Provider Bulletin
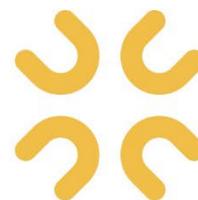
May 6, 2024

Terminating a Third-Party Agency relationship

When providers terminate their relationship with a Third-Party Agency (TPA), **it is imperative that upon termination, providers remove provisioning access in the provider portal for provider TIN(s) accessed by the TPA users within five business days.** UCare's security protocols and data management practices for the UCare Provider Portal require that TPA user access assigned to one or more Tax Id Numbers (TIN) must be promptly changed to "No Access" by the Provider Portal Administrator.

To remove Provider Portal user access, review the instructions in the [Provider Admin User Guide](#) (See User Management sections: No Access Permissions, Edit User Details and Edit Access Details).

Promptly removing access helps to ensure member data is only used by authorized users. Direct questions to the Provider Assistance Center at 612-676-3300 or 1-888-531-1493 toll-free, from 8:00 am to 5:00 pm, Monday through Friday.