

Provider Bulletin



News and Information

June 15, 2020

UCare to Roll Out A New Member ID Card Format

Beginning Aug. 1, 2020, UCare will introduce a new member ID card design for all products that will be issued for members who join UCare or seek a replacement ID during the remainder of this year.

UCare will not replace the cards issued earlier this year (Refer to the current [Member ID Card Tip Sheet](#) for examples of the current ID cards) for its other members. Providers should accept both ID card designs for the remainder of 2020. All members will have cards with the updated format after Jan. 1, 2021.

What's Changed?

Several subtle changes have been introduced with the new member ID card design:


- Cards for all product types will now be two-sided.
- Cards will display the card issued date instead of the coverage year.
- Cards for UCare plans with copayments will include copay information for several services. Following are examples of some of the abbreviations used:
 - ER (for Emergency Room)
 - OV (Office Visit)
 - UC (Urgent Care)
 - SP (Specialty Visit)

Member-specific copayment/coinsurance information continues to be available on the [Provider Portal](#). Generic copayment information is available on the product tip sheets (On [Eligibility & Authorization](#) page under General UCare Product Information).

New UCare Member ID Cards

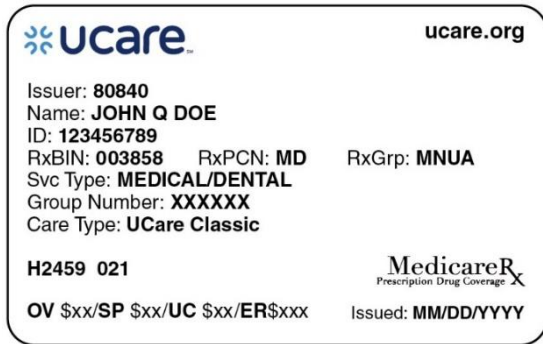
Below is an example of how the back of the new UCare Member ID cards will look.

FOR MEMBER USE - For emergency care go to the nearest hospital or call 911.
Customer Service: 612-676-3600 or 1-877-523-1515, TTY: 612-676-6810 or 1-800-688-2534
UCare 24/7 Nurse Line: 1-888-778-8204, TTY: 1-855-307-6976
Delta Dental Customer Services: 651-768-1416, TTY users call State Relay 711, 1-855-648-1416
Behavioral Health Services: 612-676-6533 or 1-833-276-1185
TruHearing: 1-833-750-5896
Appeals and Grievances: Call UCare: 612-676-6841 or 1-877-523-1517,
TTY: 612-676-6810 or 1-800-688-2534

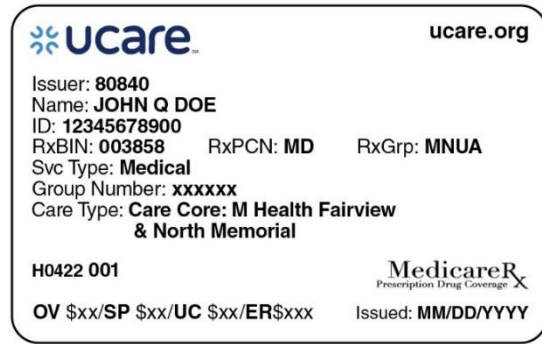


FOR PROVIDER USE - MN primary claims must be submitted electronically.
For outside MN submit claims to UCare, P.O. Box 70, Minneapolis, MN 55440-0070.
Prescription drug claims must be submitted electronically to Express Scripts.
Submit chiropractic claims to: Fulcrum Health, Inc., P.O. Box 981808, El Paso, TX 79998-1808
Provider Assistance Center: 612-676-3300 or 1-888-531-1493
Express Scripts Help Desk for Pharmacies: 1-800-922-1557
Dental: Delta Dental of Minnesota, P.O.Box 9120, Farmington Hills, MI 48333-9120

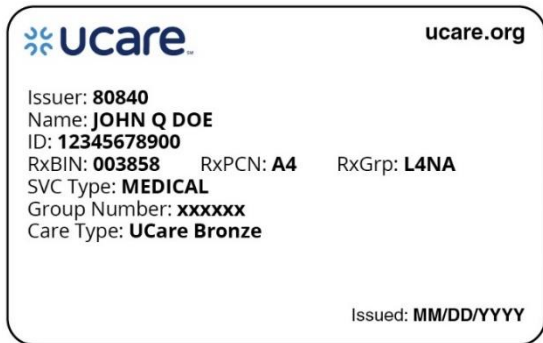
Following are examples of how the fronts of the new cards could look based on the product.



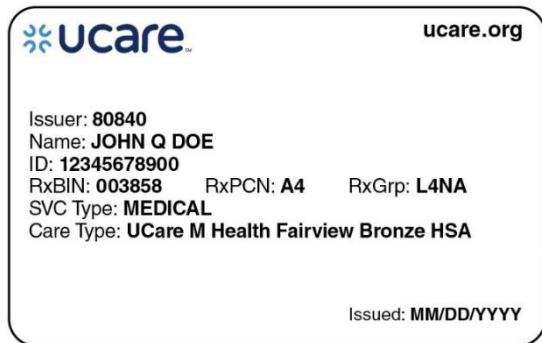
UCare Medicare Plans



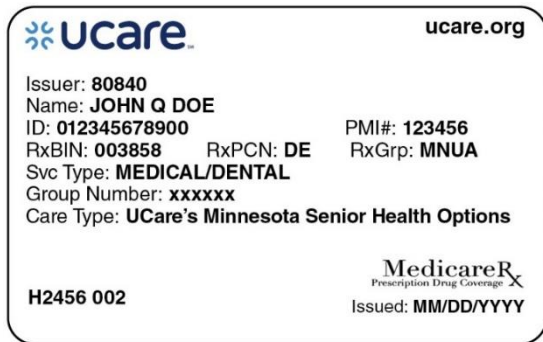
UCare Medicare with M Health Fairview & North Memorial



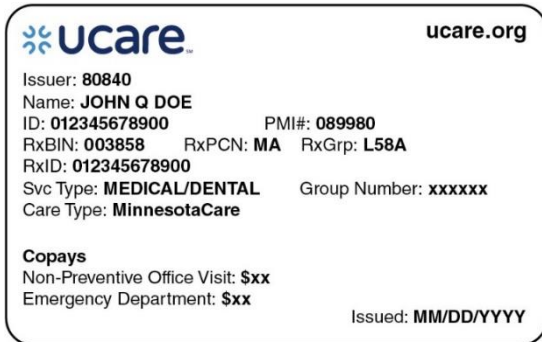
UCare Individual & Family Plans



UCare Individual & Family Plans with M Health Fairview



Minnesota Senior Health Options, UCare Connect + Medicare



Minnesota Senior Care Plus (MSC+), UCare Connect (SNBC), Prepaid Medical Assistance Program (PMAP), MinnesotaCare (MnCare)



EssentiaCare