

UPDATED March 4, 2019

**March 4, 2019 Alert: UCare's online submission of Claim Reconsideration Requests for Adjustments/Appeals and Recoupments has been delayed. Following is the original Provider Bulletin. Please note, the dates listed below are no longer valid.**

January 17, 2019

## **UCare to Introduce Online Submission of Claim Reconsideration Requests for Adjustments/Appeals and Recoupments**

On March 4, 2019, UCare will introduce online submission of the *Provider Claim Reconsideration Form*. Online submission offers many benefits to providers, including:

- Notification of request receipt
- Reduction in clerical paperwork and staff-time to submit, follow-up, and track
- Lower paper and postage costs
- Quicker overall processing time

We will phase out acceptance of UCare's *Provider Claim Reconsideration Form* submitted through traditional mail or secure fax effective April 1, 2019. After that date, mailed or faxed forms will be returned.

To start using UCare's faster, easier and more efficient online submission of claim reconsideration requests on or after March 4, visit:

[home.ucare.org/providers](http://home.ucare.org/providers) (Login not required) → Claims & Billing → Forms & Links → select "Provider Claim Reconsideration Form"

1. Complete the form online.
2. Copy, scan and upload supporting documents.
3. Click "Submit" to complete the process.
4. After submitting the completed form, a pop-up window will appear with a confirmation number to reaffirm that it has been submitted successfully. Keep this number for future reference.
5. To check the status of a specific form submitted online, contact UCare's Provider Assistance Center at 612-676-3300 or 1-888-531-1493 and reference the confirmation number.