			
Rate Updates (CAH, FQRC, RHC)	RateLetters@UCare.org	NA	NA	612-884-2382
Claim and Payment Resources	https://www.ucare.org/providers/policies-resources/claims-billing			
Electronic Transactions – UCare Electronic Payer ID: 55413 – No Payer ID for UCare Medicare Supplement plans; claims are submitted directly to Medicare	EDISupport@ucare.org https://www.ucare.org/providers/policies-resources/claims-billing/electronic-transactions			
Electronic Funds Transfer (EFT) or Electronic Remittance Advice (ERA)	EFT835@ucare.org			
Interpreter Services	List of contracted interpreter agencies is listed the UCare® - Provider Manual	888-413-2915	NA	NA
Transportation Services	Health_ride@ucare.org	612-676-6830	800-864-2157	NA
Report Fraud, Waste & Abuse	compliance@ucare.org	NA	877-826-6847	NA
UCare Foundation Grants	ucarefoundation@ucare.org https://www.ucare.org/about-us/ucare-foundation	612-676-3595		
Care Coordination				
MSHO or MSC+ Members	https://www.ucare.org/providers/policies-resources/find-care-coord	612-676-6622	866-242-2497	NA
UCare Connect or UCare Connect + Medicare Members		612-676-6502	877-903-0062	NA

Authorization and Clinical

Resource	Email/Website Address	Phone	Toll Free	Fax
Medical Services	https://www.ucare.org/providers/authorization	612-676-6705	877-447-4384	NA
Mental Health and Substance Use Disorder (MHSUD) Services	MHSUDservices@ucare.org https://www.ucare.org/providers/policies-resources/mhsud-services	612-676-3533	833-276-1185	612-884-2033; 855-260-9710
MHSUD – Adult Case Management	MHSUDcasemanagement@ucare.org	612-676-6533	833-276-1185	
MHSUD - Autism Child and Adolescent Case Management	MHSUDcasemanagement@ucare.org	612-676-6533	833-276-1185	
Restricted Recipient Program	restrictedrecipient@ucare.org	612-676-3397	NA	612-884-2316

Pharmacy

Pharmacy <ul style="list-style-type: none"> – Electronic Prior Authorizations – Medical Injectable Drugs – Medication Therapy Management (MTM) – News Items & Recalls 	https://www.ucare.org/providers/pharmacy	NA	877-558-7523	877-251-5896
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Delegate Partners

Magellan Healthcare Therapy Services	www.hsminc.com/ucare/home/	952-225-5700	888-660-4705	888-656-1952
Fulcrum Health Chiropractic Services	https://www.chirocare.com/chiropractic-practice-management/	877-886-4941	877-886-4941	763-203-8572
Delta Dental of MN Dental Services <ul style="list-style-type: none"> – UCare State Public Programs – UCare Medicare Plans/EssentiaCare – UCare Individual & Family Plans /UCare Individual & Family Plans with Fairview 	https://www.deltadentalmn.org/providers	651-768-1415 651-768-1416 651-768-1417	855-648-1415 855-648-1416 855-648-1417	

Health and Wellness Resources for UCare Members

<https://www.ucare.org/health-wellness>

Fitness and Wellness Programs	wellness@ucare.org or visit https://www.ucare.org/health-wellness/fitness-wellness	612-676-3351	866-243-5157	NA
Food and Nutrition Resources	https://www.ucare.org/health-wellness/nutrition			
Health Management	https://www.ucare.org/health-wellness/health-management	612-676-6539	866-863-8303	612-884-2497
Pregnancy, Children and Teens Child & Teen Checkups (C&TC), MOMS Program, SEATS Program*	https://www.ucare.org/health-wellness/pregnancy-children-teens *For contracted SEATS partners only - email SEATS@ucare.org			