

# UCare Provider Key Contacts



## Contact Information

Visit [www.ucare.org/providers](https://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	<a href="https://www.ucare.org/providers/provider-portal">https://www.ucare.org/providers/provider-portal</a> Securely email the team within the Provider Portal	612-676-3300	888-531-1493	NA
Credentialing Team	<a href="mailto:credentialinginfo@ucare.org">credentialinginfo@ucare.org</a>			
Contract Applications	<a href="mailto:providerapp@ucare.org">providerapp@ucare.org</a> For online contract application questions, select "Get Help" in the application or email			
Contract Management	For contract questions: <a href="mailto:providercontracts@ucare.org">providercontracts@ucare.org</a>  To submit new or updated contract documents (DOO & COI): <a href="mailto:prcdemographic@ucare.org">prcdemographic@ucare.org</a>			
Manage Your Information	<a href="https://www.ucare.org/providers/our-network/manage-your-information">https://www.ucare.org/providers/our-network/manage-your-information</a> Ensure UCare has accurate information for your organization, location, and service providers.			
Rate Updates (CAH, FQRC, RHC)	<a href="mailto:RateLetters@UCare.org">RateLetters@UCare.org</a>	NA	NA	612-884-2382
Claim and Payment Resources	<a href="https://www.ucare.org/providers/policies-resources/claims-billing">https://www.ucare.org/providers/policies-resources/claims-billing</a>			
Electronic Transactions - <b>UCare Electronic Payer ID:</b> 55413 - No Payer ID for UCare Medicare Supplement plans; claims are submitted directly to Medicare	<a href="mailto:EDISupport@ucare.org">EDISupport@ucare.org</a>  <a href="https://www.ucare.org/providers/policies-resources/claims-billing/electronic-transactions">https://www.ucare.org/providers/policies-resources/claims-billing/electronic-transactions</a>			
Electronic Funds Transfer (EFT) or Electronic Remittance Advice (ERA)	<a href="mailto:EFT835@ucare.org">EFT835@ucare.org</a>			
Interpreter Services	*List of contracted interpreter agencies is listed the <a href="#">UCare® - Provider Manual</a>	888-413-2915	NA	NA
Transportation Services	<a href="mailto:Health_ride@ucare.org">Health_ride@ucare.org</a>	612-676-6830	800-864-2157	NA
Report Fraud, Waste & Abuse	<a href="mailto:compliance@ucare.org">compliance@ucare.org</a>	NA	877-826-6847	NA
Authorization and Clinical				
Medical Services	<a href="https://www.ucare.org/providers/authorization">https://www.ucare.org/providers/authorization</a>	612-676-6705	877-447-4384	NA
Mental Health and Substance Use Services	<a href="mailto:MHSUDservices@ucare.org">MHSUDservices@ucare.org</a> <b>For more information visit:</b> <a href="https://www.ucare.org/providers/policies-resources/mhsud-services">https://www.ucare.org/providers/policies-resources/mhsud-services</a>	612-676-3533	833-276-1185	612-884-2033; 855-260-9710

## Care Coordination

Resource	Email/Website Address	Phone	Toll Free	Fax
MSHO or MSC+ Members	<a href="https://www.ucare.org/providers/policies-resources/find-care-coord">https://www.ucare.org/providers/policies-resources/find-care-coord</a>	612-676-6622	866-242-2497	NA
UCare Connect or UCare Connect + Medicare Members		612-676-6502	877-903-0062	NA
Restricted Recipient Reporting or Information on Restricted Members	NA	612-676-3397	NA	612-884-2316

## Pharmacy

<b>Pharmacy</b> <ul style="list-style-type: none"> <li>– Electronic Prior Authorizations</li> <li>– Medical Injectable Drugs</li> <li>– Medication Therapy Management (MTM)</li> <li>– News Items &amp; Recalls</li> </ul>	<i>For detailed information visit:</i> <a href="https://www.ucare.org/providers/pharmacy">https://www.ucare.org/providers/pharmacy</a>	NA	877-558-7523	877-251-5896
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## Delegate Partners

<b>Magellan Healthcare</b> Therapy Services	<a href="http://www.hsminc.com/ucare/home/">www.hsminc.com/ucare/home/</a>	952-225-5700	888-660-4705	888-656-1952
<b>Fulcrum Health</b> Chiropractic Services	<a href="https://www.chirocare.com/chiropractic-practice-management/">https://www.chirocare.com/chiropractic-practice-management/</a>	877-886-4941	877-886-4941	763-203-8572
<b>Delta Dental of MN</b> Dental Services <ul style="list-style-type: none"> <li>– UCare State Public Programs</li> <li>– UCare Medicare Plans/EssentiaCare</li> <li>– UCare Individual &amp; Family Plans /UCare Individual &amp; Family Plans with Fairview</li> </ul>	<a href="https://www.deltadentalmn.org/providers">https://www.deltadentalmn.org/providers</a>	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	<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	866-243-5157	<a href="#">NA</a>
Food and Nutrition Resources	<a href="https://www.ucare.org/health-wellness/nutrition">https://www.ucare.org/health-wellness/nutrition</a>			
Health Management	<a href="https://www.ucare.org/health-wellness/health-management">https://www.ucare.org/health-wellness/health-management</a>	612-676-6539	866-863-8303	612-884-2497
Pregnancy, Children and Teens Child & Teen Checkups (C&TC), MOMS Program, SEATS Program*	<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>			