



people powered health plans

Working with UCare

Whether you are a new provider or a long-standing partner with UCare, this document contains a high-level overview of key administrative procedures important to our partnership. Items are listed in order of importance and most utilized. Information can be accessed on our [Provider Website](#).

PROVIDER WEBSITE ([UCare.org/providers](#))

Bookmark the [Provider Website](#) to quickly find important information needed to effectively work with UCare. UCare's Provider Website ensures easy access to a variety of news, authorization grids, manuals, required forms and other resources for health care professionals who provide care to UCare members.

UCARE PROVIDER MANUAL

[CLICK TO ACCESS THE UCARE PROVIDER MANUAL](#)

Bookmark the [Provider Manual](#). UCare's Provider Manual is an extension of your contract. Checking it regularly for updated information and reference material is required. Additional information and resources are available on the Provider Website. Use the Provider Manual as your source of truth when doing business with UCare.

POLICIES AND RESOURCES

[CLICK TO ACCESS POLICIES & RESOURCES PAGE](#)

This section contains important policies and resources available to help you work with UCare members. Examples: [Product/Benefit Tip Sheets](#), [Payment Policies](#), [Provider Key Contact Information](#)

PROVIDER NEWS

[CLICK TO SIGN UP](#)

Sign up to receive email communications from UCare. Each month, we publish our provider newsletter, *Health Lines*. For urgent changes to process or complex initiatives, we release Provider Bulletins. View all communications in the News Library on the [Provider News](#) page of our website.

PROVIDER PORTAL

[CLICK TO ACCESS PROVIDER PORTAL](#)

The Provider Portal is a secure website that allows your organization to access information needed to work with UCare members. You can view claims, EOPs and authorizations, verify member eligibility, email our Provider Assistance Center, and search the UCare Provider Network. Click this [Provider Portal Quick Reference Guide](#) for more details.

PROVIDER ASSISTANCE CENTER

If you have a question for UCare, you can send a secure message to the Provider Assistance Center when logged into the [UCare Provider Portal](#). This secure messaging system is the preferred method of contact for complex inquiries.

You may also call our Provider Assistance Center at 612-676-3300 or 1-888-531-1493 Monday through Friday, 8 am to 5 pm.



people powered health plans

AUTHORIZATIONS

[CLICK TO ACCESS AUTHORIZATION PAGE](#)

Member Eligibility

Member eligibility should be confirmed before seeing UCare members. Check UCare's [Provider Website](#) for coverage levels, co-payments, co-insurance and other information.

Providers have three options to verify that an individual is an active UCare member:

- Use the Member Lookup page on the [UCare Provider Portal](#).
- Use the Interactive Voice Response (IVR) system by calling the Provider Assistance Center
 - Have the individual's UCare member ID number and date of birth ready.
- Access the 270/271 transaction via McKesson PCS Support. Your clearinghouse can enroll with PCS to transmit these transactions to your organization. Have your clearinghouse contact [CHC \[pcssupport@changehealthcare.com\]\(mailto:pcssupport@changehealthcare.com\)](mailto:CHC_pcssupport@changehealthcare.com) or call 1-877-411-7271 to begin the enrollment and provisioning process.

For MHCP members, you can also use MN-ITS, the Minnesota DHS system for MHCP claims and other transactions. If you have questions or need access to MN-ITS, contact the MHCP Provider Call Center at 651-431-2700 or 1-800-366-5411.

Authorization & Notification

To check if a service or item requires prior authorization or notification, please refer to the authorization & notification grid by plan product at <https://www.ucare.org/providers/authorization> or contact the Provider Assistance Center at 612-676-3300 or 1-888-531-1493 toll free.

CLAIMS & BILLING

[CLICK TO ACCESS CLAIMS & BILLING](#)

An EOP provides information regarding the adjudication of your claims. This brief guide included below illustrates how to read your EOP and identify the differences for a paid or denied claim. An EOP will be posted to the provider portal once the claim processes. Checking the status of a claim or searching for a remittance advice (EOP) is performed within [UCare's Provider Portal](#).

[Provider Guide: The Explanation of Payment \(EOP\)](#)

THIRD PARTY BILLING

If you contract with a third-party biller to call UCare on your behalf, we need a signed acknowledgement form on file giving UCare permission to release information. Click the link below to approve a third-party biller.

[Provider Notification/Change/Update/Termination Third-Party Agreement](#)

CLEARINGHOUSE INFORMATION

UCare Payer ID: 55413. For more information visit, [Resources for Electronic Transactions](#).

If you have questions about EDI transactions, please email EDISupport@ucare.org.

PAYMENT AND REMITTANCE

UCare offers Electronic Funds Transfer (EFT) and Electronic Remittance Advice (ERA). If you need to make changes to your selections, please complete the Provider Payment and Remittance Request Form within [UCare's Provider Portal](#).

If you have questions about EFT or ERA transactions, please email EFT835@ucare.org.



people powered health plans

TAXONOMY REQUIREMENTS

UCare requires the corresponding taxonomy to be submitted whenever a National Provider Identification (NPI) is reported on a claim submitted directly to UCare or on claims that will crossover and be coordinated with UCare coverage. When taxonomy is not reported on a claim that includes a NPI number(s), the claim will be rejected.

- For professional claims (submitted via 837P or CMS 1500) – billing and rendering taxonomy.
- For institutional/facility claims– billing (submitted via 837I or UB04) and attending taxonomy (submitted via 837I).

CLAIM RECONSIDERATION REQUESTS (ADJUSTMENTS, RECOUPMENTS, APPEALS)

[Online Provider Claim Reconsideration Form](#)

CONTRACTING

If you have questions about your contract, need to know your contract effective date or know what products you are contracted to provide services for, contact providercontracts@ucare.org.

CREDENTIALING AND RECREDENTIALING

[CLICK TO ACCESS CREDENTIALING AND RECREDENTIALING PAGE](#)

Seeing UCare members prior to the credentialing approval date and a contract effective date will result in out-of-network claim processing, claim rejections or denials. If you have questions about credentialing or are unsure if a practitioner has completed the process, contact credentialinginfo@ucare.org.

CULTURAL SUPPORT RESOURCES

UCare actively supports and promotes behaviors, attitudes and policies that enable providers to deliver services in ways that meet the needs of consumers from diverse cultures.

The following resources may be of assistance to providers:

[Culture Care Connections](#)

[Multilingual Health Resource Exchange](#) - use "ucare" for both username and password

MANAGE YOUR INFORMATION

[CLICK TO MANAGE YOUR INFORMATION PAGE](#)

Ensure UCare has accurate information for your organization, location and service providers, so we can accurately display your information in the Provider Directory for our members. You can add or term locations, add or term practitioners, or update demographic information using our online tools.