

Care Coordination Alert



News of interest from UCare

9/12/2025



Issues of **Care Coordination Alert** often refer to several different UCare forms. UCare care coordination forms are on the UCare website under the Care Coordination and Care Management web page.

Please send care coordination-related questions to the Clinical Liaison mailbox:

MSC+/MSHO: MSC_MSHO_ClinicalLiaison@ucare.org or by phone: 612-294-5045

CT/CT+MED: SNBCClinicalLiaison@ucare.org or by phone: 612-676-6625

Upcoming SecFTP Changes: Multi-Factor Authentication (MFA)

This communication is to inform you of a change to the UCare SecFTP. Starting Monday, September 22, 2025, Multi-Factor Authentication (MFA) will be needed as part of the login process.

Why the change?

MFA provides additional security at login and brings modern authentication to SecFTP.

What do I need to do as a SecFTP user?

When the user logs in, follow the directions in the attached Word document to set up MFA with either the authenticator app or the email method. Failing to follow these steps will prevent you from logging into SecFTP in the future.

What do I do if I have issues getting logged in or getting my MFA set up?

Contact the Clinical Liaisons, who will assist in informing UCare IT of the assistance needed on your behalf.

Thank you,

UCare Clinical Liaison Team