

## All UCare Providers: 2019 Electronic Data Interchange (EDI) Claims Delays for UCare Individual & Family Plans (formerly UCare Choices & Fairview UCare Choices) ONLY

The transition of the Individual & Family Plans to UCare's new claims adjudication system requires establishing new electronic connections with several partners. More time is needed to ensure these connections are fully tested and ready for processing against the [new UCare Payer ID](#) for this line of business.

As such, UCare is requesting that providers begin sending claims with dates of service in 2019 on or after **Jan. 10, 2019**, for Individual & Family Plan members. We apologize for the inconvenience this may cause. Based on estimates from 2018, 0.4% of total claims received for these same dates of service (Jan. 1-9) were for Individual & Family Plan (UCare Choices/Fairview UCare Choices) members.

Individual & Family Plan claims for **2018 dates of service and claims for all other lines of business are unaffected by this delay. Continue to submit those claims through your clearinghouse.**

### What can providers expect?

UCare estimates limited impact at this time. Here is what providers can expect during this short delay:

- **No impact:** Claims for all **2018 dates of service** are unaffected. Submit claims to your clearinghouse as you normally do.
- **No impact:** Claims for **Medicare, Medicaid and Dually Integrated Medicare and Medicaid members** (93% of UCare's membership) are unaffected. Submit claims to your clearinghouse as you normally do.
- **Impact:** Claims submitted for Individual & Family Plan members (UCare Choices/Fairview UCare Choices) with **2019 dates of service submitted using the existing UCare Payer ID** will **reject** as described in the [Oct. 24, 2018, bulletin](#). Rejected claims must be **resubmitted with the new UCare Payer ID on or after Jan. 10, 2019**.
- **Impact:** Claims submitted for Individual & Family Plan members (UCare Choices/Fairview UCare Choices) with **2019 dates of service submitted using the new UCare Payer ID** will **reject** until EDI connections are moved into production on Jan. 10, 2019. Providers can **submit claims on or after Jan. 10, 2019**. Based on estimates from 2018, 0.4% of total claims received for these same dates of service (Jan. 1-9) were for Individual & Family Plan (UCare Choices/Fairview UCare Choices) members. If the 2019 experience is similar, the overall impact should be minimal.