



Provider contracting outreach

In May, UCare providers should have received a mailing from Medica about their contract. Providers who have not received this mailing or who have questions about the mailing should email ProviderNetworkQuestions@medica.com (include contact information, relevant tax IDs and appropriate mailing address).

As a reminder, the following resources are available to assist providers with the transition:

[Provider frequently asked questions](#)

[Medica provider news and alerts](#)

Notice regarding 2025 and prior claims

UCare Minnesota was placed into Rehabilitation by order of the District Court, Second Judicial District, County of Ramsey on Dec. 17, 2025. A Rehabilitation Plan has been approved by the Court to facilitate the rehabilitation of UCare. Some provisions of the Provider Manual/Provider Website have been superseded by Court Order. For example, the requirements around timely filing of claims and appeals have been amended. The Rehabilitation Plan also provides for the periodic payment of claims as funds are available. Please see [UCare Minnesota – In Receivership](#) for additional information. To the extent there is a conflict or inconsistency between orders of the Court and/or [UCare Minnesota – In Receivership](#) and the Provider Manual, Provider Website or any other UCare documents, the orders of the Court and [UCare Minnesota – In Receivership](#) control. 2026 claims are not impacted.

More information

The following provider frequently asked questions are available:

[Dates of Service Dec. 31, 2025, and prior – Rehabilitation](#)

[Dates of Service 2026 - Medica](#)

Providers are encouraged to bookmark these pages and visit them regularly for the latest information.

Accurate member information is key to smooth claim submissions

Each time a member presents for services, providers should ask for a current insurance card. This allows you to update

Table of Contents

- [Provider contracting outreach](#)1
- [Notice regarding 2025 and prior claims](#)1
- [Accurate member information is key to smooth claim submissions](#)1
- [State of Minnesota begins enforcing provider enrollment requirements for pharmacies](#).....2
- [2026 UCare provider training series](#)2
- [Fraud, waste and abuse reporting reminder](#)2
- [Upcoming holidays](#)2

UCare provider website
www.ucare.org/providers

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

information in your electronic records system, which can reduce rejected claim submissions or delayed claims processing.

When submitting a claim, the UCare member ID number listed on the card, or given on the electronic eligibility and benefit transaction, should be submitted exactly as provided; no digits should be added or excluded. Please note that all UCare members have their own unique member ID number. Do not submit claims using the subscriber ID number with a dependent code.

Maintaining current insurance information for members is imperative to successful and timely claims processing. Incorrect member information can initiate suspected fraudulent claims investigations and HIPAA violations. Please remember to verify that the information on the claim submission matches the information of the member receiving the service (name, member ID number, birth date, address, etc.).

State of Minnesota begins enforcing provider enrollment requirements for pharmacies

Effective June 1, 2026, pharmacies are required to be enrolled with the State of Minnesota to fill medications for Medical Assistance (Medicaid) members. Prescription claims will reject and will not be covered if a pharmacy is not enrolled with the state.

UCare notified members by mail if they are currently using a pharmacy that is not enrolled with the state. This mailing included alternate pharmacies to use. Members will need to work with their pharmacy to transfer their prescription(s) to an enrolled pharmacy listed on the letter they received.

2026 UCare provider training series

UCare will continue to offer monthly virtual training opportunities for participating providers. These trainings will give providers a better understanding of the following:

- UCare programs available for members
- UCare enrollment processes and requirements
- UCare provider portal and clearinghouse requirements
- Authorization and notification information
- General UCare claim processing overview and tips
- How to notify UCare of administrative changes
- How to access resources and assistance within UCare

Providers can register for the live WebEx trainings on UCare's [Training and Education](#) webpage.

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.

Upcoming holidays

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

- Friday, June 19, 2026 – Juneteenth
- Friday, July 3, 2026 (observed) – Independence 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.