



Contact for County Questions:

Annie Halland, 612-676-3317
 Heather Dodd, 612-294-5737
 Sharon Crawford, 612-294-5421
 UCarecountyrelations@ucare.org

Important UCare Phone Numbers

Contact Number	Local	Toll Free	Fax
Appeals and Grievances	612-676-6841	1-877-523-1517	612-884-2021
Chiropractic Services			
Fulcrum Health - chiropractic services, network, and claims www.chirocare.com		1-888-638-7719	
Clinical Services			
➤ Case Management Central Intake MSHO/MSC+ Enrollment CMIntake@ucare.org	612-676-6622	1-866-242-2497	612-884-2057
➤ PMAP/MinnesotaCare Case Mgt. Intake PMAP_CM@ucare.org	612-676-6512		
➤ Clinical Authorizations for Services	612-676-6705	1-877-447-4384	612-884-2499
➤ Clinical Care Coordinator Liaisons clinicallyaion@ucare.org	612-294-5045	1-866-613-1395	
➤ UCare Connect Enrollment Roster connectintake@ucare.org			
➤ PCA Services, Clinical Authorizations ucarepca@ucare.org	612-676-6705 Option 2, then 4	1-877-447-4384	612-884-2094
➤ Elderly Waiver Authorizations clsintake@ucare.org	612-676-6705 Option 2, then 5	1-877-447-4384	612-884-2185
➤ UCare Connect Care Navigator Line	612-676-6502	1-877-903-0062	
Customer Service			
➤ PMAP, MinnesotaCare and MSC+	612-676-3200	1-800-203-7225	
➤ MSHO	612-676-6868	1-866-280-7202	
➤ UCare Connect	612-676-3395	1-877-903-0061	
➤ UCare Connect + Medicare	612-676-3310	1-855-260-9707	
➤ TTY services	612-676-6810	1-800-688-2534	
Dental Health Services			
➤ UCare members should call UCare Dental Connection, a one-stop shop for all dental care coordination needs.	651-768-1415	1-855-648-1415	
➤ County staff should call Delta Dental's Government Programs Access Unit.	651-994-5198	1-866-303-8138	
➤ TTY services	711	711	
Disease Management			
Asthma, diabetes, heart failure programs	612-676-6539	1-866-863-8303	
Health Promotion			
Health and wellness programs (car seats, incentives, maternal and child health)	612-676-3351	1-866-243-5157	
Managed Care Advocates may contact UCare when working on an urgent member issue CustomerExperienceSpecialist@ucare.org	612-294-5574		



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Mental Health & Substance Use Disorder Services			
MH-SUD Triage Line	612-676-6533	1-833-276-1185	
MH-SUD Access Line Assist members with scheduling appointments	612-676-6811	1-833-276-1191	
MH-SUD Intake Team Authorizations, Notifications, and Children’s Mental Health Screening and Placement MHSUDservices@ucare.org	612-676-6705	1-877-447-4384 Option 2, then 2	1-855-260-9710 612-884-2033
Claims, Billing, and Benefits www.ucare.org/providers/Pages/ProviderPortal.aspx	612-676-3300	1-888-531-1493 follow prompts	
24/7 Nurse Line			
➤ PMAP, MinnesotaCare, MSC+, MSHO, UCare Connect & UCare Connect + Medicare		1-800-942-7858	
➤ UCare Medicare Plans		1-888-778-8204	
➤ TTY services (for all products)		1-800-688-2534	
Provider Assistance Center (PAC)			
Claims, billing, benefit questions	612-676-3300	1-888-531-1493	
Restricted Member			
Reporting or information on restricted member	612-676-3397		612-884-2316
Sales			
➤ MSHO, UCare Connect & UCare Connect + Medicare	612-676-3554	1-800-707-1711	612-884-2122
➤ TTY services	612-676-6810	1-800-688-2534	
➤ UCare’s Keep Your Coverage program (helping SNBC members keep their coverage)	612-676-3438	1-855-307-6978	612-884-2346
➤ UCare Medicare Plans	612-676-3500	1-877-523-1518	
➤ UCare Individual & Family Plans	612-676-6606	1-855-307-6975	
Tobacco Quit Line			
For members who wish to quit tobacco or e-cigs		1-855-260-9713	
Transportation			
Bus Passes, Common Carrier, Special Transportation Services. CSTransportationdept@ucare.org	612-676-6830	1-800-864-2157	
virtuwell			
Unlimited virtual visits at no cost for members www.virtuwell.com			

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Sign up for our monthly Provider newsletter and bulletins at ucare.org/providers

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