

# Provider Bulletin



## News and Information

May 18, 2022

### **Inappropriate Rejection of Some PCA Claims**

UCare has identified that some Personal Care Assistant (PCA) claims are experiencing inappropriate rejections for 2022 dates of service. Providers may or may not have received a 277CA (claims acknowledgement) from UCare indicating the rejection. The impacted claims also do not appear in the Provider Portal. Claims that show in the portal are not impacted.

UCare is working diligently to resolve the issue by the first week of June and appropriately accept or reject impacted claims. No action is needed by the provider at this time. Once resolved, UCare will issue a new 277CA with the correct status and information will be available in the Provider Portal.

We apologize for any inconvenience this has caused providers.