

UCare Payment Cycle Delayed for Claims Paid the Week of April 13-20

While preparing payments for this week's payment cycle, UCare discovered a system error prior to payments being issued. In order to resolve this issue, UCare is delaying this week's claims payable cycle by one business day. **Claims processed between April 13-20 will be paid on Monday, April 25 instead of Friday, April 22.** We apologize for any inconvenience this may cause. After identifying the system issue, UCare determined that this delay was necessary to minimize rework and impact to provider accounts receivable processing.

This means that all steps in the claims payable process will shift by one business day. For example, Explanation of Payment (EOP) and 835 remits for this payable cycle will be available on Monday, April 25. Electronic Fund Transfers (EFT) will occur by Tuesday, April 26. For providers that are not enrolled in the EFT process, paper checks will be mailed via United States Postal Service on Monday, April 25.

Next week UCare's payable cycle will return to the established schedule and payments will be made available on Friday, April 29.