

# UCare Provider Key Contacts



## Contact Information

Administrative Resources				
	Email/Website Address	Phone	Toll Free	Fax
Provider Assistance Center Monday - Friday 8 am-5 pm <b>Securely email in the Provider Portal</b>	<a href="https://www.ucare.org/providers/provider-portal">https://www.ucare.org/providers/provider-portal</a>	612-676-3300	1-888-531-1493	
EDI Help Desk – UCare Electronic Payer ID: 55413 – No Payer ID for UCare Medicare Supplement plans, as claims are submitted to Medicare directly	<a href="mailto:EDISupport@ucare.org">EDISupport@ucare.org</a>			
EFT and ERA Questions	<a href="mailto:EFT835@ucare.org">EFT835@ucare.org</a>			
Credentialing Questions	<a href="mailto:credentialinginfo@ucare.org">credentialinginfo@ucare.org</a>			
Contracting Questions	<a href="mailto:providercontracts@ucare.org">providercontracts@ucare.org</a>			
Transportation Assistance	<a href="mailto:Health_ride@ucare.org">Health_ride@ucare.org</a>	612-676-6830	1-800-864-2157	
Interpreter Assistance	*List of contracted interpreter agencies is listed the <a href="#">UCare Provider Manual</a>	1-888-413-2915		
Rate Updates (CAH, RHC, FQHC)	<a href="mailto:RateLetters@UCare.org">RateLetters@UCare.org</a>			
Report Fraud, Waste & Abuse	<a href="mailto:compliance@ucare.org">compliance@ucare.org</a>		1-877-826-6847	
UCare Medicare Supplement Assistance with Eligibility, Benefits, Claims questions			1-800-221-6930	
Authorization and Clinical Support				
Medical			1-877-447-4384	
Mental Health and Substance Use Disorder	<a href="mailto:MHSUDservices@ucare.org">MHSUDservices@ucare.org</a> For more information visit: <a href="https://www.ucare.org/providers/policies-resources/mhsud-services">https://www.ucare.org/providers/policies-resources/mhsud-services</a>	612-676-3533	1-833-276-1185	612-884-2033 or 1-855-260-9710
Care Coordination				
MSHO or MSC+ Members		612-676-6622	1-866-242-2497	
UCare Connect or UCare Connect + Medicare Members		612-676-6502	1-877-903-0062	
Restricted Member Reporting or Information on Restricted Member		612-676-3397		612-884-2316
Pharmacy Resources				
<b>Pharmacy Resources</b> – Electronic Prior Authorizations – <b>Medical Injectable Drugs</b> – Medication Therapy Management (MTM) – News Items & Recalls	For detailed information visit: <a href="https://www.ucare.org/providers/pharmacy">https://www.ucare.org/providers/pharmacy</a>		1-877-558-7523	1-877-251-5896

## Delegate Partners

	Email/Website Address	Phone	Toll Free	Fax
Magellan Healthcare (PT, OT, ST)	<a href="http://www.hsminc.com/ucare/home/">Magellan Healthcare, Inc. www.hsminc.com/ucare/home/</a>	952-225-5700	1-888-660-4705	1-888-656-1952
Fulcrum Health Chiropractic services, network and claims	<a href="http://www.chirocare.com">www.chirocare.com</a>	1-877-886-4941	1-877-886-4941	763-203-8572
Delta Dental of Minnesota Dental Services	<a href="http://www.deltadentalmn.org">Delta Dental of Minnesota www.deltadentalmn.org</a>			
– UCare State Public Programs		651-768-1415	1-855-648-1415	
– UCare Medicare Plans		651-768-1416	1-855-648-1416	
– UCare Individual & Family Plans /UCare Individual & Family Plans with Fairview		651-768-1417	1-855-648-1417	
– EssentiaCare		651-768-1416	1-855-648-1416	

## Health and Wellness Resources for UCare Members

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

<b>Fitness and Wellness Programs</b> Health Club Savings, One Pass, Community Education Class Discounts, Connect to Wellness, etc.	<a href="mailto:wellness@ucare.org">wellness@ucare.org</a> or visit <a href="https://www.ucare.org/health-wellness/fitness-wellness">https://www.ucare.org/health-wellness/fitness-wellness</a>	612-676-3351	1-866-243-5157	
<b>Food and Nutrition Resources</b> Healthy recipes, healthy savings, resources to find and afford health foods, etc.	<a href="https://www.ucare.org/health-wellness/nutrition">https://www.ucare.org/health-wellness/nutrition</a>			
Health Management Asthma, Diabetes, Falls Prevention, <b>Medication Therapy Management (MTM), Mental Health and Substance Use Disorders, Quit Smoking and Vaping</b> , etc.	<a href="https://www.ucare.org/health-wellness/health-management">https://www.ucare.org/health-wellness/health-management</a>	612-676-6539	1-866-863-8303	612-884-2497
Pregnancy, Children and Teens <b>Child &amp; Teen Checkups (C&amp;TC), MOMS Program, SEATS Program*</b>	<a href="https://www.ucare.org/health-wellness/pregnancy-children-teens">https://www.ucare.org/health-wellness/pregnancy-children-teens</a>			
*For contracted SEATS partners only - email <a href="mailto:SEATS@ucare.org">SEATS@ucare.org</a> or call the Provider Assistance Center for guidance				

**Visit [www.ucare.org/providers](http://www.ucare.org/providers) for more information**