

News and Information

Jan. 29, 2019 (REVISED March 28, 2019)

UCare Providers Serving Individual & Family Plan Members: Updates on 2019 Claim Payments & Electronic Transactions

As described in earlier bulletins, UCare has made changes that affect claims submission for UCare Individual & Family Plans and UCare Individual & Family Plans with Fairview (formerly known as *UCare Choices* and *Fairview UCare Choices* plans) on Jan. 1, 2019. UCare is implementing a new claims system platform over the next two years. As UCare processes claims in the new system and issues payments, we want to alert providers to the following differences.

The following changes **only apply to UCare Individual & Family Plans (IFP)**:

Explanation of Payment (EOP): Providers who are contracted in multiple UCare networks/products will **receive two** different EOPs though they will both look similar. One will contain service claims for IFP members for 2019 dates of service and the other will contain all other service claims. With the set-up of the new claims system, some improvements and differences between the two EOPs that providers may see include:

- UCare has spent considerable time evaluating claims processing results and how they may be better matched to CARCs and RARCs. As such, providers may see slightly different CARCs and RARCs for services processed in the new claims systems than they will for similar services processed in our legacy claims system.
- Services listed on the new EOP should be better aligned with provider location and practitioner information, reflecting a stronger correlation to submitted data. However, a small subset of UCare's contracted providers that enumerate multiple locations under one NPI will see some changes in the level of detail provided in EOP (e.g., EOPs may be summarized at the provider Tax ID number instead of by each location).
- While UCare has completed a significant amount of data cleansing, it is clear that not all providers have recently supplied updated information. There could be instances where an EOP (and corresponding payment) is directed to a billing location that may not be current. Please go to the [provider website and update your information electronically](#).

ACH Payments/Checks: Similarly, providers will **receive two** payments from UCare corresponding with the appropriate EOPs as noted above.

REVISED 3-28-19 - Display of Information on UCare's Provider Portal: Claims data is now available on the Provider Portal. Explanation of Payment information will be accessible via UCare's Provider Portal within two days of payment.

Regarding Provider Demographic Updates: During the transition to the new claims platform, UCare will be maintaining provider data in two systems. Data for our Individual and Family Plan will be maintained in the new claims system and all other products will continue to be maintained in the current system. While, we'll make every effort to update both systems as closely as possible; we would like to inform providers that they may see a timing difference in claims and payment processing as a result of this upgrade.

Regarding 277ca (Claims Acknowledgement Report) Response Messages: UCare identified that some 277ca responses are not being sent. Claims status codes are in the process of being updated, and we expect to send remaining 277cas shortly. We apologize for the inconvenience.

REVISED 3-28-19 - Regarding 270/271 Benefit & Eligibility Transactions: Testing continues on this transaction, and we expect the updated transaction to be available again in early April. As previously noted, eligibility can be obtained from UCare's provider portal, through an Interactive Voice Response (IVR) option calling the Provider Assistance Center, or from calling the Provider Assistance Center at 612-676-3300 or 1-888-531-1493. We apologize for the inconvenience.