

# UCare Elderly Waiver (EW) Provider Key Contacts



## Contact Information

Administrative Resources				
	Email/Website Address	Phone	Toll Free	Fax
<b>Provider Assistance Center</b> Claims, billing, benefit questions Monday - Friday 8 am-5 pm Secure email in the Provider Portal	<a href="https://www.ucare.org/provider/s/provider-portal">https://www.ucare.org/provider/s/provider-portal</a>	612-676-3300	1-888-531-1493	
<b>EDI Help Desk</b> UCare Electronic Payer ID: 55413	<a href="mailto:EDISupport@ucare.org">EDISupport@ucare.org</a>			
<b>EFT and ERA Questions</b>	<a href="mailto:EFT835@ucare.org">EFT835@ucare.org</a>			
<b>Third-Party Agreement Notification</b>	Submit completed <a href="#">Third- Party Form</a> to <a href="mailto:pac@ucare.org">pac@ucare.org</a>	612-676-3300	1-888-531-1493	
<b>Report Fraud, Waste &amp; Abuse</b>	<a href="mailto:compliance@ucare.org">compliance@ucare.org</a>		1-877-826-6847	
Authorization and Care Coordination				
	Email/Website Address	Phone	Toll Free	Fax
<b>Case Management Central Intake</b>		612-676-6622	1-866-242-2497	
<b>Elderly Waiver Authorizations</b>	<a href="mailto:clsintake@ucare.org">clsintake@ucare.org</a>	612-676-6705 Option 2, then 5	1-877-447-4384	612-884-2185
<b>PCA Services, Clinical Authorizations</b>	<a href="mailto:UCarePCA@ucare.org">UCarePCA@ucare.org</a>	612-676-6705 Option 2, then 4	1-877-447-4384	612-884-2094
<b>MSHO/MSHC Clinical Liaisons</b> Care Coordination Questions	<a href="mailto:MSC_MSHO_ClinicalLiaison@ucare.org">MSC_MSHO_ClinicalLiaison@ucare.org</a>	612-294-5045	1-866-613-1395	
DHS Contacts				
	Email/Website Address	Phone	Toll Free	Fax
<b>MHCP Provider Resource Center</b> DHS Provider Enrollment Monday-Friday 8 am-4:15 pm	Email: <a href="mailto:dhs.healthcare-providers@state.mn.us">dhs.healthcare-providers@state.mn.us</a>  Website: <a href="http://www.mn.gov">MHCP Provider Resource Center / Minnesota Department of Human Services (mn.gov)</a>	651-431-2700	800-366-5411	
Visit <a href="http://www.ucare.org/providers">www.ucare.org/providers</a> for more information or visit our resource information page for EW Providers <a href="http://www.ucare.org">Non Contracted Providers (ucare.org)</a>				