

# Provider Bulletin



## News and Information

June 23, 2022

### UCare Implements Virtual Hold For Providers

Beginning Thursday, June 23, providers may use virtual hold technology when calling UCare's Provider Assistance Center (PAC).

#### What Is Virtual Hold?

Virtual hold gives providers the option to hang up while the system holds their place in queue instead of waiting on hold until their call is answered. Once it is their turn, the provider is automatically called back. Virtual hold can call the provider back at the originating number, or the provider may choose to enter a different number. Please note, virtual hold cannot select menu options or enter a phone extension on the call back.

Providers will continue to have the choice to stay on the line for the next PAC representative or leave their name and number for a call back.