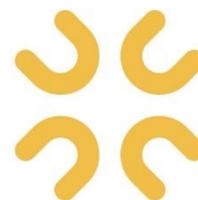# Provider Bulletin

December 18, 2020

Changes to the Payment and Remittance Selection Process

Effective immediately, UCare is changing the process to request updates to the provider's payment and remittance selections in an effort to help ensure the safety and accuracy of providers' bank account and routing information. This change applies to all UCare product lines.

Changes to the Process

- On Dec. 18, 2020, the form to request Electronic Fund Transfer (EFT) and Electronic Remittance Advice (ERA) changes was removed from the UCare website and is now accessible in the UCare Provider Portal. Click "Provider Inquiries" at the top of the page and select "Provider Forms," then "Provider Payment and Remittance Request Form."

- The form to request EFT/ERA changes has been updated to require the **prior** financial institution and clearinghouse information. If the prior financial institution/clearinghouse information field is not completed or the provider does not use the new form, the request will be sent back to the provider and a new request will need to be submitted with the information needed.

- UCare may reach out to providers with questions about the information submitted. Please maintain current billing office contact information with your UCare Contract Manager to reduce the processing time of these forms.

Need Access to the UCare Provider Portal

UCare's Provider Portal requires an account with a user name and password. If your clinic/facility does not have an UCare Provider Portal administrator, please click the register link on the portal login page. The register link should be completed by only one administrator within your clinic/facility. Once the administrator is given access to the UCare Provider Portal, the administrator will setup additional users within your clinic/facility.

Questions

If you have further questions, please call UCare's Provider Assistance Center at 612-676-3300 or 1-888-531-1493 (toll free) or visit ucare.org/providers.

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