Provider Bulletin

Reminders for Smoother Claim Submissions

UCare has noticed several claim submissions issues that are causing denials or delays. Following are reminders to assist providers in remedying these common issues prior to claim submission.

Location Not Set Up With UCare

Issue: When providers submit claims for locations that are not set up in UCare's system, the claims are denied for invalid location.

Solution: Providers should first complete the online form (https://www.ucare.org/providers/our-network/manage-your-information, see "Add a Facility or Location") to have new locations added. This process may also require an update to the contract.

Replacement Claims

Issue: Providers submit a new claim to alter a claim that has already been submitted when they should be submitting a replacement claim. This practice increases the time it takes for claims to process as the system will flag the new claim as a potential duplicate to the original claim and require a manual review. Additionally, the member will receive one or more denial letters when multiple claims are submitted for the same service or set of services, which could cause them confusion or frustration.

Solution: Providers should submit replacement claims when appropriate. In most cases, the replacement claim will auto adjudicate, resulting in quicker processing.

Electronic Acknowledgements of Claim Receipt

Issue: Provider doesn't receive electronic acknowledgements of claim receipt and submits a duplicate claim. When this happens, the time it takes for claims to process increases because it must be manually reviewed. Additionally, the member will receive one or more denial letters when multiple claims are submitted for the same service or set of services, which could cause them confusion or frustration.

Solution: If a provider is unsure whether a claim has been received, the provider should check the UCare Provider Portal for claim status.

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