



### 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 Some provisions of the Provider Manual/Provider Website have been superseded by Court Order.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.

### 2026 UCare Provider Manual Q2 update

The UCare Provider Manual has been updated to reflect current business practices. See Appendix A within the latest version for a summary of changes.

The Q2 updates include a notice regarding 2025 and prior claims and the removal of outdated information in the Provider Credentialing chapter.

The latest version of the Provider Manual is available at [ucare.org/providers/policies-resources/provider-manual](http://ucare.org/providers/policies-resources/provider-manual).

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**UCare provider website**  
[www.ucare.org/providers](http://www.ucare.org/providers)

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

## Adding or updating a Personal Care Attendant (PCA)

UCare uses the Minnesota Department of Human Services' (DHS) PCA file to enroll DHS-approved PCAs and no longer requires a separate form for individual PCAs to be enrolled. If a facility is enrolled with UCare and an individual PCA is enrolled with DHS, the provider does not need to submit additional forms to UCare and will not receive a confirmation letter. Providers who submit a form to change a PCA should wait 30 days before billing.

## 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](mailto:compliance@ucare.org) to report any suspected FWA against UCare or UCare members.

## Upcoming holiday

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

- Monday, May 25, 2026 – Memorial 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.