

Provider Bulletin

News and Information



November 7, 2022 (updated December 28, 2022)

UCare Transitions to New Provider Portal

UCare has launched its new Provider Portal. This month, Provider Portal Administrators (Admins) for health care organizations that work with UCare are being notified to set up their accounts in the new portal. In the coming weeks, the Admins will need to assign access to Users from their organization and/or third-party agencies*, allowing them to set up their accounts.

What's On the New Portal?

- The new portal has the same capability as the legacy portal to verify member eligibility and benefits, as well as status of authorizations and claims.
- The new portal contains more visual data such as member spend and remaining out of pocket expenses.
- Users may still send messages to the Provider Assistance Center through the portal, but now Users can add attachments.
- The new portal is modern looking, intuitive to use and easier to find information quickly.

What to Expect During the Portal Rollout

Updated December 28, 2022: Decommission date of legacy portal removed.

Once the Portal Admin assigns access to Users, the Users will receive an activation email from do-not-reply@provider.ucare.org. This email includes a link to Activate Account, which will require setting up a password and multifactor authentication to begin using the Provider Portal. Providers should check their email junk folder in case the activation email is delivered there. **Users are encouraged to activate their accounts as soon as possible since the legacy portal will be decommissioned at a future date. Portal Users who do not receive activation emails should first contact the Portal Admin at their organization to confirm the Admin did assign access.** Provider Admins are responsible for assigning access to Users at their organization.

Training sessions will occur for users who have activated their account later this month. A recording of the training session will be posted to the Frequently Asked Questions page in the new Provider Portal (click the ? icon at the top of any page in the portal) for Users who are activated later. Users should complete training before using the full functionality of the portal.

Which Portal Should Be Used?

There will be a transition period where some Users will not yet have access to the new Provider Portal. UCare will launch a portal login page that will allow Users to access logins to both the legacy portal and the new portal later

this month. **Providers should continue to use the legacy portal until they have been assigned by their organization's Portal Admin, received the activation email, activated their account and completed training.** After completing these steps, providers can begin using the new Provider Portal.

When Will the Legacy Portal Be Retired?

Updated December 28, 2022: Retirement date of the legacy portal removed.

The legacy portal will be retired at a future date. UCare will give advance notice of the retirement. Users should activate their account and start using the new portal as soon as they are able.

Requesting Portal Admin Access to the New Portal

If an eligible organization does not have a Portal Admin and needs access to the new UCare Provider Portal, the organization should have their chosen Admin Request Access through the link on the new portal login page (available in late November). The individual registering is designated as the Portal Admin. Third-party billing agencies are not approved to be Portal Admins.

Additional Information

A Frequently Asked Questions page with links to the Admin and regular User Guides is available through the “?” icon at the top of any page on the new portal.

**Providers will need to submit the [Third-Party Agreement Notification form](#) (located under “Third-Party Billing”) to ensure UCare has proper documentation on authorized third parties.*