Provider Portal User Guide

This document is for users of the UCare Provider Portal to explain the features and functions of the portal.

A key for formatting in this document is as follows:

- *Italic font* – indicates something seen in the system. Things like headers, field names and titles on buttons.
- **Bold font** – indicates an action to be taken such as clicking, selecting, typing and so on.

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Detailed information can be found at ucare.org/providers. The provider manual can also be found at this link. Our Provider Assistance Center is also available for questions and can be reached at 612-676-3300 or toll free at 1-888-531-1493. The hours of operation for the Provider Assistance Center are from 8:00 am to 5:00 pm, Monday through Friday.

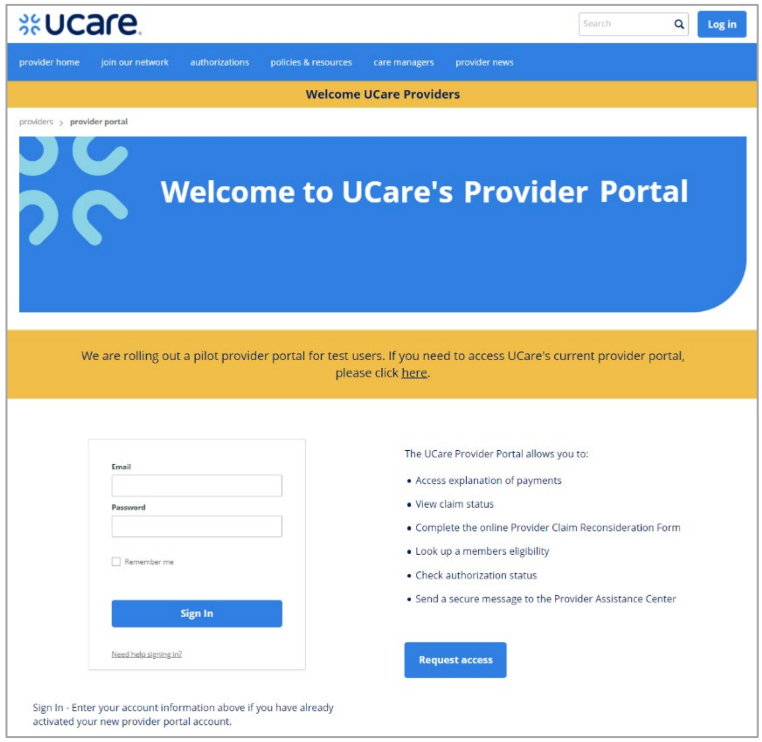
New User Setup

All Provider Portal User accounts are established by the Provider Portal Administrator (Admin) for your organization's Tax ID Number (TIN).

When your Provider Admin gives you access, you will receive an email with instructions to create a Password and Multifactor Authentication (MFA). You may then log in to the Provider Portal.

Here is the URL for the UCare Provider Portal. You may want to bookmark it for future use: https://www.ucare.org/providers/provider-portal

The decision to add a User from a third-party entity is determined by the Provider Admin. Admins can set up a new user from a third-party entity. UCare needs to have on file, a Third-Party Authorization form before a third-party User can be added. Access the form here.



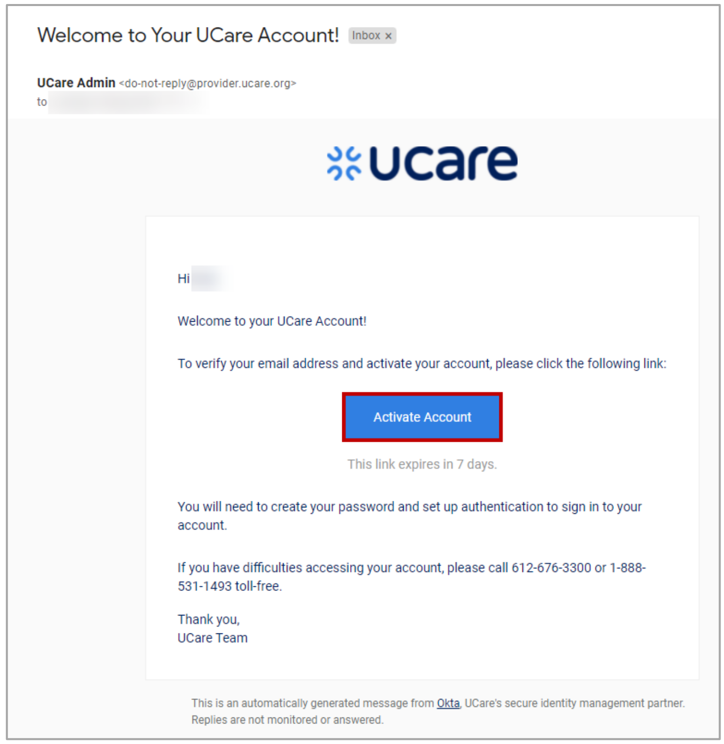
Notification of Access

Email to Activate Your Account

Once the Provider Admin for your organization adds you to the new Provider Portal, you will receive an email with instructions to begin activating your account.

- Click the **Activate Account** button.

You will be able to verify your email address, create your password and set up multifactor authentication.



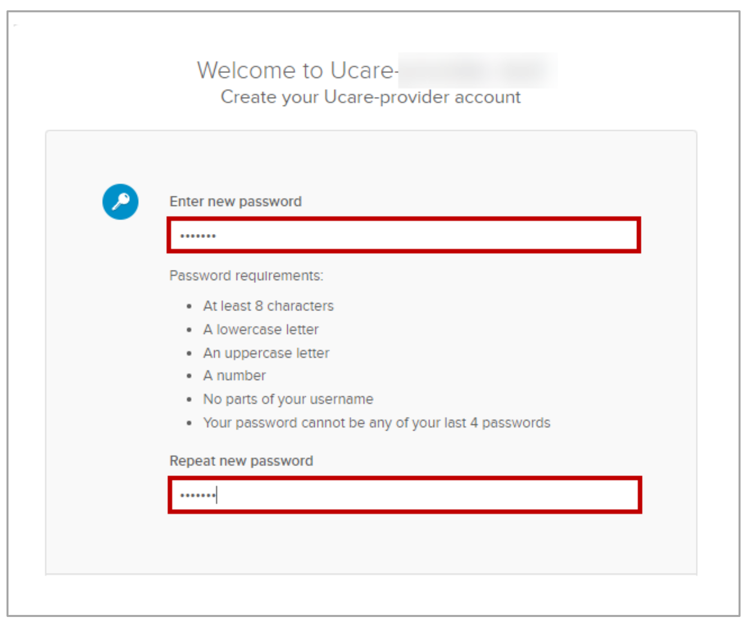
Activate Your Account

Create a New Password

After clicking the **Activate Account** button from the approval email, a browser window opens in which you will be able to create your Provider account.

On the screen that displays, set up a new password according to the requirements for creating your UCare Provider account.

- **Enter a new password**
- **Reenter the new password**

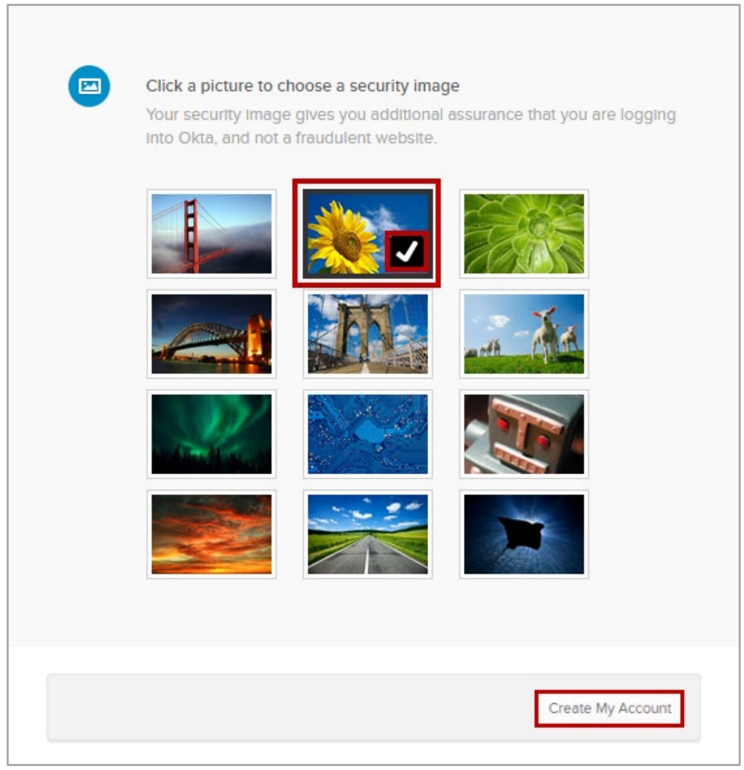


Choose a Security Image

Select the image you like best on this page.

Upon subsequent usage of the portal, seeing the image you selected will confirm you are accessing the portal, not any other suspicious (fraudulent) website.

- Click **Create My Account**.



Sign Into Provider Portal and Set MFA

Next, sign in with your new password:

- *Email* = **Type Email**
- *Password* = **Enter Password**

- Click **Sign In**

A new page displays, on which you will set up your MFA.

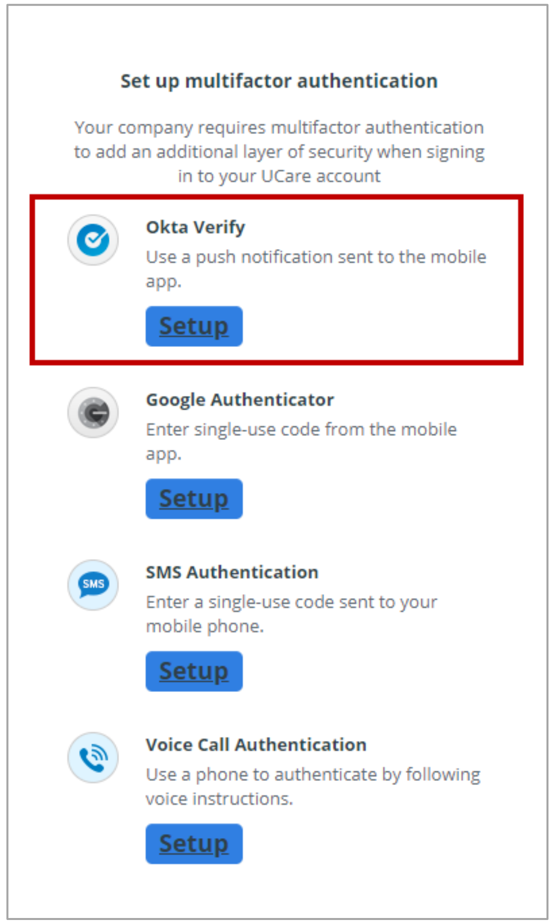
Doing this enables another layer of security when signing into your account with UCare.

There are four choices for MFA:

- *Okta Verify* = a push notification sent to an app on your phone
- *Google Authenticator* = a single-use code sent to an app on your phone
- *SMS Authentication* = a single-use code sent as a text message to your phone
- *Voice Call Authentication* = voice instructions to authenticate given by phone call

Each option will provide onscreen instruction for set up.

In this example, the selection shown is *OKTA Verify*.



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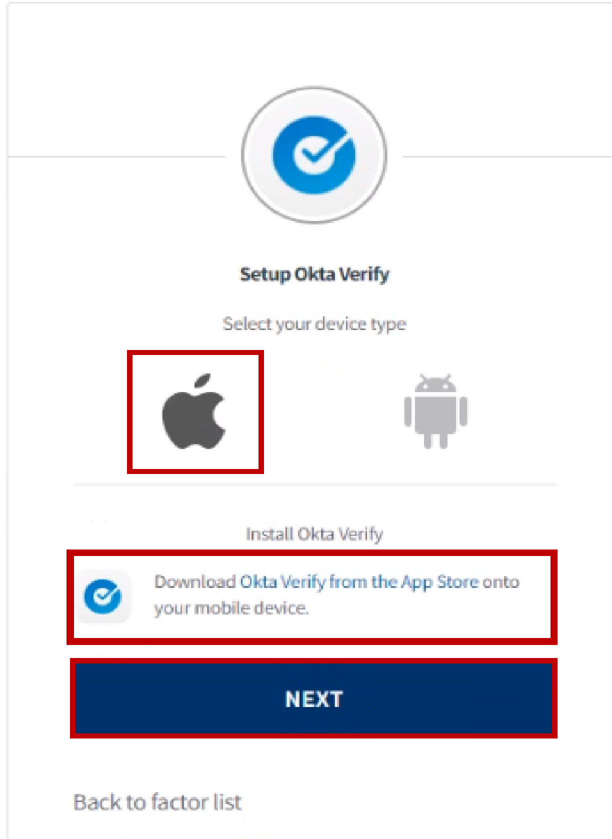
MFA Example: Okta Verify On the next page, the portal will walk you through getting set up to use your MFA choice, in this case, *Okta Verify*. • *Select your device type* = click either the **Apple** icon, or the **Android** icon to identify the type of phone you have. • On your phone, go to the Apple App Store (iOS) or the Google Play Store (Android). Search for Okta Verify app. • Install Okta Verify on your device. • Click the **Next** button.	

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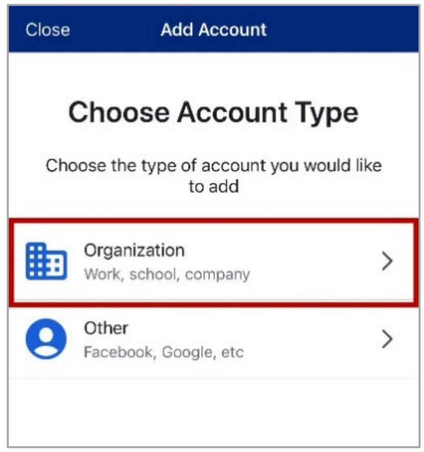
Complete MFA Setup

The final step to set up this MFA choice (*Okta Verify*) is to open the app on your mobile device to add the account that will enable you to log into the portal.

Launch the *Okta Verify* app on your device, and select **Add an account** (or the **+** button in the top right).

On the *Choose Account Type* page, select **Organization**.



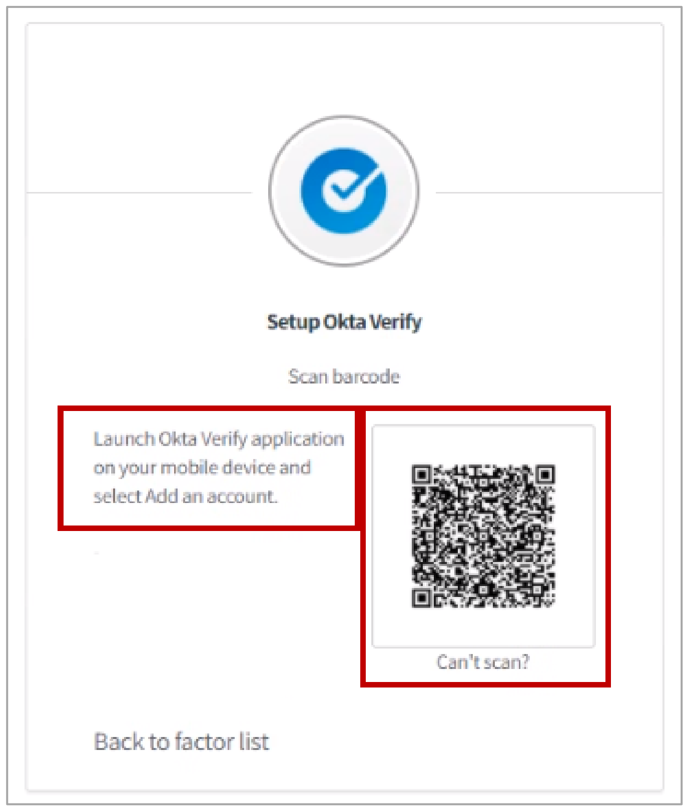
On the *Do You Have the QR Code?* screen, select **Yes, Ready to scan**.

Then, scan the QR code from this page.

If you have problems, or can't scan the code for some reason, click **Can't scan?** for assistance.

Google Verify is also available and works similarly to Okta Verify.

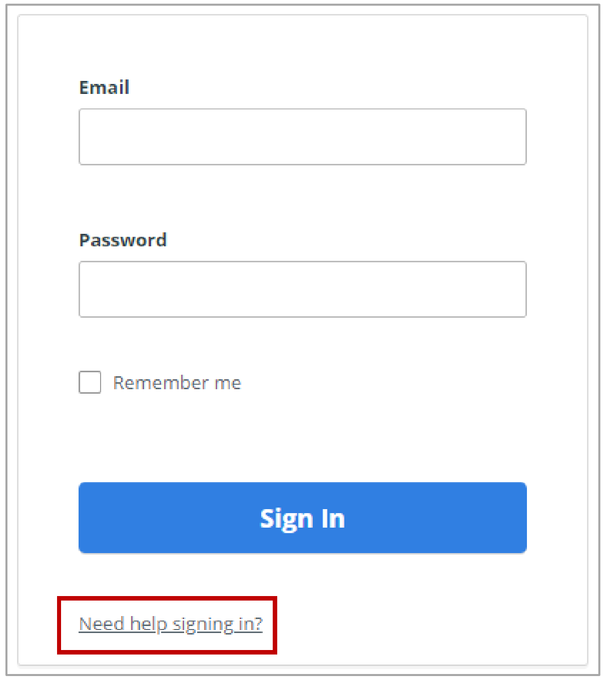
> **NOTE:** If you prefer to not use an app on your phone for verification, phone call and text options are also available.
>
> **NOTE II**: If a user switches to a new mobile phone for their authentication, they will need to call PAC and request a Multifactor reset.



Request for Help Logging In

If you cannot remember your password, or need help logging in,

- Click **Need help signing in?**

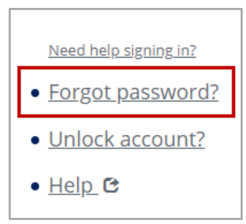


Reset Password

Two additional links display.

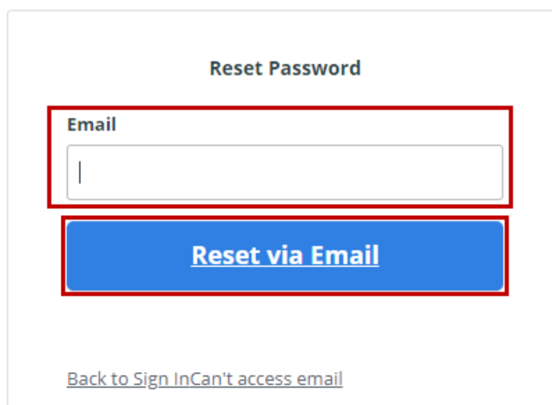
If the reason you are having trouble signing in is because you have forgotten your password,

- Click **Forgot password?**



Enter your email address, and

- Click **Reset via Email**

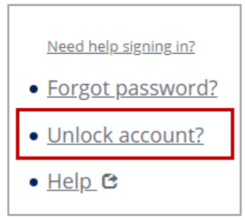


Instructions for resetting the password will be sent to your email immediately.

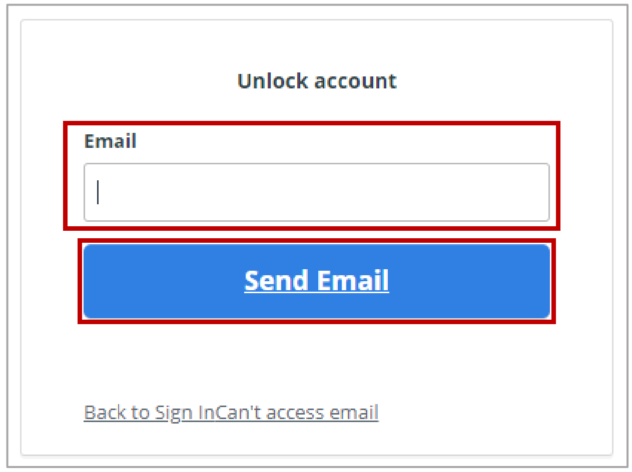
Unlock Account

If the reason you are having trouble signing in is because your account is locked (after five incorrect log in attempts, your account is locked for 60 minutes),

- Click **Unlock account?**



Enter your email address and follow the instructions emailed to you.



For assistance with other frequently asked questions,

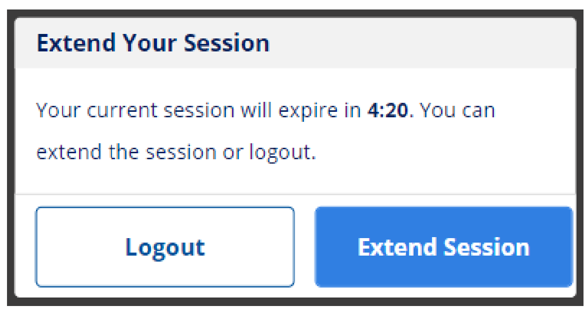
- Click **Help.**

Logout due to Inactivity

The Provider Portal will automatically log you out if it is left in an inactive state for more than 30 minutes.

If you receive a message your current session will expire, you may click **Extend Session** to remain logged in.

Log back in as usual if the session expires before you can extend.



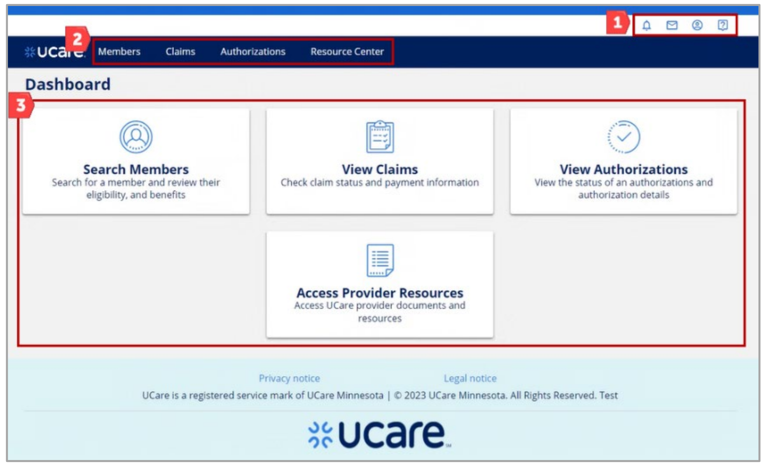
Provider Portal Home Page

The Homepage of the UCare Provider Portal is referred to as the *Dashboard*. It has a number of areas to help the user navigate the functionality they may wish to access:

1. Navigation tools
2. Dashboard header row
3. Dashboard tiles

We will look at each area to describe what can be done from that section.

The first set of icons we'll address are those in the upper right corner – the Navigation tools.



1. Navigation Tools

In the upper-right corner of the Dashboard you will find these four icons:

- *Notifications* icon
- *Message Center* icon
- *Profile/Logout* icon
- *Provider Portal FAQs* icon

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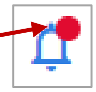
Notifications

Important information will be sent to users with your role via *Notifications*.

A red circle on the bell icon indicates there are new notifications to read.



When the page is open, unread notifications display with bold text.

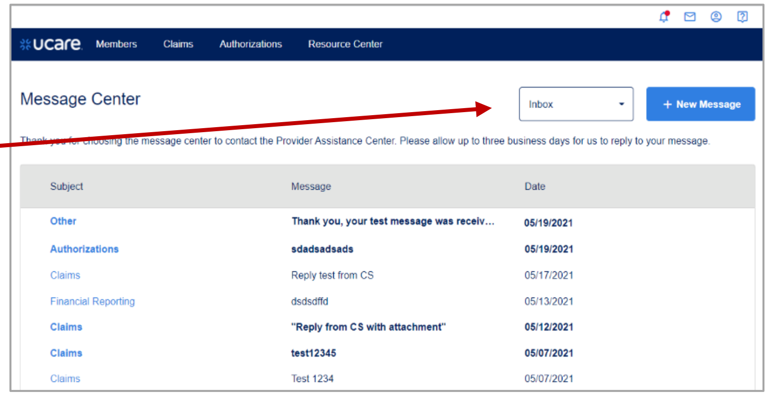
Click the down arrow to read the notification.

NOTE: It is not possible to respond to a notification. It is strictly meant to inform you of something.

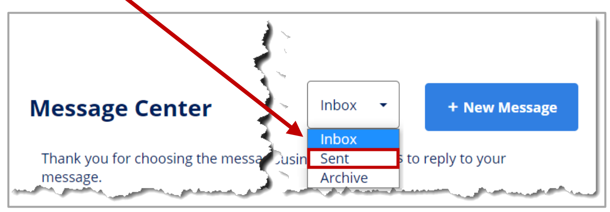
Message Center

You may send and receive messages to/from the Provider Assistance Center (PAC).

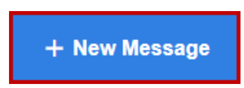
When the Message Center is open, there are options for viewing your *Inbox* (the default view) or *Sent* items.



NOTE: Once the user has moved to the new portal, they will not be able to see sent or received messages from the old portal.

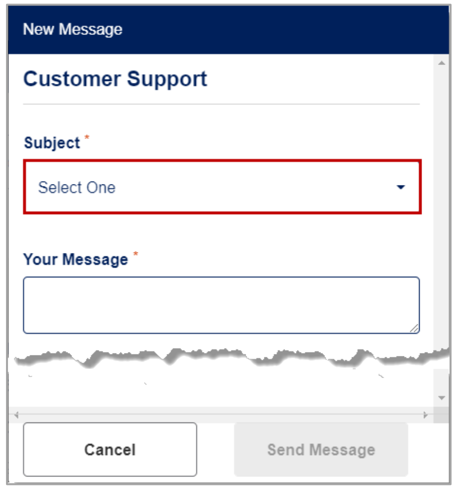


Click the **+ New Message button** to create a message to be sent to the PAC.



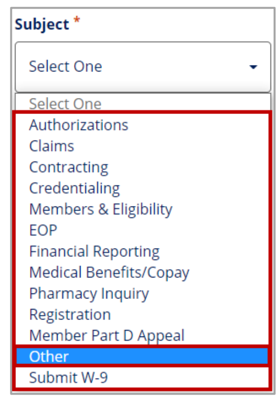
Message Center: New Message

Click the *Subject* **drop-down arrow**.



- Choose the *Subject* you need from the list.

In this example, we are using the *Subject* of **Other**.

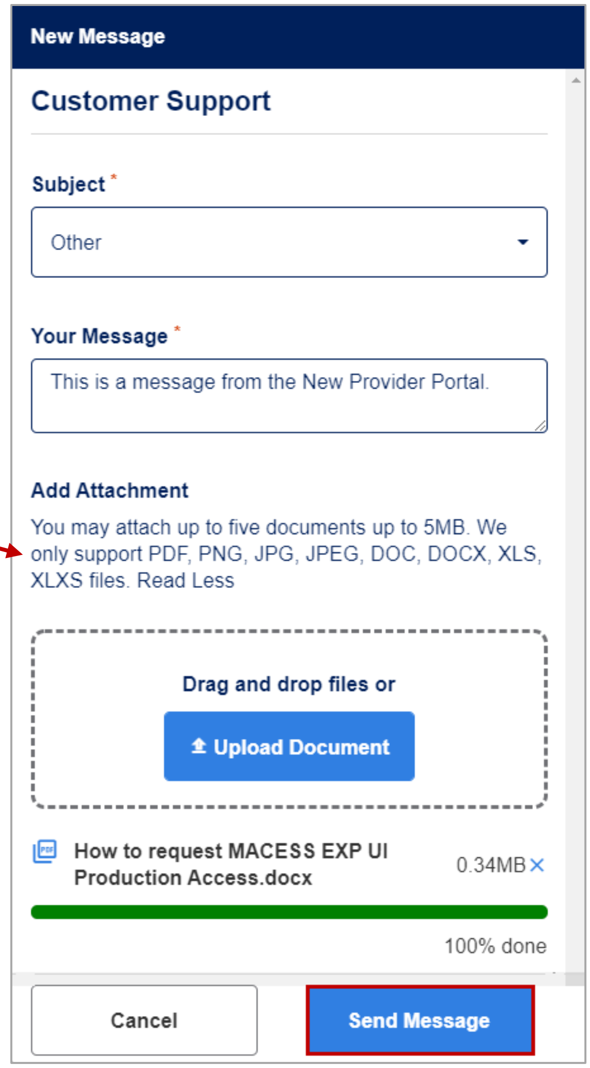


Message Center: Send the Message

- Type **Your Message**.
- Next add an attachment if appropriate.

NOTE: There is a limit of five documents that may be attached. Also note the supported file types listed.

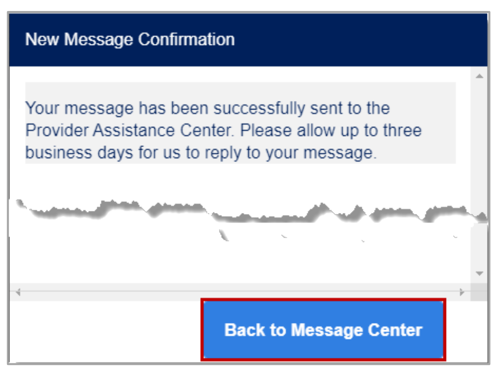
- Drag and drop files to add an attachment, or click the **Upload Document** button.
- Click the **Send Message button.**



Message Center: New Message Confirmation

A *New Message Confirmation* displays a message from the Provider Assistance Center (PAC), which advises it may take up to three business days for them to reply.

- Click **Back to Message Center** to go back to the Inbox.



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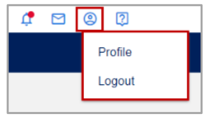
Profile/Log Out

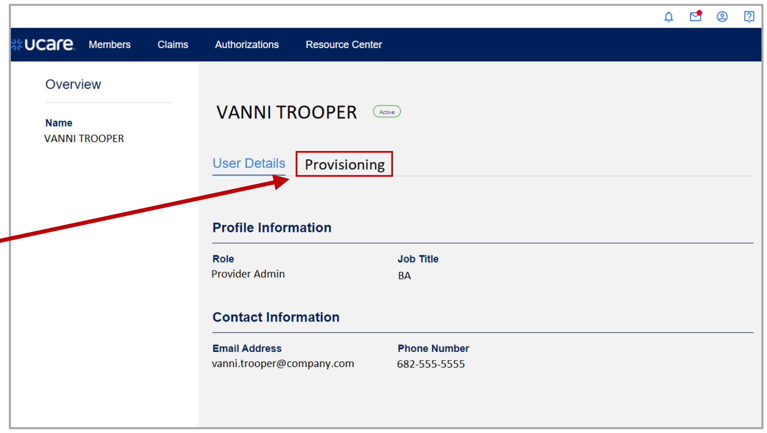
Click **Profile** to view the details of your user profile.

When you are finished working in the Provider Portal, click **Logout**.



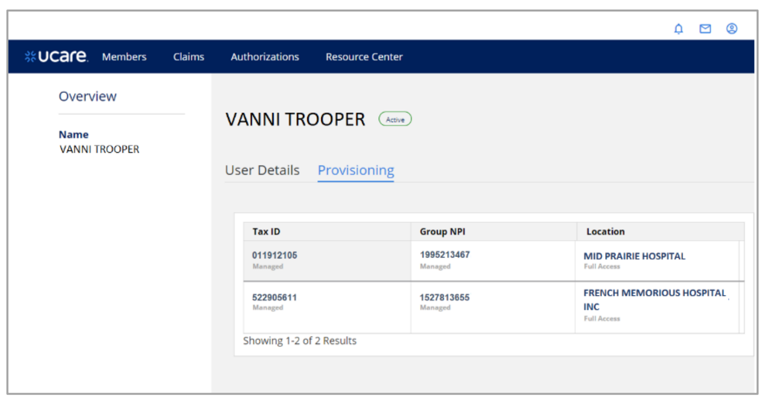
On your *User Details* page, you can see your *Role* and *Contact Information*.

To see the TINs, NPIs and Locations you have access to, click the **Provisioning** tab.



Managed access means you have been given access to specific *Group NPI* and site *Locations* within the TINs you see on this page.

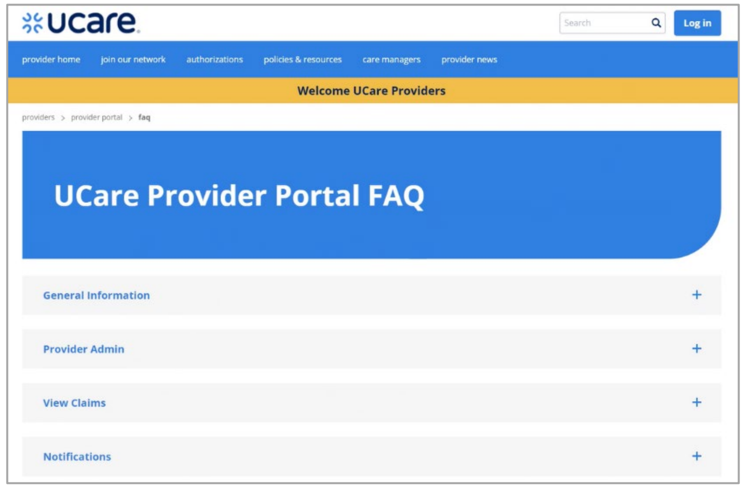
If your profile must be edited, it can be done by the Provider Admin for your organizational TIN.



Help and FAQs

When you click the **Help/FAQ** icon , a new browser window opens.

This window contains a list of Frequently Asked Questions (FAQs) categorized for ease of use.

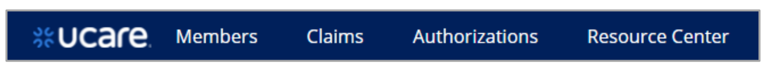


Dashboard Header Row

Each of the links on the header row take you to a different page or group of pages within the Provider Portal.

We will cover each page separately in this user guide.

NOTE: Provider Admins will also have *User Management* on the header row when they log into the Provider Portal. See the Provider Admin User Guide for information on User Management functionality.

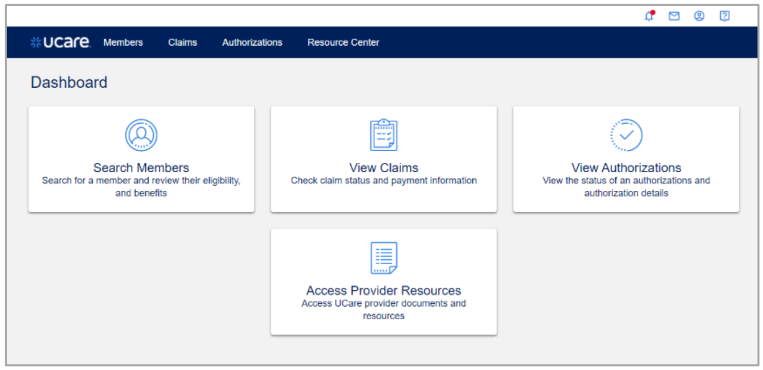


Dashboard Tiles

The *Dashboard* displays tiles showing the functionality available in the portal. There is room for, and the possibility of seeing up to six tiles in total. The number of tiles you see is determined by your profile and the access you need.

Click a tile to be taken to the page where the corresponding functionality is located.

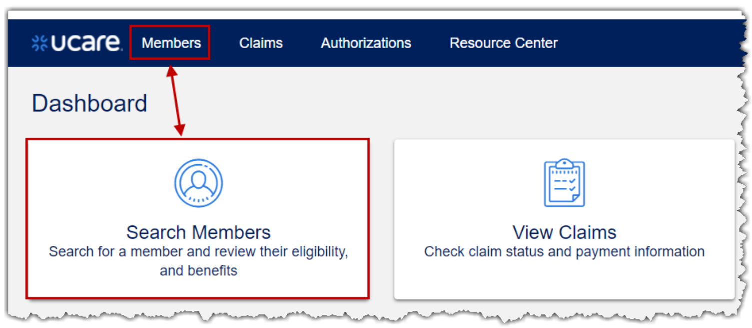
NOTE: The tiles correspond to many of the headers found on the Header Row.



NOTE: Once you begin to navigate to the various pages within the portal, it will be easiest to go to a different function using the header row (always available) rather than returning to the Dashboard where you see the tiles.

2. Members

To initiate a search for a member, click either the **Search Members** Dashboard tile, or the **Members** link on the Dashboard header.

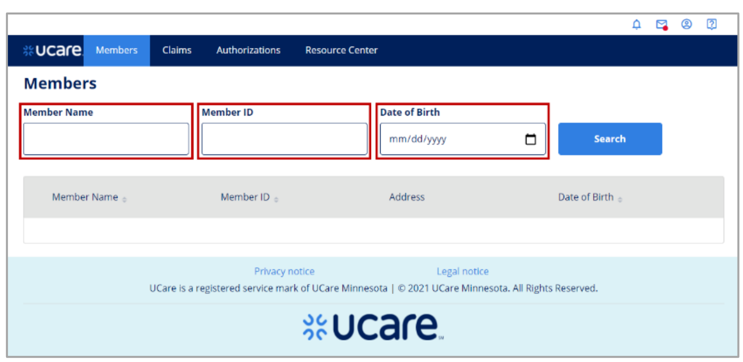


Member Search - continued

On the Members page, three search fields are available for use depending on the information you have.

Enter criteria in at least one of the following:

- *Member Name*
- *Member ID*
- *Date of Birth*



Then, click the **Search** button.

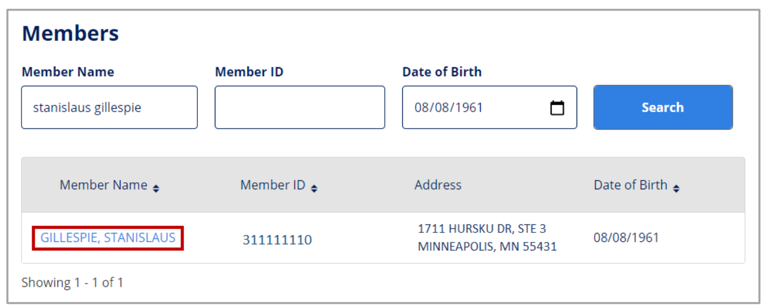
If you know the Member ID, that is the most certain way to find the member. If the Member ID is unknown, UCare best practice indicates searching with the remaining two pieces of information will yield the best results.

In this example the search includes member name and date of birth:

- *Member Name* = **Stanislaus Gillespie**
- *Date of Birth* = **08/08/1961**
- Click **Search**

Click the **Member Name** in the results list to display the member record.

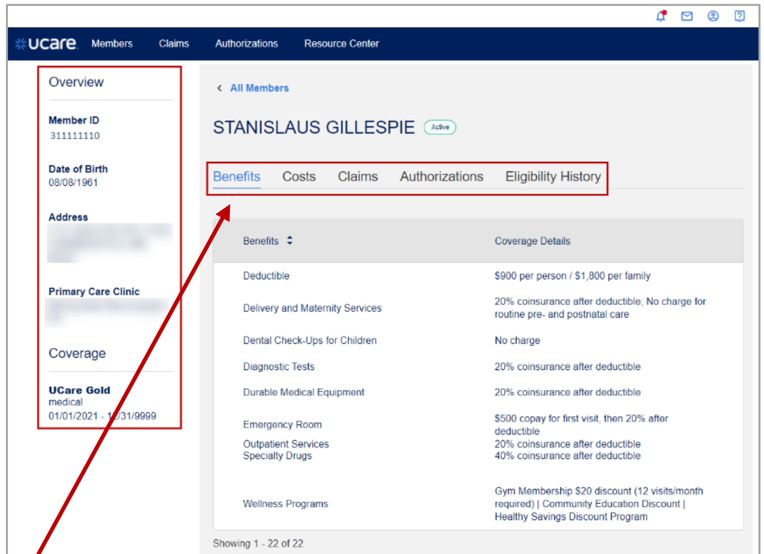
NOTE: It is possible there could be more than one matching result.



Member Pages
Overview and Benefits

The Member record displays, showing the following in the left panel:

> ***Overview*** – demographic information about the member including their *Member ID*, *Date of Birth*, *Address* and *Primary Care Clinic* if it is known.
>
> ***Coverage*** – information regarding the member's UCare coverage including their *Plan* name and dates of *Eligibility*, *Group Number*, and *Coordination of Benefits* if applicable.



Five pages of information can be viewed for this member. Click the tabs next to the member's name to view details for this member's: *Benefits*, *Costs*, *Claims Authorizations* and *Eligibility History*.

Benefits is the first page displayed. Benefit information such as deductibles, copay and coinsurance details can be seen in this section.

> NOTE: Depending on their plan type, benefit information will not show for all members. Information for Minnesota Health Care Program members can be found in the Minnesota DHS system (MN-ITS). For more information refer to the Provider Manual which can be found in the Resource Center.

Notice the indicator next to the member's name that shows if their coverage is currently *Active* or Inactive.

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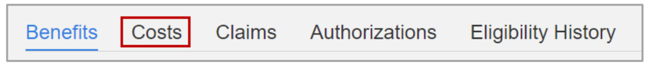
Member Costs

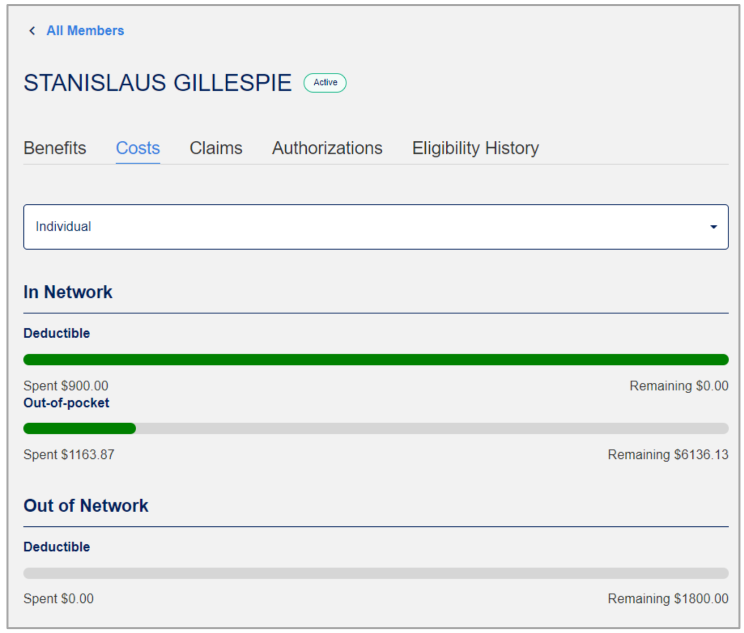
Click the **Costs tab**.

The *Costs* page shows detailed information *In Network* and *Out of Network* spending.

Amount *spent* and amount *remaining* toward *out-of-pocket* limits will display.

Some members will also have a Combined Medical OOP Max that will display under the Out of Network max.





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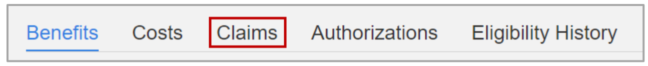
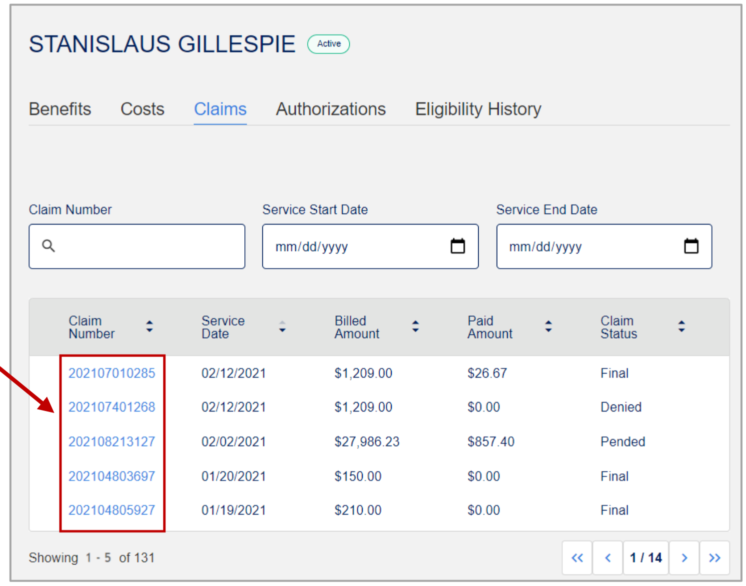
Member Claims

Click **Claims** to view claims this member has with your organization.

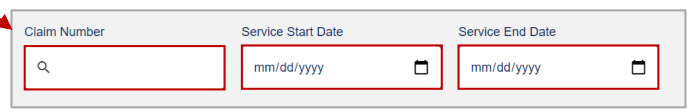


To view detailed information on any of the claims displayed, click the link for the **Claim Number**.

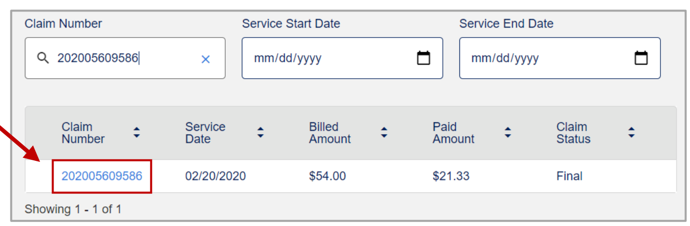


You may also search for a claim within this member's record. Enter criteria in at least one of the following:

- *Claim Number*
- *Service Start Date*
- *Service End Date*



Claims matching your criteria will be displayed. Click the **Claim Number** to show more details.



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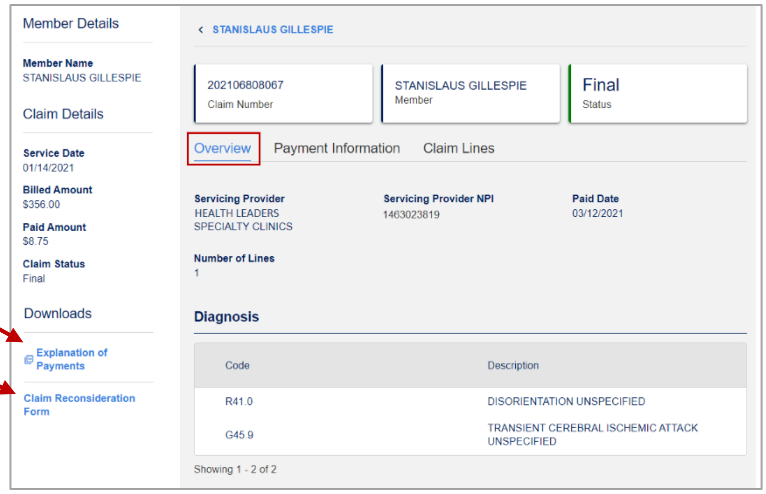
Member Claims: Overview

An overview of the claim will be displayed.

Information such as the *name* and *NPI* for the servicing provider, the *paid date* and *diagnosis codes* are visible on this page.

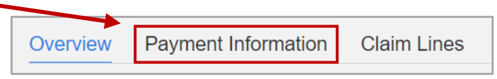


NOTE: The Provider Portal offers easy access to *Explanation of Payments* and the *Claim Reconsideration Form*

Two other "help" items, a *Claim Adjustment Reason* and *Remittance Advice Remark* are found in the left navigation panel on the *Claim Line Details* page.

To see other details for this claim, click the headers for *Payment Information* or *Claim Lines*.

Click the **Payment Information** tab to view what that page includes.



Latest update date: 6/17/2024

Detailed information can be found at ucare.org/providers. The provider manual can also be found at this link. Our Provider Assistance Center is also available for questions and can be reached at 612-676-3300 or toll free at 1-888-531-1493. The hours of operation for the Provider Assistance Center are from 8:00 am to 5:00 pm, Monday through Friday.

Member Claims: Payment Information

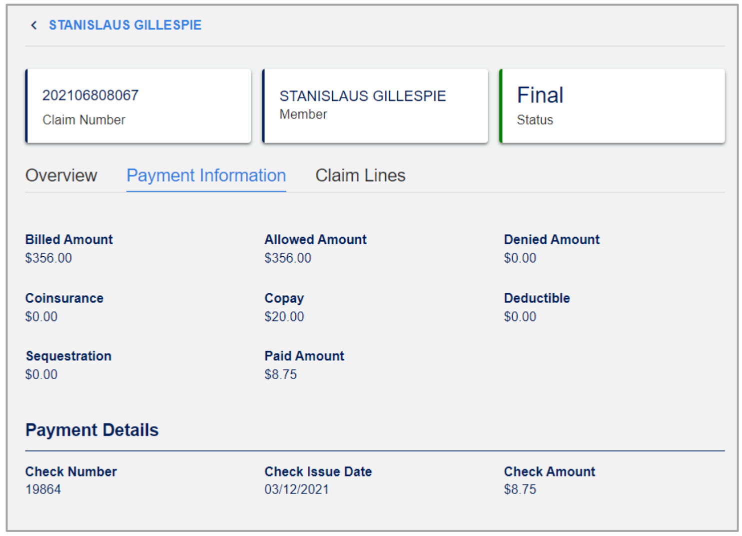
On the ***Payment Information*** page, you will see details regarding how the claim was billed and paid.

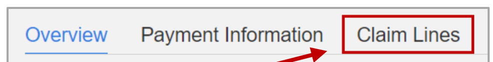
- *Billed Amount*
- *Allowed Amount*
- *Denied Amount*
- *Coinsurance*
- *Copay*
- *Deductible*
- *Sequestration*
- *Paid Amount*

In the lower section you will see ***Payment Details***:

- *Check Number*
- *Check Issue Date*
- *Check Amount*

Click the **Claim Lines tab** to view what that page includes.

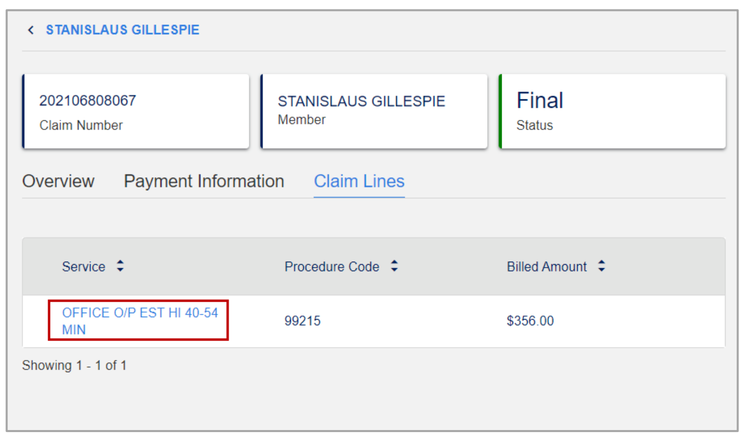




Member Claims: Claim Lines

On the *Claim Lines* page, a list of services by *Procedure Code* will be displayed.

Click the description of the **Service** to view that specific claim line.



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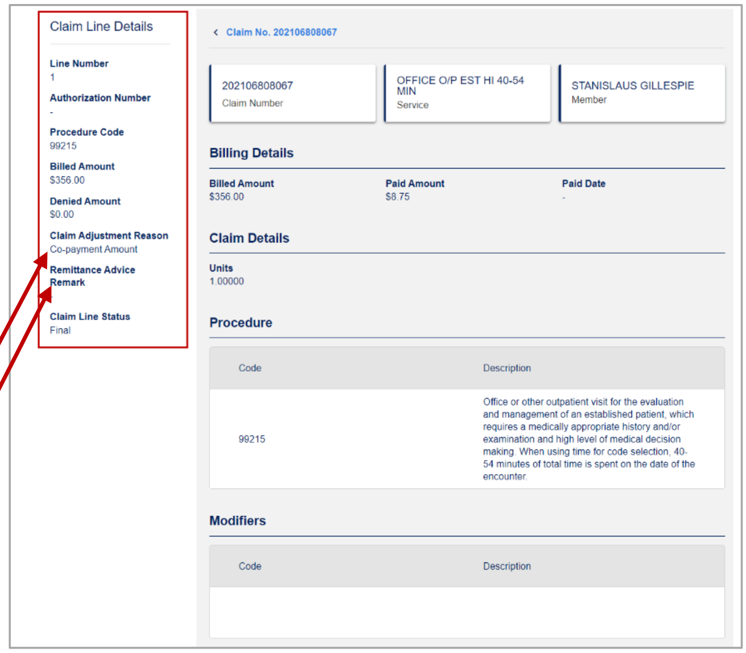
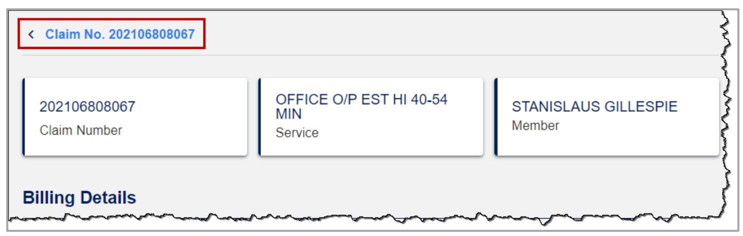
On the *Claim Line Details* page you can view information about the claim line – including:

- *Billing Details*
  - *Billed Amount*
  - *Paid Amount*
  - *Paid Date*
- *Claim Details*
  - *Units*
- *Procedure*
  - *Procedure Code*
  - *Procedure Description*
- *Modifiers*

Often the *Claim Adjustment Reason* and *Remittance Advice Remarks* will be of interest.

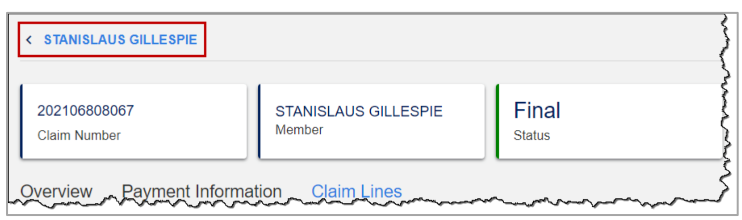


To return to the member record, click the **Claim No.** link.



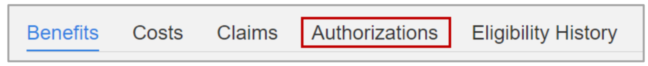
Member Claims: Claim Lines - continued

Then, click the **Member Name** to go back to the main *Overview* page for this member.



Member Authorizations

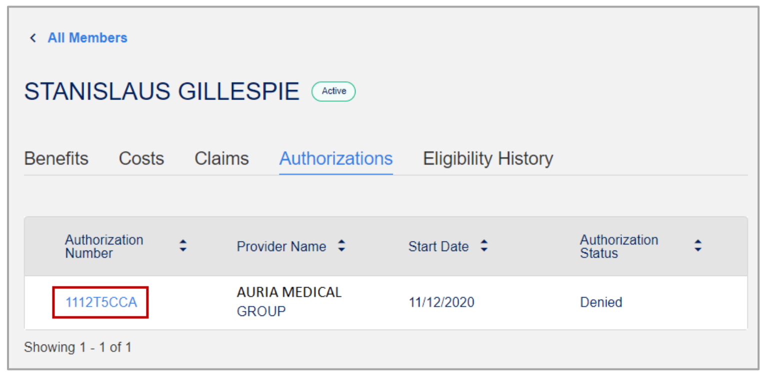
Click the **Authorizations** tab.



The member's *Authorizations* page displays authorizations this member has with your organization.

Click the **Authorizations** tab.

Click the **Authorization Number** to view details for the Auth.

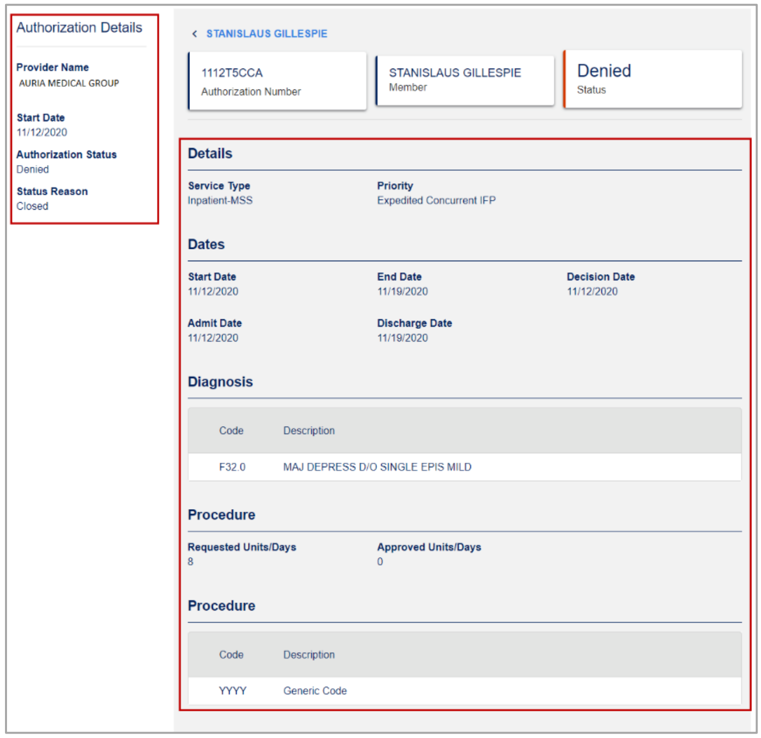


Member Authorization: Details

On the *Authorization Details* page, specifics such as the *Provider Name*, *Start Date* and *Authorization Status* are found on the left-side panel.

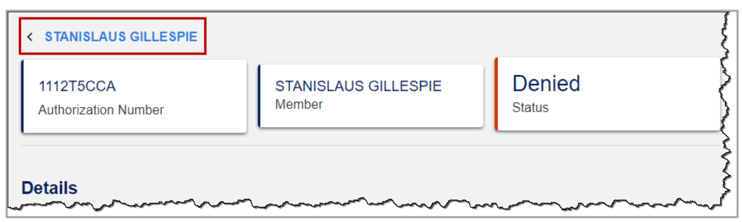
More information is given in the main section of the page:

- *Service Type*
- *Priority*
- *Dates*
  - *Start and End Dates*
  - *Decision Date*
  - *Admit Date* (if applicable)
  - *Discharge Date* (if applicable)
- *Diagnosis*
  - *Code*
  - *Description*
- *Requested Units/Days*
- *Approved Units/Days*
- *Procedure*
  - *Code*
  - *Description*



Member Authorization: Details - continued

When you are done viewing details of the Authorization, click the **Member Name** to go back to the main *Overview* page for this member.



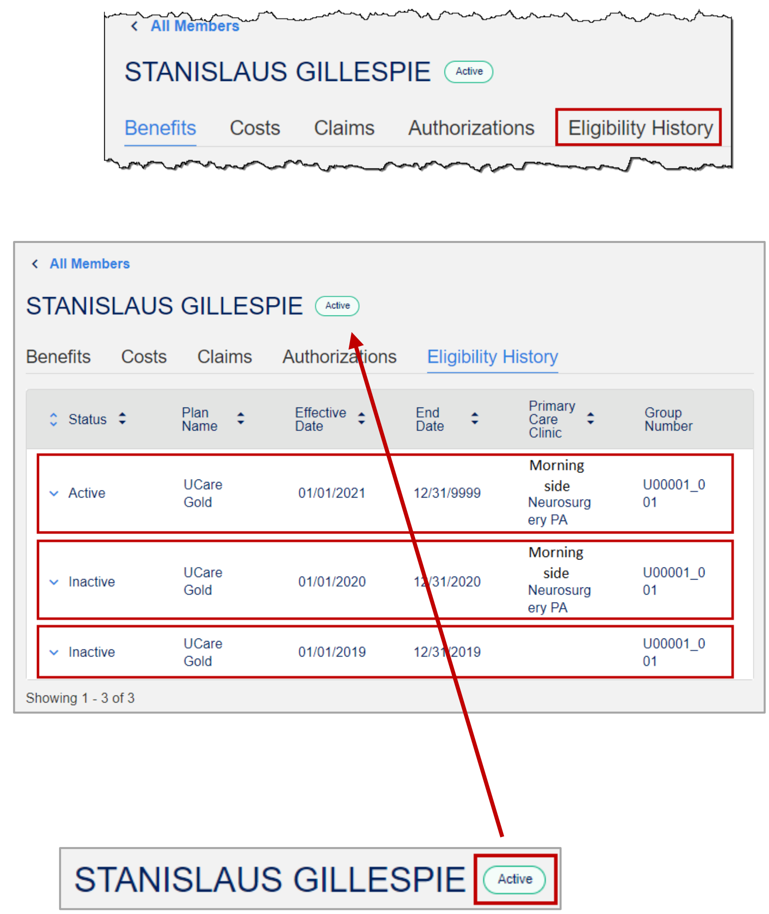
Member Eligibility History

Click the **Eligibility History** tab.

All health plans the member has been enrolled in display on this page along with:

- *Status*
- *Plan Name*
- *Effective Date*
- *End Date*
- *Primary Care Clinic*
- *Group Number*

REMINDER: the indicator next to the member's name gives the status of the member's eligibility.



Latest update date: 6/17/2024

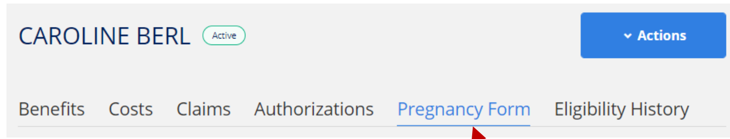
Detailed information can be found at ucare.org/providers. The provider manual can also be found at this link. Our Provider Assistance Center is also available for questions and can be reached at 612-676-3300 or toll free at 1-888-531-1493. The hours of operation for the Provider Assistance Center are from 8:00 am to 5:00 pm, Monday through Friday.

Member Pregnancy Program

UCare's Pregnancy Program gives members important information to help them stay healthy during and after pregnancy.

The Pregnancy Risk Assessment allows providers to communicate health conditions and social factors that may impact a member's pregnancy to the Payer.

Additionally, this information can help to identify appropriate programs for the member as their pregnancy progresses.

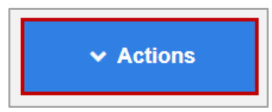


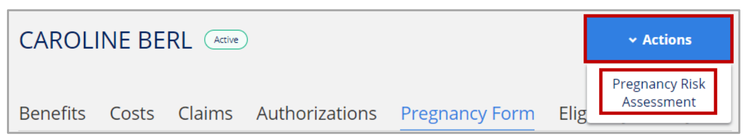
Not every member record will offer the Pregnancy Risk Assessment. The Provider Portal will include it when/where appropriate. A header for *Pregnancy Form* is situated between *Authorizations* and *Eligibility History*.

The Pregnancy Risk Assessment is found under the *Actions* button.

To initiate the assessment,

- Click the **Actions** button.
- Click on **Pregnancy Risk Assessment.**





Pregnancy Risk Assessment

Complete each section, paying particular attention to those pieces of information that are required, as indicated by the asterisk * next to the field name.

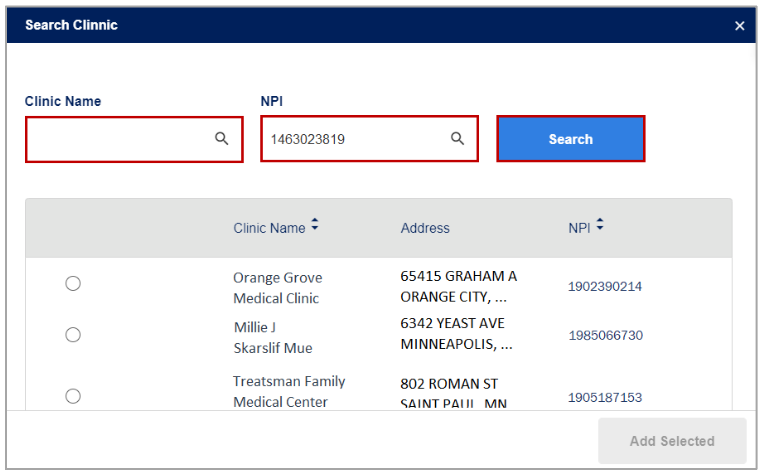
In the *Provider Information* section,

- *Clinic* = search for the name of the clinic, and more importantly the NPI of the facility by clicking the Search icon

  - Type the **Clinic Name**, or **NPI**
  - Click the **Search button**

Clinics matching your criteria will display.

Select the appropriate clinic, then click **Add Selected**.



<table>
<tr>
<td>
Pregnancy Risk Assessment - continued

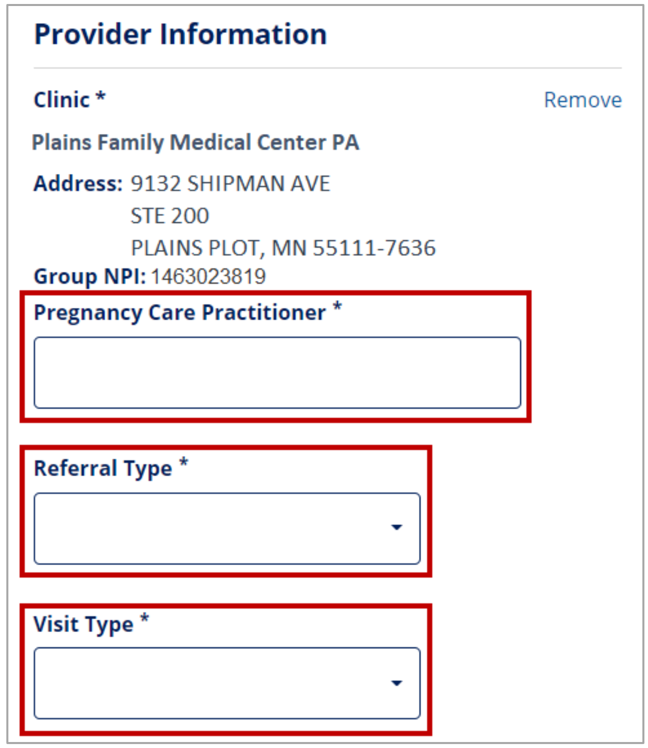
Enter the remaining required information in the *Provider Information* section:

Pregnancy Care Practitioner = type the name of the obstetrician
Referral Type = select the type of referral from the list:

Pregnancy
Post-Partum

Visit Type = select the type of visit from the list

Initial (Pregnancy Verification)
Prenatal
Other

</td>
<td>


</td>
</tr>
<tr>
<td>
Completed Provider Information section.
</td>
<td>

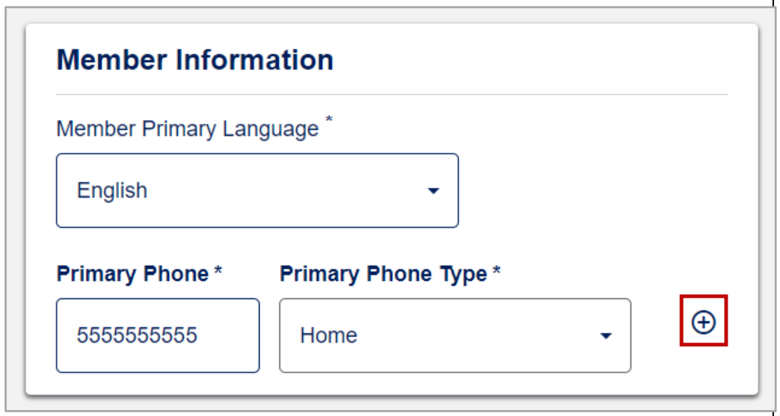

</td>
</tr>
</table>

Detailed information can be found at ucare.org/providers. The provider manual can also be found at this link. Our Provider Assistance Center is also available for questions and can be reached at 612-676-3300 or toll free at 1-888-531-1493. The hours of operation for the Provider Assistance Center are from 8:00 am to 5:00 pm, Monday through Friday.

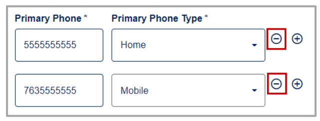
Pregnancy Risk Assessment - continued

Complete the *Member Information* section,

- *Member Primary Language* = select the member's **primary language** from the list
- *Primary Phone* = type the member's **phone number**
- *Primary Type* = select the **type of phone** from the list
  - *Cell*
  - *Home*
  - *Work*
  - *Other*

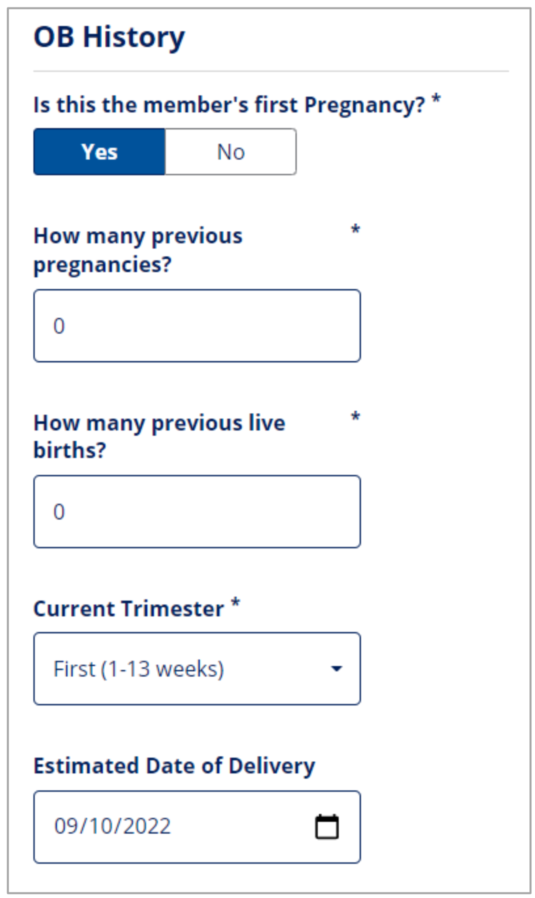


Use the **Plus icon** to add more phone information.



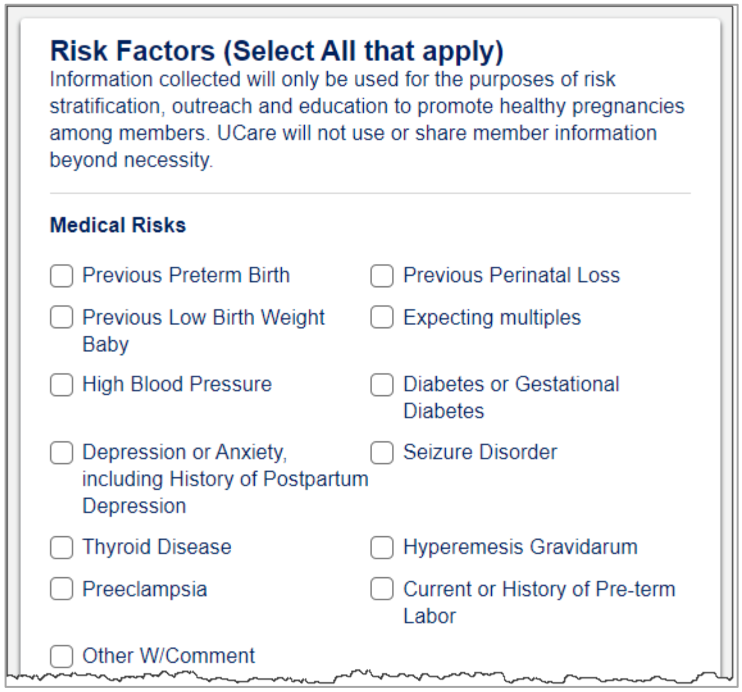
The **Minus icon** is used to remove it.

Complete the *OB History* section with information about this and any other pregnancies.



Complete the *Risk Factors* section.

Categories of risk are grouped as *Medical Risks*, *Social Risks*, *Other Risks* and a final *assessment of Pregnancy Risk* as determined by the person completing the form.



Risk Factors (Select All that apply)

Information collected will only be used for the purposes of risk stratification, outreach and education to promote healthy pregnancies among members. UCare will not use or share member information beyond necessity.

Medical Risks

- [ ] Previous Preterm Birth
- [ ] Previous Perinatal Loss
- [ ] Previous Low Birth Weight Baby
- [ ] Expecting multiples
- [ ] High Blood Pressure
- [ ] Diabetes or Gestational Diabetes
- [ ] Depression or Anxiety, including History of Postpartum Depression
- [ ] Seizure Disorder
- [ ] Thyroid Disease
- [ ] Hyperemesis Gravidarum
- [ ] Preeclampsia
- [ ] Current or History of Pre-term Labor
- [ ] Other W/Comment

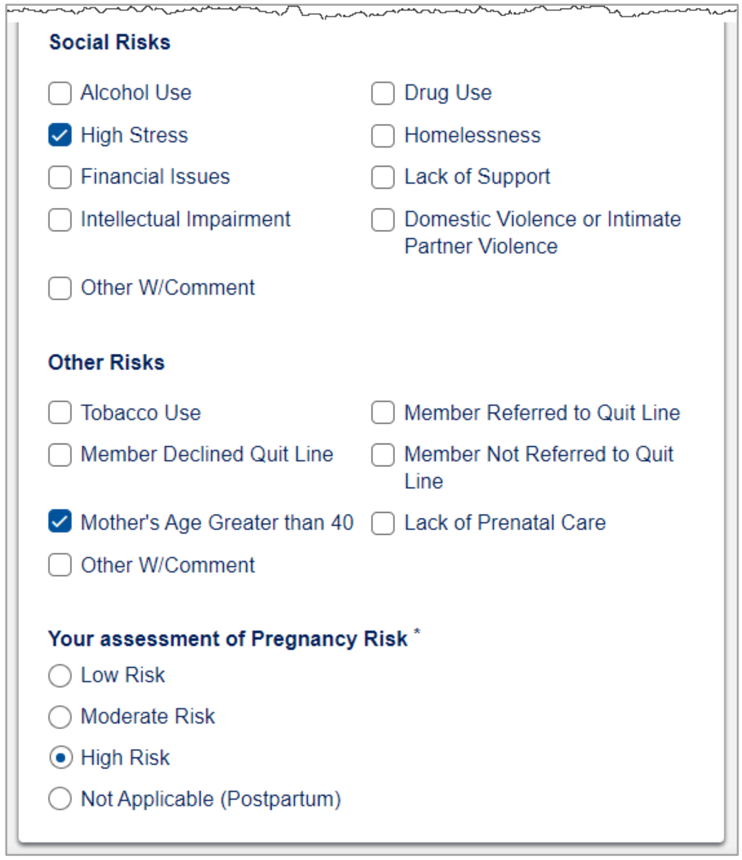
Risk Factors section - continued

Risks to the member's pregnancy are identified and selected as follows:

- *High Stress*
- *Mother's Age Greater than 40*

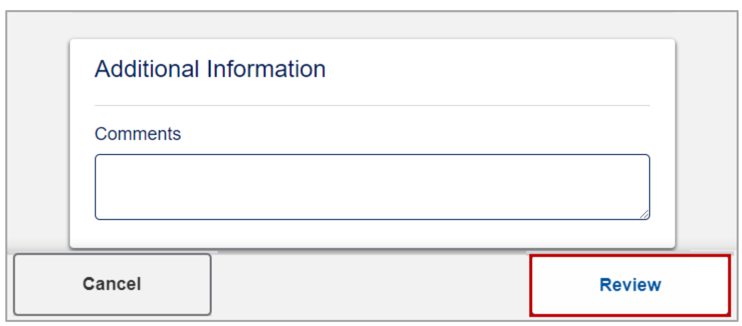
After selecting all applicable risks, an overall assessment of the risk in this pregnancy is made. In this example, the level is determined to be:

- *High Risk*



Additional Information section

- Enter any final *Comments*
- Click **Review**



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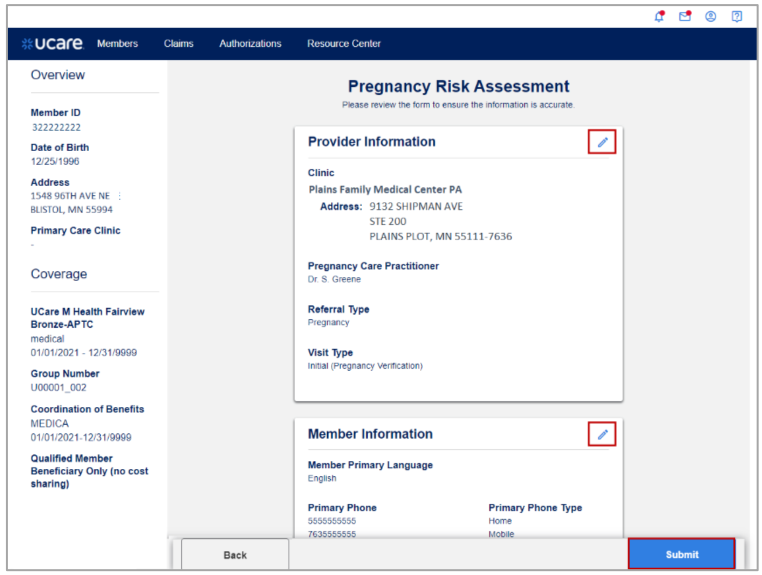
Pregnancy Risk Assessment - continued

Take one final opportunity to review the form before submitting it.

Each section may be edited by clicking the Edit icon .

When satisfied the responses are accurate, click **Submit**.

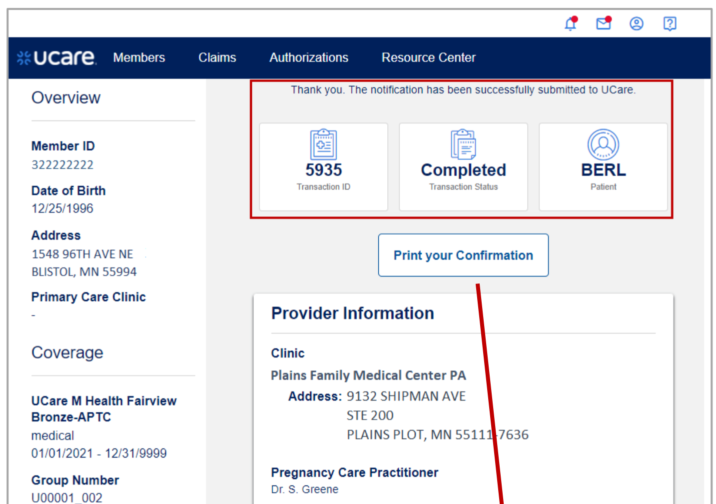


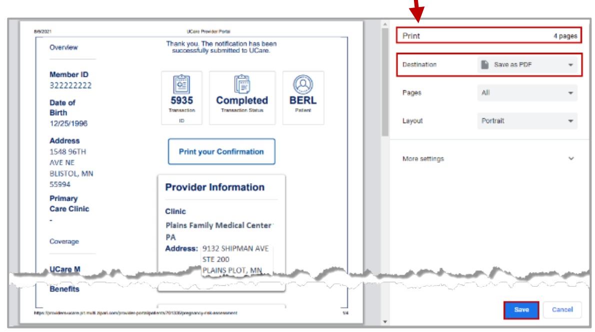
You will receive confirmation the form was submitted.

See the *Transaction ID* and *Completed* status at the top of the page.

If needed, you may print confirmation of the Pregnancy Risk Assessment and save it for future reference.

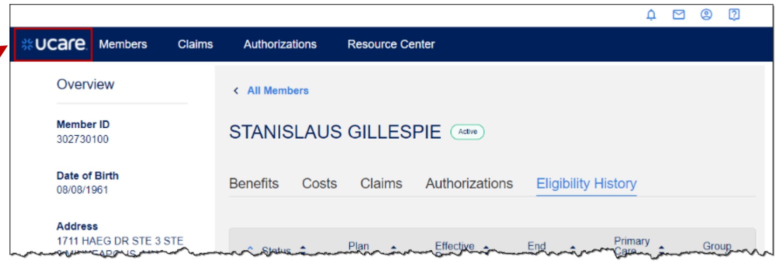
NOTE: Because there is no exit or back button on this page, you will need to click the UCare logo or another of the navigation links on the blue header bar to exit the Pregnancy Risk Assessment form.





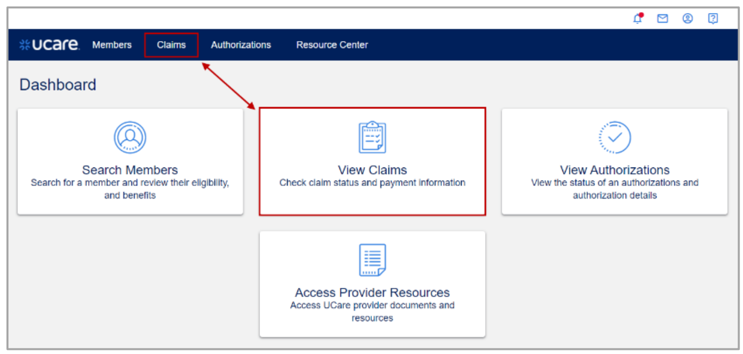
3. Organizational Claims

Return to the Dashboard by clicking on the **UCare icon** in the upper left corner.



You may also click any of the headers without returning to the Dashboard.

Click the **View Claims** tile, or **Claims** header to display claims associated with your provisional access.



Claim Search

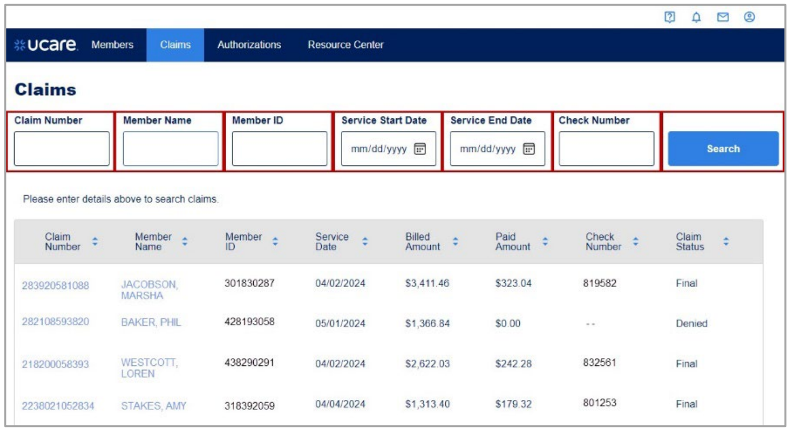
On the main *Claims* page, six fields are available for use in searching for a claim.

When searching for a claim, enter as many criteria as are available in the following fields:

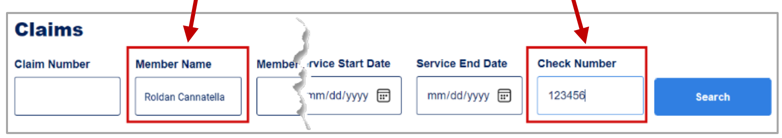
- *Claim Number*
- *Member Name* [without punctuation]
- *Member ID*
- *Service Start Date*
- *Service End Date*
- *Check Number*

Once information is entered, click the **Search** button.

NOTE: Searching for an extremely common name or a wide service date range may result in a time-out error.

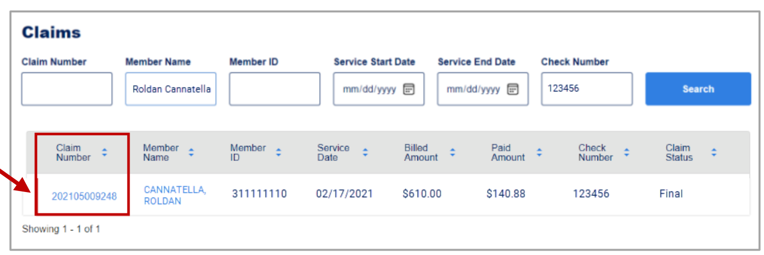


NOTE: Adding at least two pieces of search criteria speeds up the retrieval process.

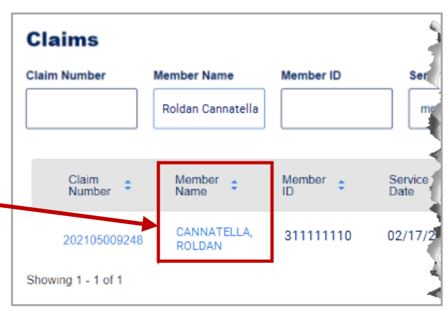


Click the **Claim Number** in the results list to display the claim record.

The claim record then opens for viewing.



NOTE: Alternatively, you could click on the **Member Name link.** The member record opens, and the claim can then be accessed from the *Claims* page of the member record.



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Claims: Overview

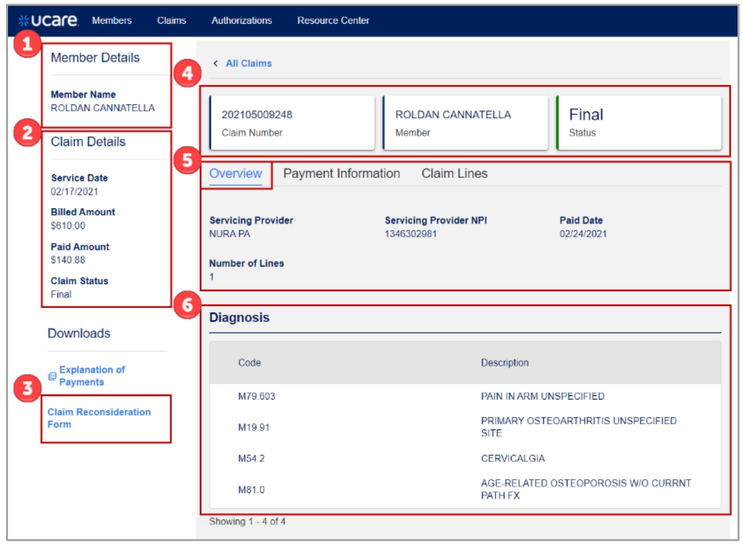
On the ***Overview*** page of the claim, you see several sections of information including:

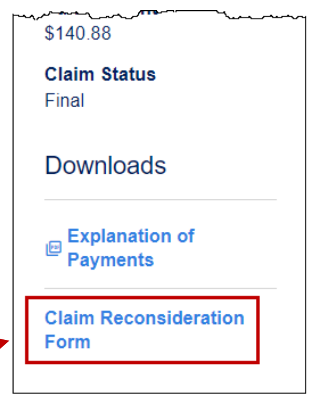
1. *Member Details*
2. *Claim Details* in the left panel.
3. *Claim Reconsideration Form* can be launched directly from the individual claim.
4. *Claim Number*, *Member* name and *Status* of the claim display at the top of the main section.
5. *Overview* information includes:
   - *Servicing Provider*
   - *Servicing Provider NPI*
   - *Paid Date*
   - *Number of Lines*
6. In the lower section you see *Diagnosis*:
   - *Code*
   - *Description*

Claim Status will show as Final, Denied, Pended, Rejected or Void.

Before we look at the detail pages of the claim, let's look at how the *Claim Reconsideration Form* works from this page.

Click the **Claim Reconsideration Form link**.





Latest update date: 6/17/2024

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Claims: Overview- continued

The *Claim Reconsideration Form* (CRF) opens in a new window. This makes it easy to copy and paste required information in the form, such as *Tax ID*, *NPI* and *UMPI* numbers, *UCare Member #* and *Claim Number/ICN#* from the Claim in the Provider Portal.

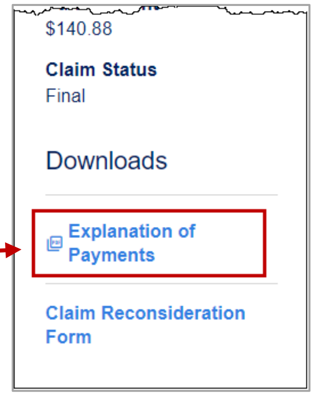
When all the required information is in place, you may add another claim form if needed.

Click the **Submit button** after completing the form.

Claims: Overview- continued

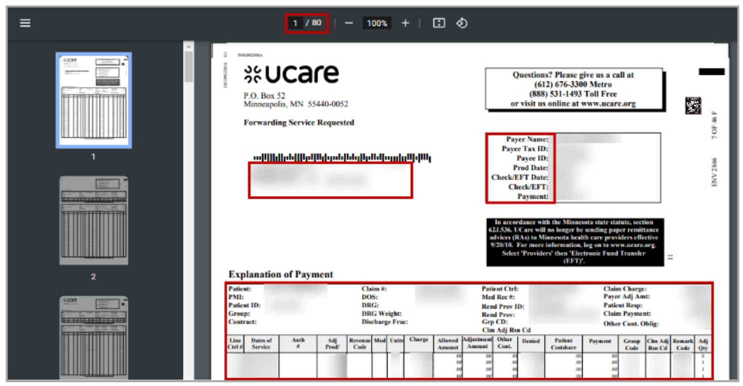
Another download of interest available from the claim *Overview* page is the *Explanation of Payments*.

To see how this looks, click the **Explanation of Payments** link.



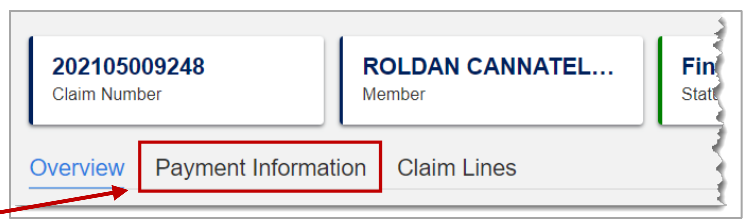
The *Explanation of Payments* PDF opens in a new window. This document is a record of all claims paid by one check or Electronic Funds Transfer (EFT).

Details with PHI have been blurred in this instance, but for your own organizational claims, you will be able to see payment amounts and all patient claim information included in this particular payment.



Continuing with our examination of the details of claims found in the Provider Portal, let's look at information related to the payment of the claim.

Click the **Payment Information tab** to view what that page includes.



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Claims: Payment Information

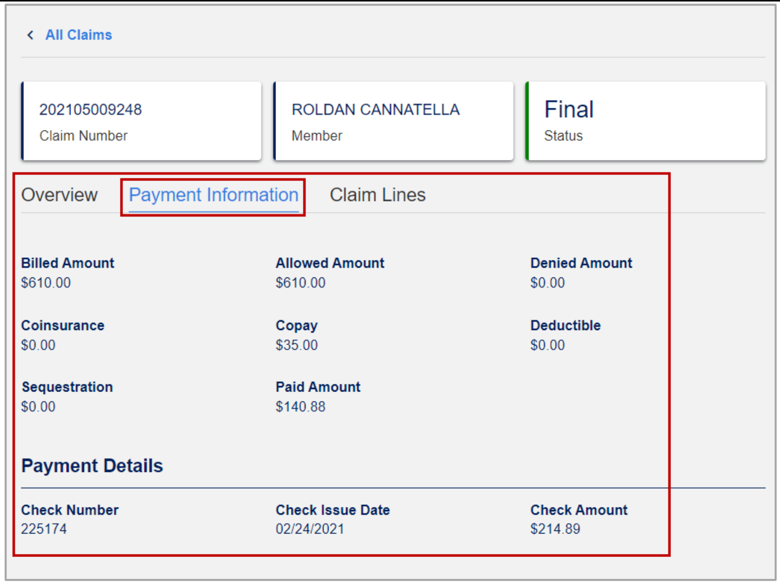
On the *Payment Information* page, find details regarding how the claim was billed and paid.

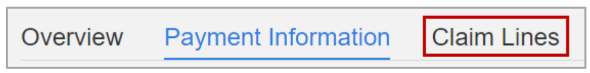
- *Billed Amount*
- *Allowed Amount*
- *Denied Amount*
- *Coinsurance*
- *Copay*
- *Deductible*
- *Sequestration*
- *Paid Amount*

In the lower section you will see *Payment Details*:

- *Check Number*
- *Check Issue Date*
- *Check Amount*

To see detailed information on the *Claim Lines* click **Claim Lines**.

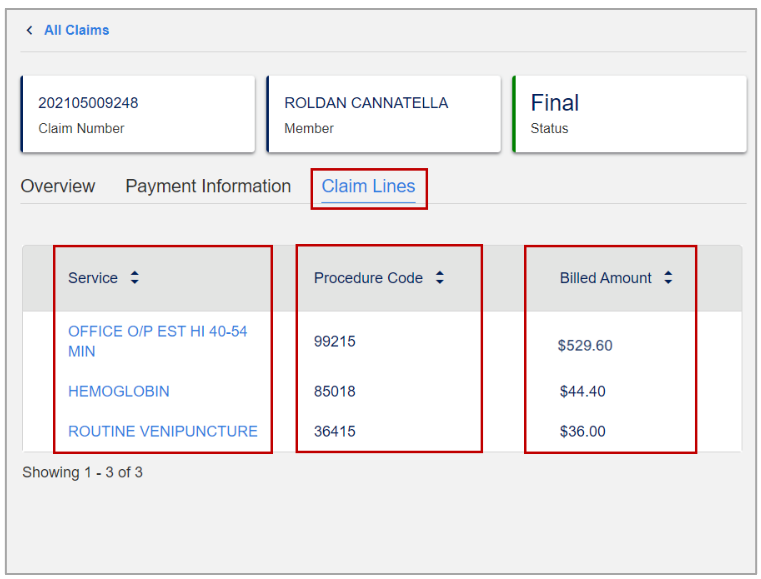




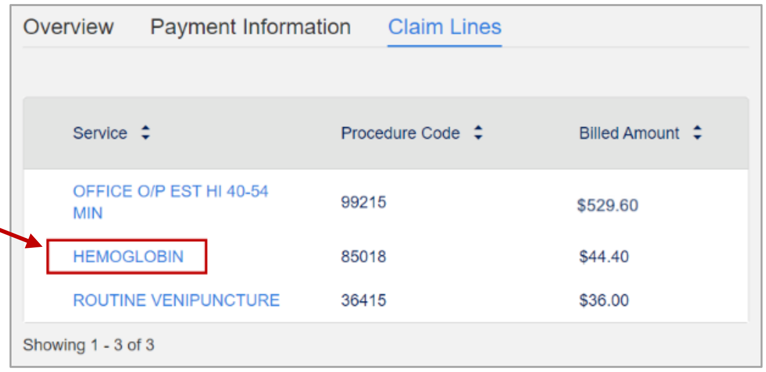
Claims: Claim Lines

On the *Claim Lines* page are individual links you may click for each *Service*. Also shown are:

- *Procedure Codes*
- *Billed Amount*



To see further details for the lines of service, click the link for the *Service* you are interested in viewing. In this example, **HEMOGLOBIN** is selected.



Claim Lines: Details

The left panel of the *Claim Line Details* page contains several pieces of information that have already been shown.

New in this section are the *Claim Adjustment Reason* and a *Remittance Advice Remark*.

In the main body of the page, you will see *Billing Details:*

- *Billed Amount*
- *Paid Amount*
- *Paid Date*

Claim Details:

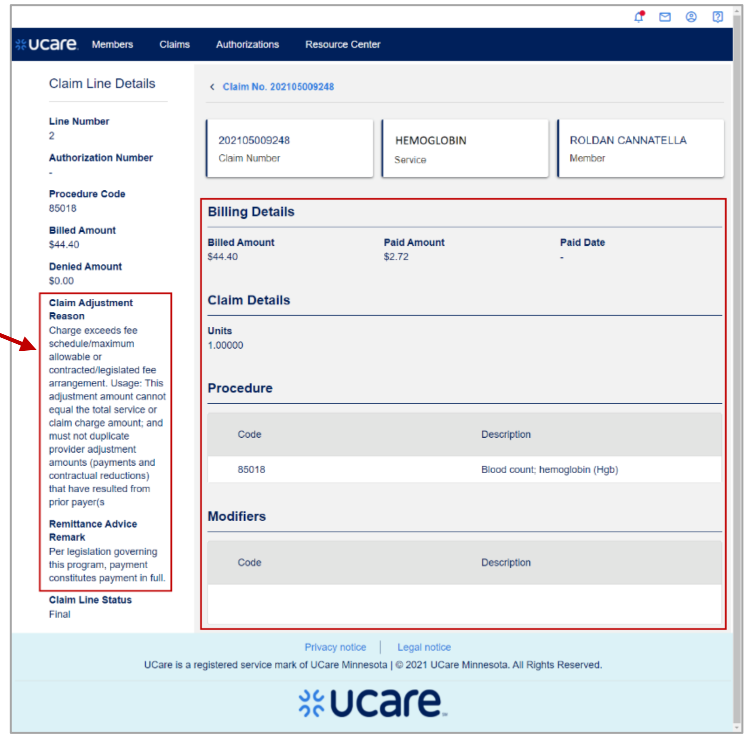
- *Units*

Procedure:

- *Code*
- *Description*

Modifiers:

- *Code*
- *Description.*



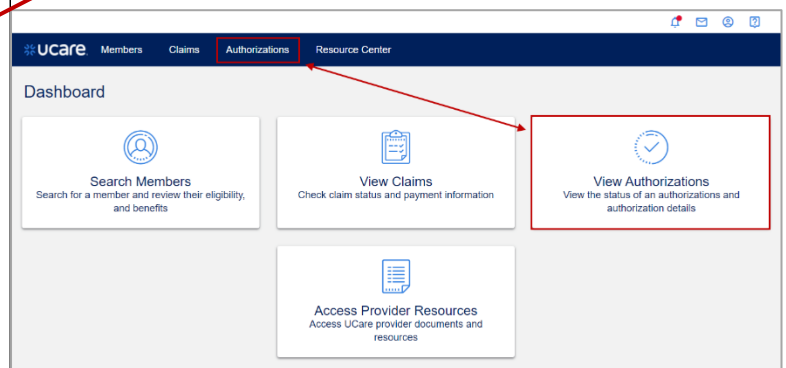
4. Organizational Authorizations

After completing any research needed on claims, return to the *Dashboard* of the portal by clicking on the **UCare icon**

You may also click any of the headers without returning to the Dashboard.

Click the **View Authorizations** tile, or

Authorizations header.



Authorization Search

On the *Authorizations* page, six fields are available for use in searching, depending on the information you have.

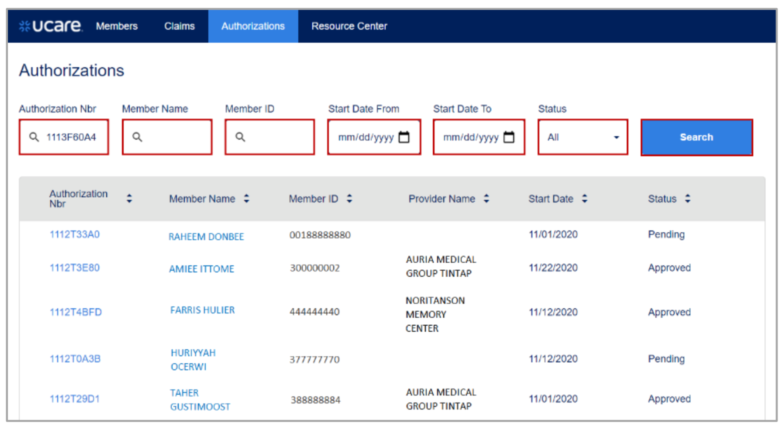
Enter criteria in at least one of the following:

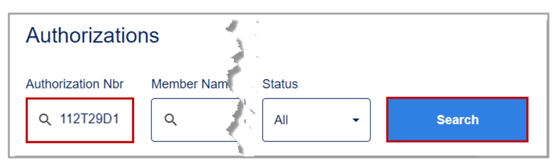
- *Authorization Nbr*
- *Member Name*
- *Member ID*
- *Start Date From*
- *Start Date To*
- *Status*

Then, click the **Search** button.

In this example the search is for *Authorization Nbr* = **1112T29D1**.

NOTE: Auth information can be accessed in the Provider Portal for up to 2 years from the date of the Auth.





Detailed information can be found at ucare.org/providers. The provider manual can also be found at this link. Our Provider Assistance Center is also available for questions and can be reached at 612-676-3300 or toll free at 1-888-531-1493. The hours of operation for the Provider Assistance Center are from 8:00 am to 5:00 pm, Monday through Friday.

Authorization Details

On the left panel of the ***Authorization Details*** are the *Provider Name*, *Start Date*, *Authorization Status* and *Status Reason.*

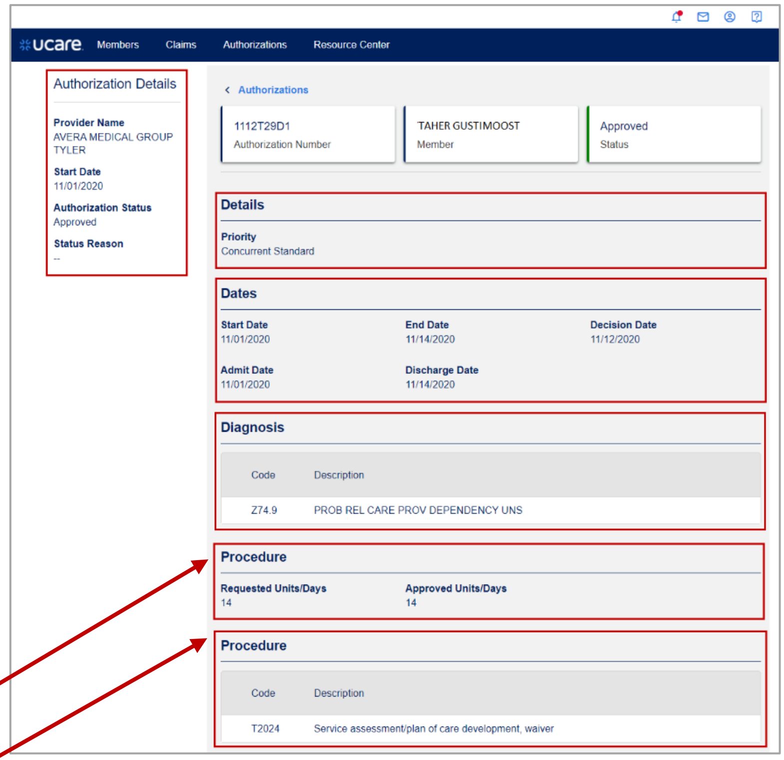
In the main body of the page, you see:

Details which include the *Priority.*

Dates with everything from the start and end dates, the date of the decision, *Admit Date* and *Discharge Date*.

Diagnosis is where you will see the diagnosis code and description, followed by two sections for:

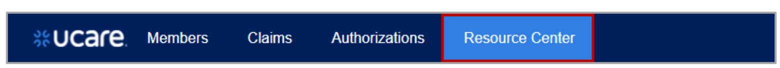
Procedure*,* the first specifically lists the units or days that have been requested and approved, and the second gives the procedure code and description of the procedure.



5. Resource Center

Next, we will examine the Provider Portal *Resource Center*.

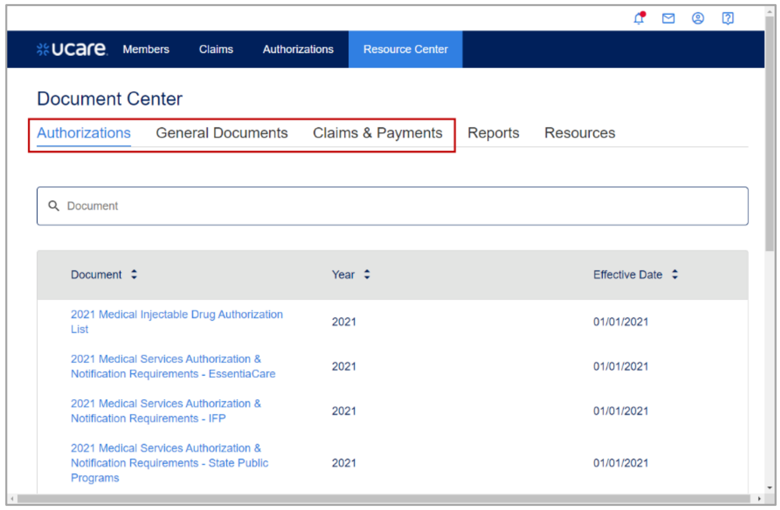
Click the **Resource Center link** on the header row.



Document Center

Document Center in the *Resource Center* gives the user access to collections of documents, forms and reports.

Documents are organized by categories: *Authorizations*, *General* or *Claims & Payments*. They may be related to policy information, training and benefits.

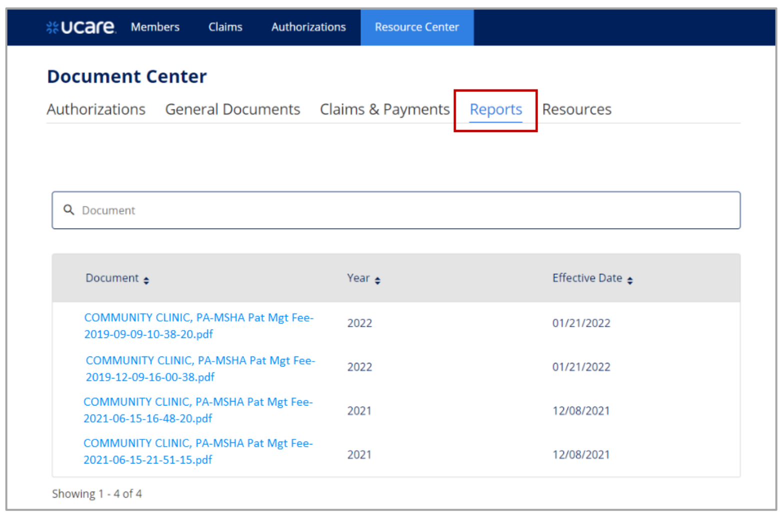


For Contracted Providers Only – Reports

Some contracted providers have agreements with UCare where they have access to various financial reports. These reports will be used exclusively by the Provider Financial user. When applicable, the Provider Admin sets up the financial user by selecting the financial user role in user set up.

Reports the Financial user will see are Capitation, Financial Summaries and Enrollment reports.

All reports for a Care System are viewable in one TIN if the system has multiple TINs. A Financial user will need to be set up for the designated TIN (if more than one). See Provider Admin guide for setting up a user with the role of Financial user.

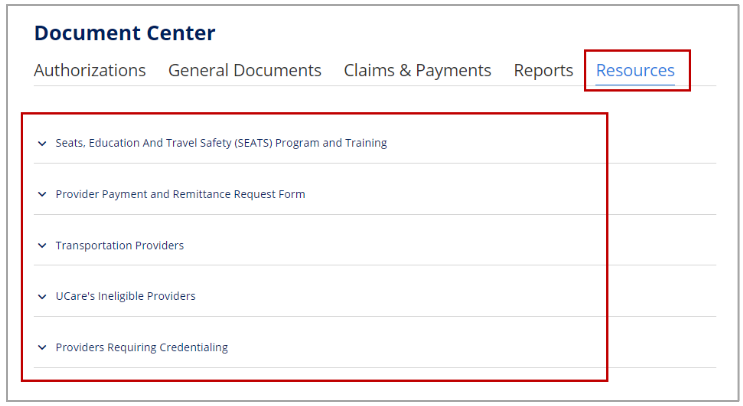


Resources

There are forms, links, and other information available on the *Resources* tab.

You will notice expandable categories for:

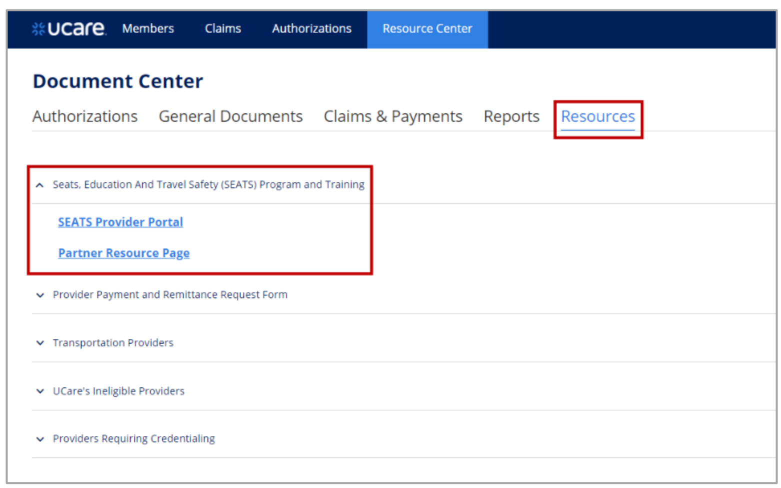
- SEATS Program and Training
- Payment and Remittance Request and Form
- Transportation Providers – NovusMed Login and Information
- UCare's Ineligible Providers – the list of ineligible providers
- Providers Requiring Credentialing



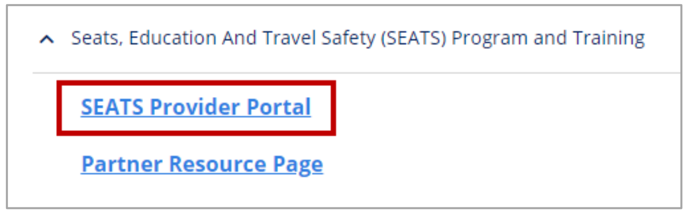
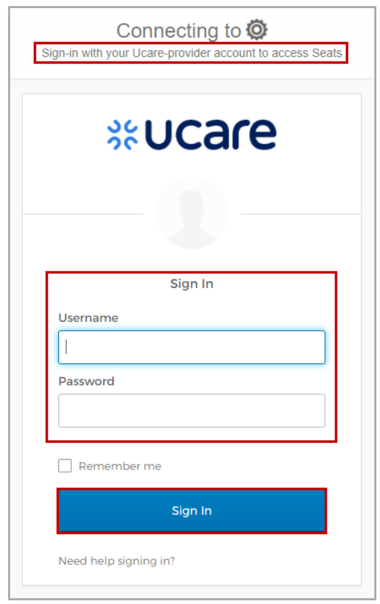
Resources: SEATS Program

Two links to useful information for the Seats, Education and Travel Safety (SEATS) Program are available by opening the SEATS section on the *Resources* page:

- Link to the *SEATS Provider Portal*
- Link to the *Partner Resource Page*

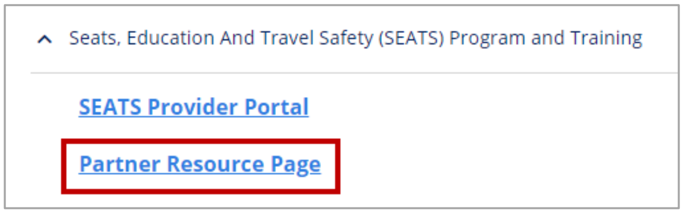


<table>
<tr>
<td>Link to SEATS Provider Portal

• Click **SEATS Provider Portal**</td>
<td>
</td>
</tr>
<tr>
<td>A new browser window opens, from which the user may sign in to access SEATS.</td>
<td>
</td>
</tr>
</table>

Link to Partner Resource Page

- Click **Partner Resource Page**



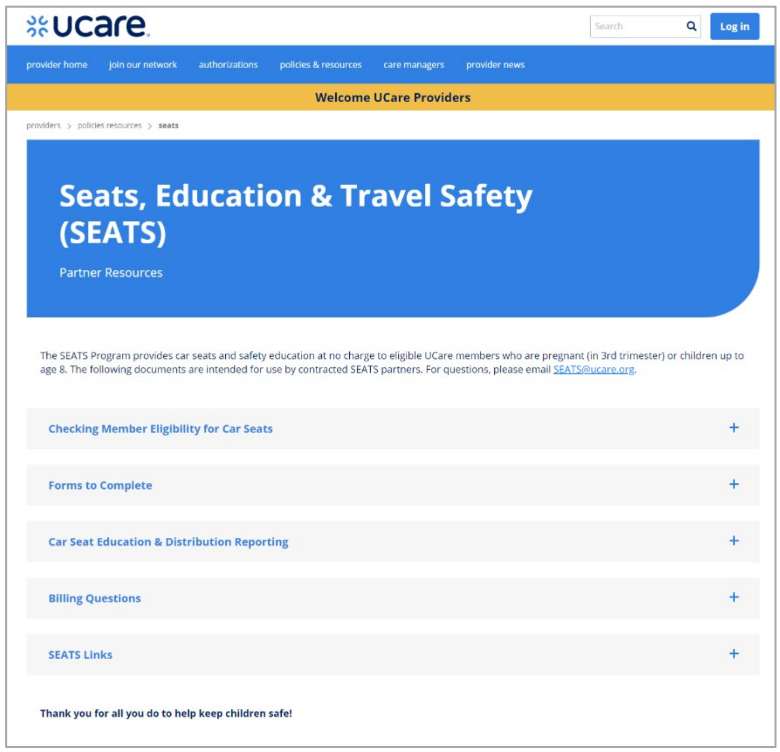
A new browser window opens, which displays and gives access to several Partner Resources for the SEATS Program.

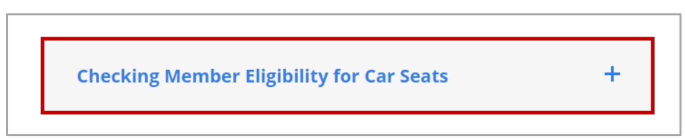
Here you will find:

- Instructions for checking Member eligibility for car seats
- Forms to complete
- Reminders and instructions for car seat distributions
- General billing information
- Links to external sites, including:
    - MN Office of Traffic Safety – Child Passenger Safety
    - Care Seats Made Simple
    - Safe Kids USA

Expand the first accordian for **Checking Member Eligibility for Car Seats** to find:

- Car Seat Provider Training PowerPoint Slides
- Request A Car Seat – Quick Guide
- Car Seat New Provider Portal FAQs





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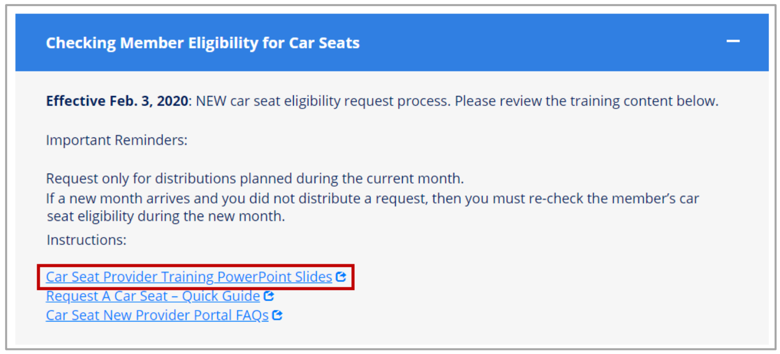
Link to Car Seat Provider Training

- Click **Car Seat Provider Training PowerPoint Slides**

</td>
<td>

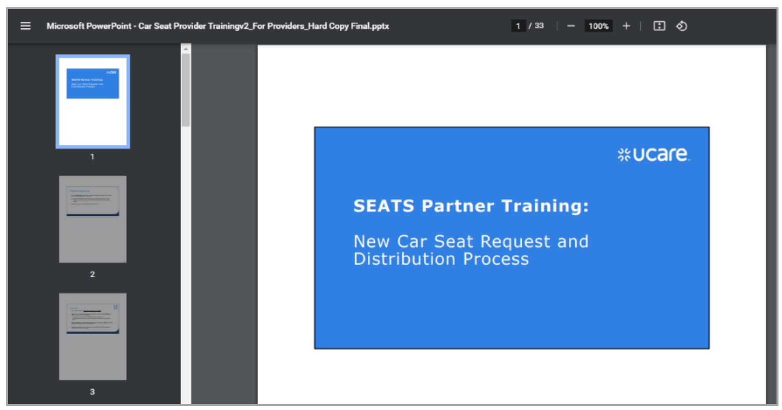


</td>
</tr>
<tr>
<td>

A new browser window opens.

The slide deck used for training SEATS Partners displays.

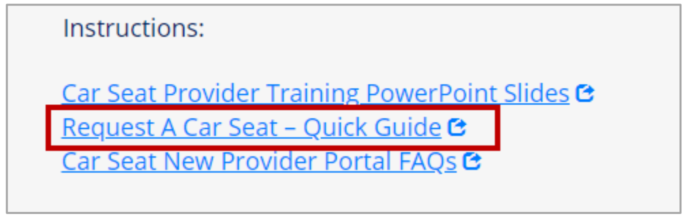
</td>
<td>



</td>
</tr>
</table>

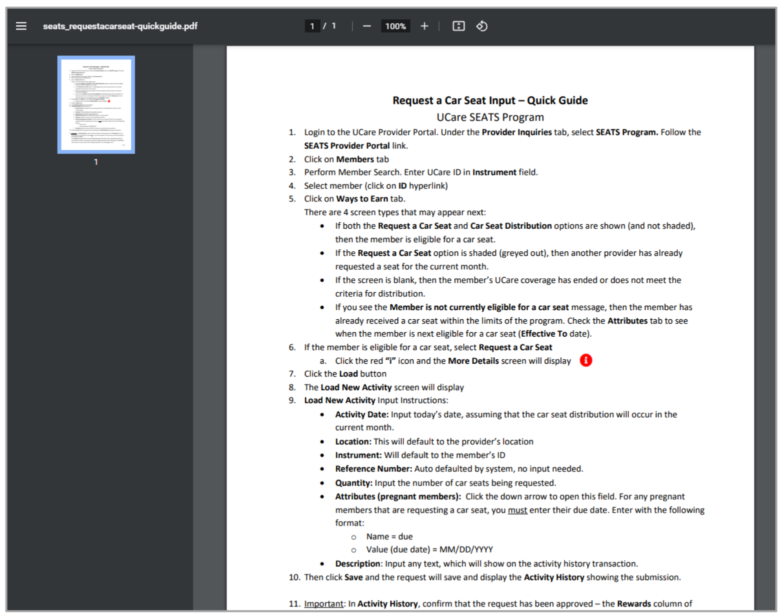
Link to Quick Guide for Requesting a Car Seat

- Click **Request a Car Seat – Quick Guide**



A new browser window opens.

The Quick Guide for steps for requesting a car seat and the input needed displays.



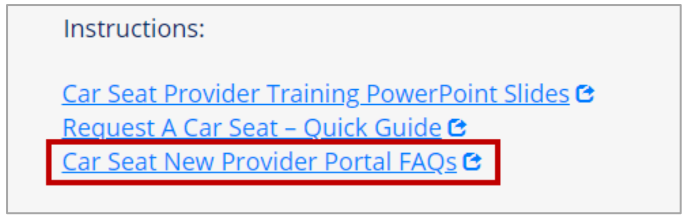
Request a Car Seat Input – Quick Guide

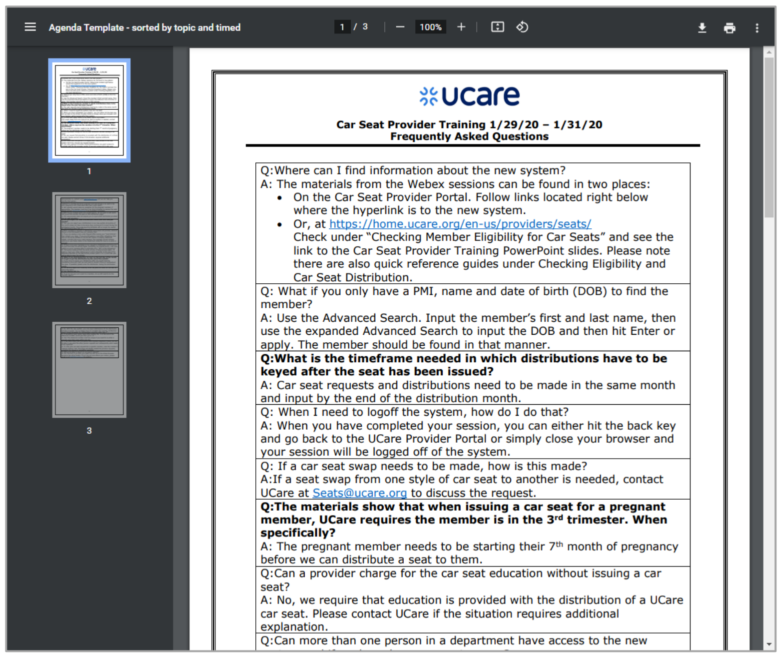
UCare SEATS Program

1. Login to the UCare Provider Portal. Under the **Provider Inquiries** tab, select **SEATS Program.** Follow the **SEATS Provider Portal** link.
2. Click on **Members** tab
3. Perform Member Search. Enter UCare ID in **Instrument** field.
4. Select member (click on **ID** hyperlink)
5. Click on **Ways to Earn** tab.
   There are 4 screen types that may appear next:
   - If both the **Request a Car Seat** and **Car Seat Distribution** options are shown (and not shaded), then the member is eligible for a car seat.
   - If the **Request a Car Seat** option is shaded (greyed out), then another provider has already requested a seat for the current month.
   - If the screen is blank, then the member's UCare coverage has ended or does not meet the criteria for distribution.
   - If you see the **Member is not currently eligible for a car seat** message, then the member has already received a car seat within the limits of the program. Check the **Attributes** tab to see when the member is next eligible for a car seat (**Effective To** date).
6. If the member is eligible for a car seat, select **Request a Car Seat**
   a. Click the red **"i"** icon and the **More Details** screen will display
7. Click the **Load** button
8. The **Load New Activity** screen will display
9. **Load New Activity** Input Instructions:
   - **Activity Date:** Input today's date, assuming that the car seat distribution will occur in the current month.
   - **Location:** This will default to the provider's location
   - **Instrument:** Will default to the member's ID
   - **Reference Number:** Auto defaulted by system, no input needed.
   - **Quantity:** Input the number of car seats being requested.
   - **Attributes (pregnant members):** Click the down arrow to open this field. For any pregnant members that are requesting a car seat, you must enter their due date. Enter with the following format:
     - Name = due
     - Value (due date) = MM/DD/YYYY
   - **Description**: Input any text, which will show on the activity history transaction.
10. Then click **Save** and the request will save and display the **Activity History** showing the submission.

11. Important: In **Activity History**, confirm that the request has been approved – the **Rewards** column of

<table>
<tr>
<td>Link to New Car Seat Provider FAQ document

• Click Car Seat New Provider Portal FAQs</td>
<td>
</td>
</tr>
<tr>
<td>A new browser window opens.

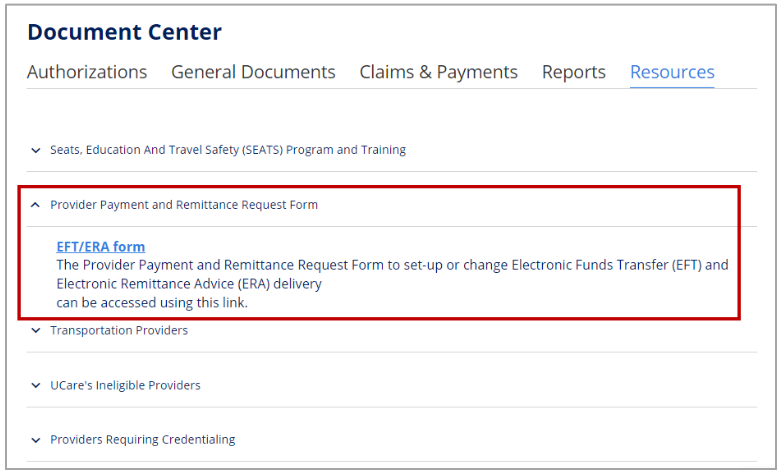
The Frequently Asked Questions by new car seat Providers document displays.</td>
<td>
</td>
</tr>
</table>

Latest update date: 6/17/2024

Detailed information can be found at ucare.org/providers. The provider manual can also be found at this link. Our Provider Assistance Center is also available for questions and can be reached at 612-676-3300 or toll free at 1-888-531-1493. The hours of operation for the Provider Assistance Center are from 8:00 am to 5:00 pm, Monday through Friday.

Payment and Remittance Request Form

UCare offers Electronic Funds Transfer (EFT) and Electronic Remittance Advice (ERA).



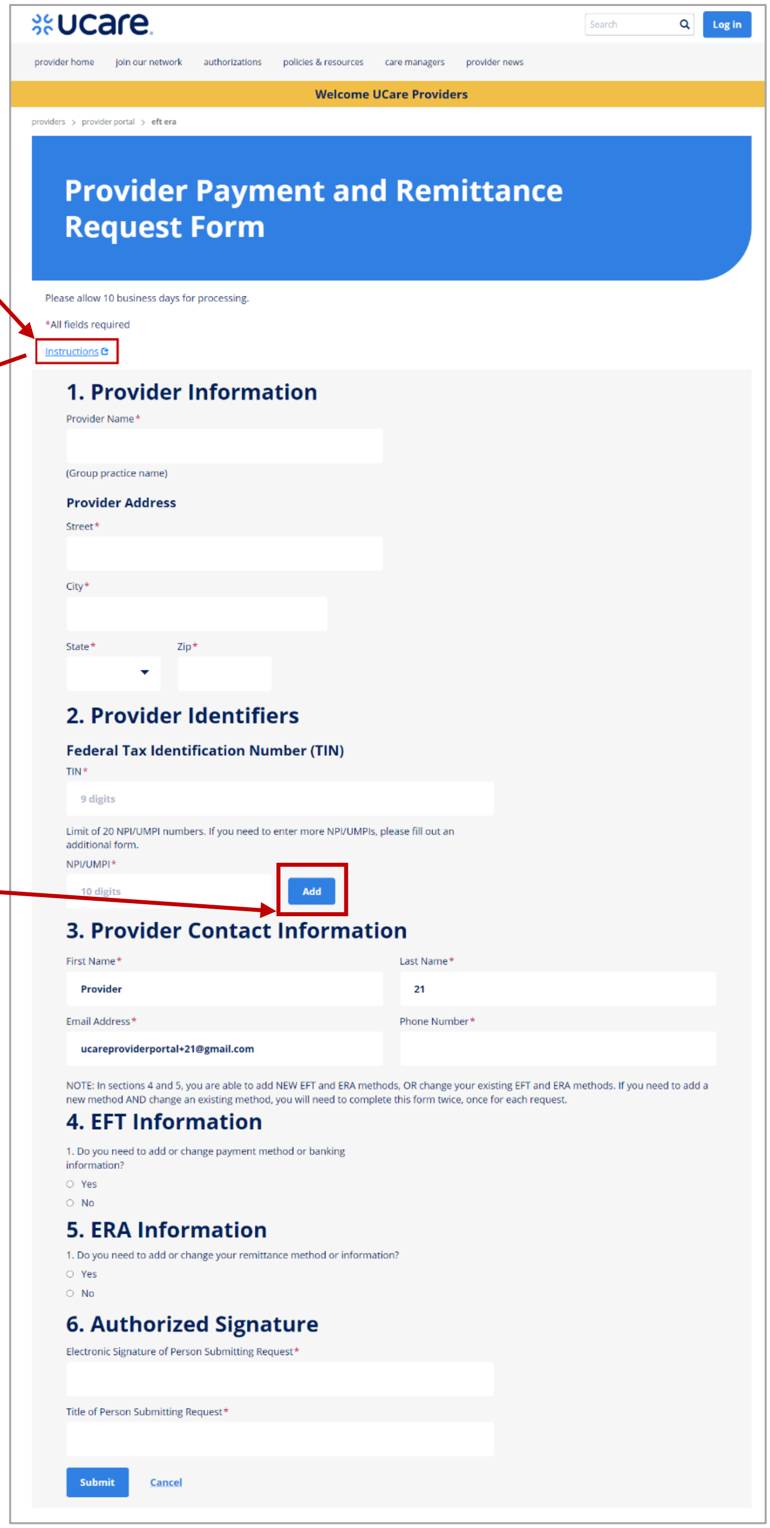
Link to EFT/ERA form

- Click **EFT/ERA form**

A link will display with instructions and a form to complete

After clicking the link from the new Provider Portal, a new browser window opens.

For instructions on using the EFT/ERA form, see the form itself.



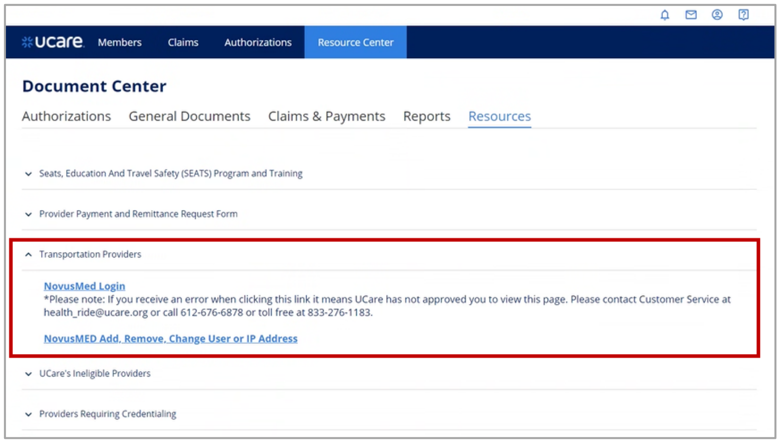
NOTE: Be sure to select the **Add** button after entering the NPI or UMPI.

Resources: Transportation Providers

Within the Transportation Providers section, a user can access the link to the *NovusMed Login*.

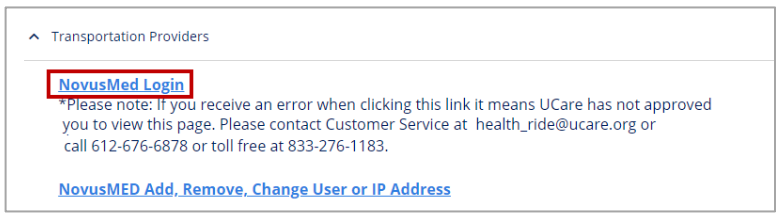
A second link provides access to two forms available from the Provider '*Manage Your Information'* page:

- *NovusMED User – Add, Remove, Change*
- *NovusMED IP Address – Add, Remover* - allows providers to add or remove their IP address

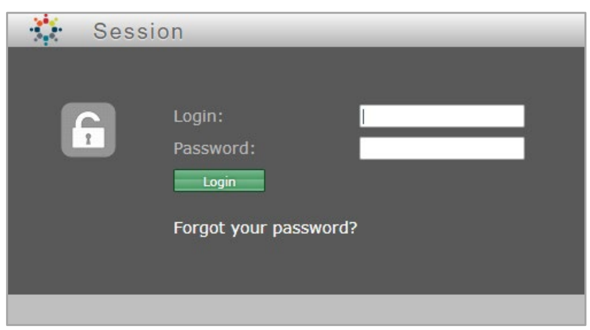


Link to NovusMed Login

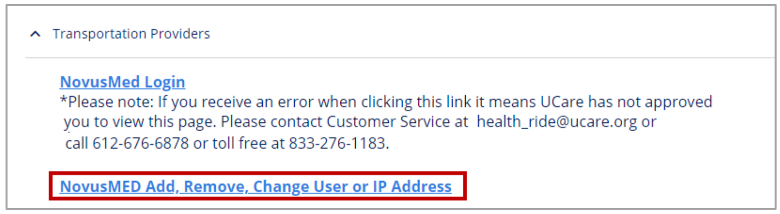
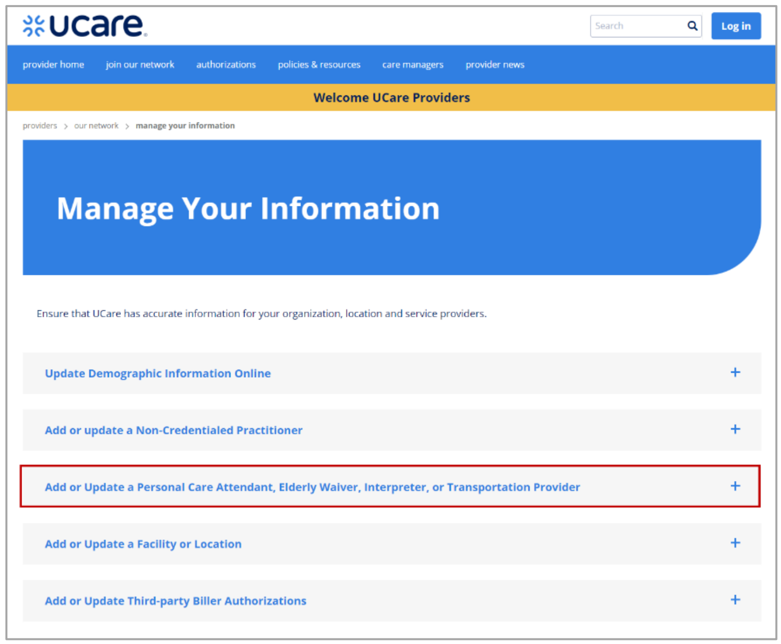
- Click **NovisMed Login**



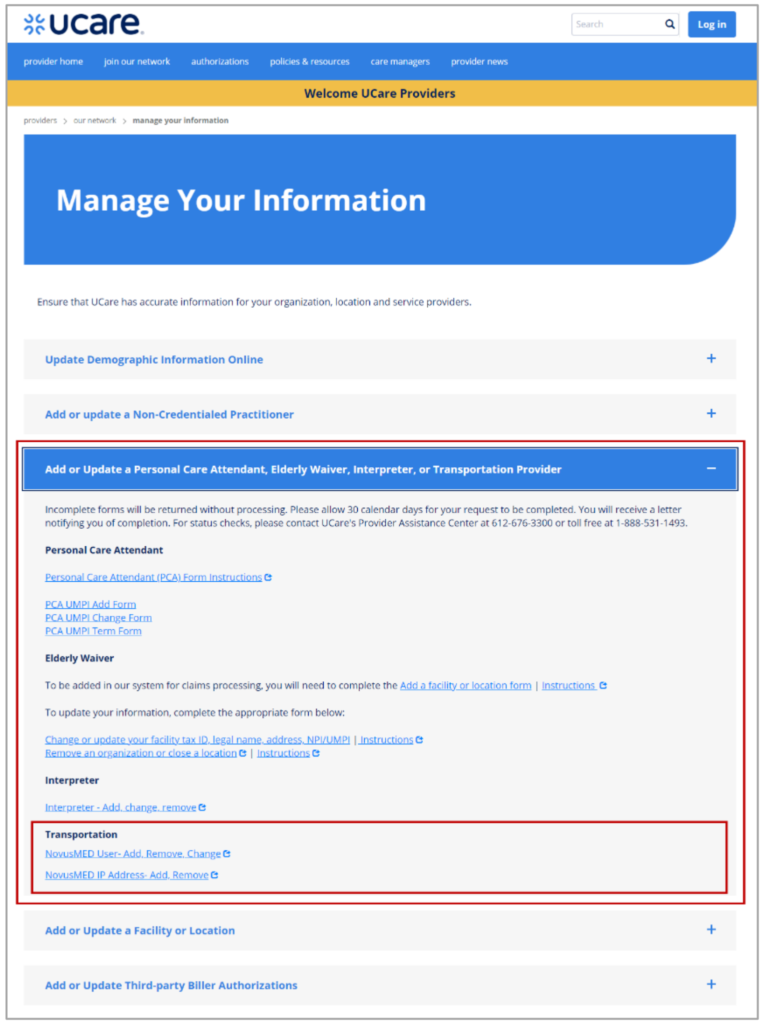
If you have credentials for NovusMed you may log in from the page that displays.



Detailed information can be found at ucare.org/providers. The provider manual can also be found at this link. Our Provider Assistance Center is also available for questions and can be reached at 612-676-3300 or toll free at 1-888-531-1493. The hours of operation for the Provider Assistance Center are from 8:00 am to 5:00 pm, Monday through Friday.

Link to NovusMed – Add, Remove, Change User or IP Address Forms To access two forms for adding, removing or changing user and IP address information: • Click **NovusMed – Add, Remove, Change User or IP Address link**	
The page for providers to manage their information displays in a second browser window. To locate the Transportation Provider forms, scroll down if needed, and click to expand the accordion labeled **Add or Update a Personal Care Attendant, Elderly Waiver, Interpreter, or Transportation Provider**.	

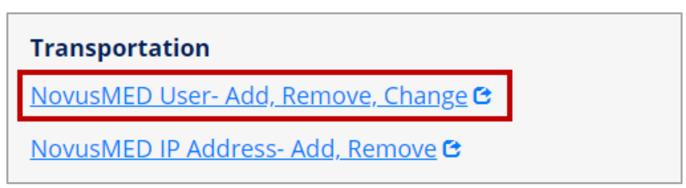
Once the accordion is expanded, continue to scroll down to find the section labeled *Transportation*.

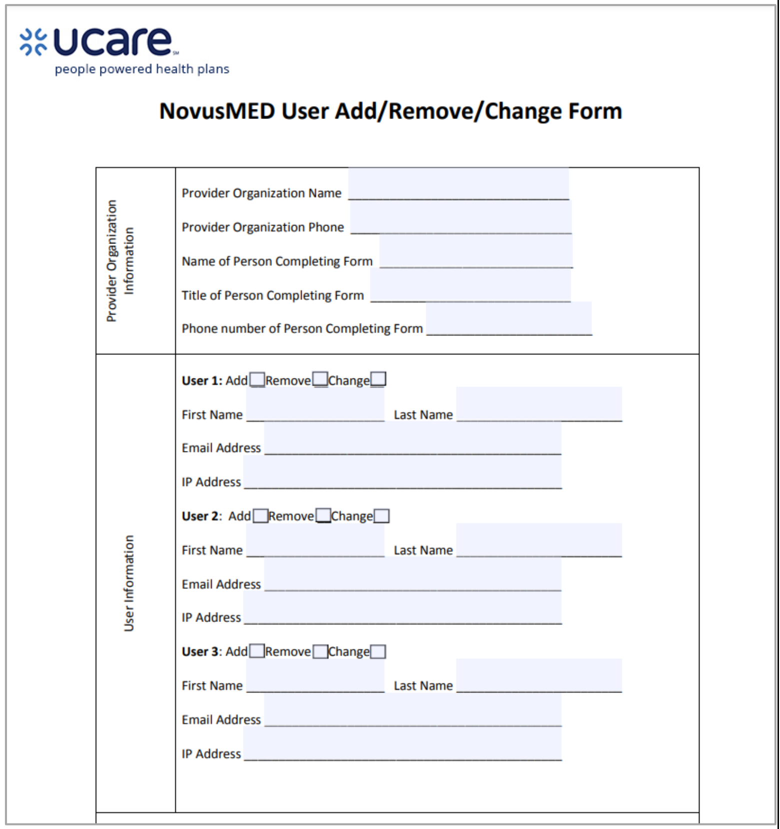


Link to NovusMed User – Add, Remove, Change Form

The *NovusMED User – Add, Remove, Change* form allows providers to add, remove or change information for a user.

- Click **NovisMed User – Add, Remove, Change**



The *NovusMed User Add/Remove/Change Form* displays ready to be completed.	

ucare
people powered health plans

NovusMED User Add/Remove/Change Form

Provider Organization Information

Provider Organization Name ____________________

Provider Organization Phone ____________________

Name of Person Completing Form ____________________

Title of Person Completing Form ____________________

Phone number of Person Completing Form ____________________

User Information

User 1: Add ☐ Remove ☐ Change ☐

First Name ____________ Last Name ____________

Email Address ____________________

IP Address ____________________

User 2: Add ☐ Remove ☐ Change ☐

First Name ____________ Last Name ____________

Email Address ____________________

IP Address ____________________

User 3: Add ☐ Remove ☐ Change ☐

First Name ____________ Last Name ____________

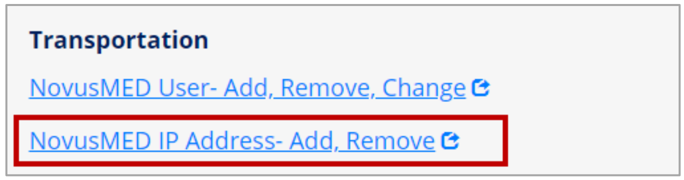
Email Address ____________________

IP Address ____________________

Link to NovusMed IP Address – Add, Remove Form

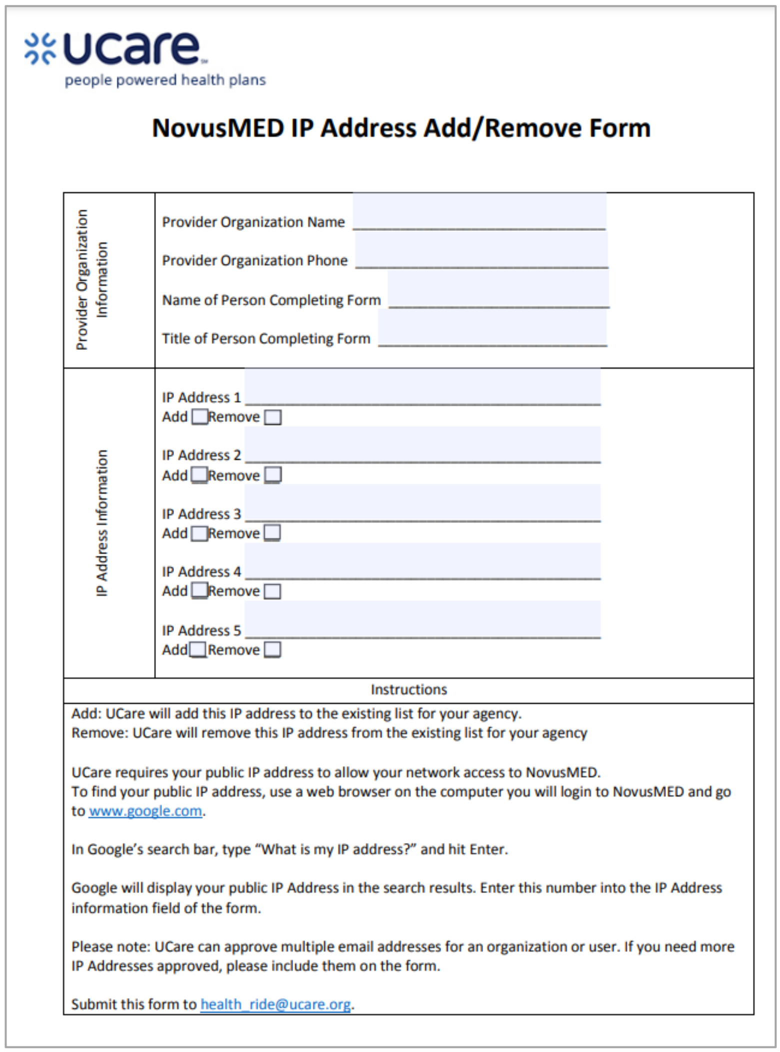
The *NovusMED IP Address – Add, Remove* - allows providers to add or remove their IP address.

- Click **NovisMed IP Address – Add, Remove**



Link to NovusMed IP Address – Add, Remove Form- continued

The *NovusMED IP Address Add/Remove Form* displays ready to be completed.



ucare
people powered health plans

NovusMED IP Address Add/Remove Form

Provider Organization Information

Provider Organization Name ____________

Provider Organization Phone ____________

Name of Person Completing Form ____________

Title of Person Completing Form ____________

IP Address Information

IP Address 1 ____________
Add ☐ Remove ☐

IP Address 2 ____________
Add ☐ Remove ☐

IP Address 3 ____________
Add ☐ Remove ☐

IP Address 4 ____________
Add ☐ Remove ☐

IP Address 5 ____________
Add ☐ Remove ☐

Instructions

Add: UCare will add this IP address to the existing list for your agency.
Remove: UCare will remove this IP address from the existing list for your agency

UCare requires your public IP address to allow your network access to NovusMED.
To find your public IP address, use a web browser on the computer you will login to NovusMED and go to www.google.com.

In Google's search bar, type "What is my IP address?" and hit Enter.

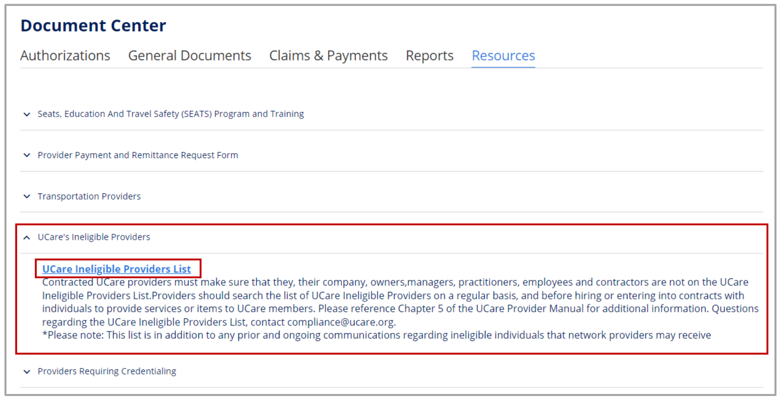
Google will display your public IP Address in the search results. Enter this number into the IP Address information field of the form.

Please note: UCare can approve multiple email addresses for an organization or user. If you need more IP Addresses approved, please include them on the form.

Submit this form to health_ride@ucare.org.

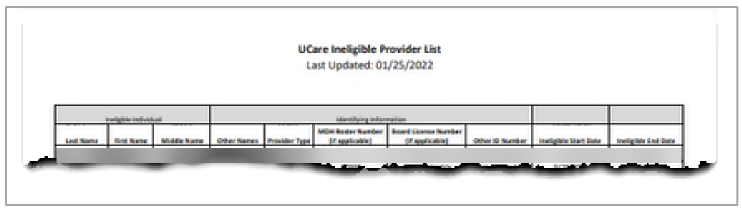
Resources: UCare's Ineligible Providers

Providers should search the list of UCare Ineligible Providers on a regular basis, and before hiring or entering contracts with individuals to provide services or items to UCare members.



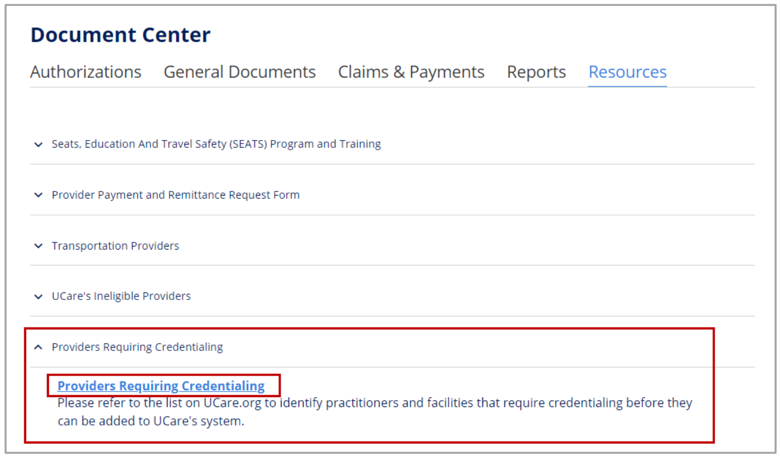
The *UCare Ineligible Provider List* displays ready to be searched.

> **NOTE:** If you are searching a specific name, use **Ctrl + F** and **type the name** you are searching. The name will be highlighted if it is found within the list.



Resources: Providers Requiring Credentialing

Providers should refer to the list to identify practitioners and facilities that require credentialing before they can be added to UCare's system.

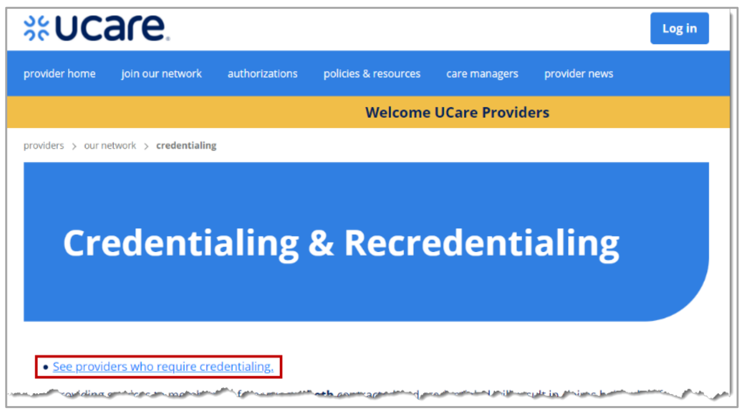


A new browser window opens, which displays information about the Credentialing & Recredentialing process.

Here you will find a link to:

- *See providers who require credentialing*.

Click the link to find a new browser page opens with more information.



The *Practitioner License Types & Facilities Who Require Credentialing* page offers sections to explain the various practitioners and organizations that do and do not require credentialing.

When finished looking at the information provided on this page, you may go back to the portal by clicking on the browser window tab for the portal.