

All UCare Providers: Updates on Member Eligibility Services for 2019 Individual & Family Plan Members

UCare has identified some additional work required to accurately report member eligibility status for 2019 Individual & Family Plan (IFP) members (formerly known as UCare Choices & Fairview UCare Choices) in our **Interactive Voice Response (IVR)** and our **270/271 HIPAA Transaction**. We anticipate 2019 IFP member eligibility should be available in our IVR system by Jan. 18, 2019, and in the 270/271 HIPAA transaction by late February.

We apologize for this inconvenience. During this delay, providers can obtain updated member eligibility status in [UCare's Provider Portal](#) and by contacting the Provider Assistance Center at 612-676-3300 or 1-888-531-1493.

Member eligibility status is available for all other UCare health plans (Medicare, Medicaid and Dually Integrated health plans) using the IVR and the 270/271 HIPAA Transaction.

As a reminder, effective Jan. 1, 2019, Individual & Family Plan members (formerly known as UCare Choices & Fairview UCare Choices) **have a new member ID format** as previously detailed in the [Oct. 24, 2018 bulletin](#).

UCare is also observing providers submitting claims to the new Payer ID for products other than Individual & Family Plans. These claims will reject as described in the [Oct. 24, 2018 bulletin](#).