

UCare Elderly Waiver (EW) Provider Key Contacts



Contact Information

Administrative Resources

	Email/Website Address	Phone	Toll Free	Fax
Provider Assistance Center Claims, billing, benefit questions Monday - Friday 8 am-5 pm Secure email in the Provider Portal	https://www.ucare.org/provider-s/provider-portal	612-676-3300	1-888-531-1493	
EDI Help Desk UCare Electronic Payer ID: 55413	EDISupport@ucare.org			
EFT and ERA Questions	EFT835@ucare.org			
Third-Party Agreement Notification	Submit completed Third- Party Form to pac@ucare.org	612-676-3300	1-888-531-1493	
EW Provider Relations Liaison On-site or virtual provider training and education	brobinson@ucare.org	952-256-0849		
Report Fraud, Waste & Abuse	compliance@ucare.org		1-877-826-6847	

Authorization and Care Coordination

	Email/Website Address	Phone	Toll Free	Fax
Case Management Central Intake		612-676-6622	1-866-242-2497	
Elderly Waiver Authorizations	clsintake@ucare.org	612-676-6705 Option 2, then 5	1-877-447-4384	612-884-2185
PCA Services, Clinical Authorizations	UCarePCA@ucare.org	612-676-6705 Option 2, then 4	1-877-447-4384	612-884-2094
MSHO/MSH+ Clinical Liaisons Care Coordination Questions	MSC_MSHO_ClinicalLiaison@ucare.org	612-294-5045	1-866-613-1395	

DHS Contacts

	Email/Website Address	Phone	Toll Free	Fax
MHCP Provider Resource Center DHS Provider Enrollment Monday-Friday 8 am-4:15 pm	Email: dhs.healthcare-providers@state.mn.us Website: MHCP Provider Resource Center / Minnesota Department of Human Services (mn.gov)	651-431-2700	800-366-5411	

Visit www.ucare.org/providers for more information or visit our resource information page for EW Providers [Non Contracted Providers \(ucare.org\)](http://www.ucare.org)