



Frequently asked questions

In recent weeks, UCare has announced several changes to its product offerings for 2025 and 2026. To help providers navigate these changes, UCare created a webpage to house the different resources for each product – [Provider FAQ: UCare Product Changes](#).

Providers may continue to serve all active UCare members for the products listed in their Provider Participation Agreement with UCare.

Plan changes affect only members, not the provider’s ability to serve **any** active UCare members -- even if the provider is located in a county where UCare has exited.

2025 UCare Provider Manual Q4 update

The [UCare Provider Manual](#) has been updated to reflect current business practices. See Appendix A within the latest version for quick links to updates in the following chapters:

- Member enrollment and eligibility
- Provider credentialing
- Authorization and notification standards
- Member appeals and grievances
- Medication Therapy Management program and pharmacist-provided services
- Integrated care management
- Home and community based services or waiver services
- Hospital services

Ineligible Provider List updated October 6, 2025

Contracted UCare providers must make sure that they, their company, owners, managers, practitioners, employees and contractors are not on the UCare Ineligible Providers List.* Providers should search the list of UCare Ineligible Providers on a regular basis, and before hiring or entering into contracts with individuals to provide services or items to UCare members.

For the most current list, contact providercontracts@ucare.org for assistance. For additional information, refer to the Provider responsibilities chapter of the [UCare Provider Manual](#).

Questions regarding the UCare Ineligible Providers List should be directed to compliance@ucare.org.

***Note:** This list is in addition to any prior and ongoing communications regarding ineligible individuals that network providers may receive.

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UCare provider website
www.ucare.org/providers

Provider Assistance Center
612-676-3300
1-888-531-1493 toll-free

Quit Smoking and Vaping Program for maternity

UCare offers a special program to help members who are planning a pregnancy, pregnant or postpartum quit smoking, chewing tobacco and vaping. Members have access to specially trained quit coaches, who provide greater intensity of behavioral support with relapse prevention, more outbound coaching calls and unlimited inbound calls. Eligible pregnant and postpartum members who call the quit line to complete an initial assessment will receive a \$25 gift card.

Advise members to enroll, by calling the UCare Tobacco & Nicotine quit line at 1-855-260-9713, visiting myquitforlife.com/ucare or downloading the Quit for Life mobile app.

Documentation improvement: major depressive disorder

October is National Depression and Mental Health Screening Month, and the first week of October marks Mental Illness Awareness week where we focus on major depressive disorder.

Major depressive disorder (MDD) is characterized by either a depressed mood or loss of interest or pleasure in usual activities. Symptoms can be varied, but several criteria must be met to be categorized as MDD, and the symptoms cannot be attributed to another medical condition, mental disorder or substance use.

The following criteria are required to be met:

- the depressive episode lasts a minimum of two weeks
- the depressive episode causes significant problems at school, home, occupation or in social situations
- there has never been a hypomanic or manic episode.

Providers should document any symptoms attributed to the diagnosis of major depressive disorder, such as loss of interest or pleasure in all activities; sleep disturbances; changes in appetite or weight; the inability to concentrate or make decisions; fatigue; feelings of poor self-worth, hopelessness or guilt; agitation or sluggishness; physical aches and pains; suicidal thoughts; and any other factors that led to the providers medical decision-making process.

Providers should also include the severity and type of episode in their documentation.

- Episode: single or recurrent
- Severity: mild
- Moderate: severe without psychotic features or severe with psychotic features
- Clinical status of the current episode: in partial or full remission
- Also, document any treatment plans, medication, counseling or therapy

Documentation examples include:

- Major depression, recurrent, in remission
- Moderate recurrent major depression
- Major depression, single severe episode with psychotic features

Resources:

- <https://www.findacode.com/search/search.php>
- <https://www.mdcalc.com/calc/10195/dsm-5-criteria-major-depressive-disorder>
- <https://www.cms.gov/files/document/fy-2025-icd-10-cm-coding-guidelines.pdf>

Training for participating providers working with UCare

UCare offers monthly virtual training opportunities for new providers and long-standing partners working with UCare. These trainings will give providers a better understanding of the following:

- UCare programs available for members
- UCare enrollment and onboarding process
- UCare provider portal and clearinghouse requirements
- Service authorization and prior authorization process within UCare
- General claim processing overview and tips
- How to notify UCare of administrative changes
- Information regarding how to access resources and assistance within UCare

Providers can register for the live WebEx on UCare's [Training and Education](#) webpage. Please choose the session that best fits your UCare enrollment.

Fraud, waste and abuse reporting reminder

UCare takes a proactive approach toward stopping [fraud, waste and abuse](#) (FWA). Health care resources are limited, we ensure they are devoted to meeting genuine health needs. Providers should call 1-877-826-6847 for an anonymous reporting option or email compliance@ucare.org to report any suspected FWA against UCare or UCare members.

UCare provider news emails

If you know someone who could benefit from receiving news and alerts from UCare Provider Communications, invite them to sign up for UCare provider emails [here](#). Multiple employees in an office can subscribe to receive provider news emails. Once they sign up, they will receive monthly *Health Lines* newsletters and bulletin updates from UCare. Note: Workplace security often filters emails that could be spam. As a result, emails providers signed up to receive can end up in spam or junk folders. To ensure this doesn't happen with UCare Provider Communications emails, add the providernews@ucare.org email address to the safe senders or contact list. Each email platform's settings differ; check with your IT department or email provider for instructions on how to do this.

Upcoming holidays

UCare and the Provider Assistance Center (PAC) will be closed on the following days:

- Thursday, Nov. 27, 2025 – Thanksgiving Day
- Friday, Nov. 28, 2025 – Day after Thanksgiving
- Wednesday, Dec. 24, 2025 – Christmas Eve Day
- Thursday, Dec. 25, 2025 – Christmas Day

If you need assistance during this time, self-service will be available through the Interactive Voice Response (IVR) system or by logging into the Provider Portal to verify eligibility, check claims status or send a message to PAC.