

## UCare to Introduce Online Submission of Claim Reconsideration Requests for Adjustments/Appeals and Recoupments

On May 20, 2019, UCare will introduce online submission of the *Provider Claim Reconsideration Form*. Online submission offers many benefits to providers, including:

- Notification of request receipt
- Reduction in clerical paperwork and staff-time to submit, follow-up and track
- Lower paper and postage costs
- Quicker overall processing time

To start using UCare's online submission of claim reconsideration requests on or after May 20, visit:

[home.ucare.org/providers](http://home.ucare.org/providers) → Claims & Billing → Forms & Links

- **Provider Portal Users** – If you have a UCare Provider Portal login, click “Online Provider Claim Reconsideration Form (Use if you have a UCare Provider Portal account)” and you will be directed to the portal. Once you login, click the Provider Inquiries tab and select “Provider Forms” from the drop down menu.  
*Providers may request a login from the Portal Administrator at your clinic/facility or by [registering](#) for an Administrator account for your clinic/facility.*
- **Non-Provider Portal Users** – If you do not have a UCare Provider Portal login and do not need to get one, click “Online Provider Claim Reconsideration Form (Use if you do not have a UCare Provider Portal account).” You will need to register to access and submit the form (does not provide access to the Provider Portal). You will receive an email confirmation with an activation link. After clicking that link, login to complete the form.

To complete the online form:

1. Fill out one form per member.
2. Copy, scan and upload supporting documents.
3. Click “Add Another Claim” if completing more than one claim for a single member.
4. Click "Submit" to complete the process.
5. After submitting the completed form, a new page will appear with a confirmation number to reaffirm that it has been submitted successfully. **Keep this number for future use. It will be needed to check claim status and to submit a second-level appeal.**

6. To check the status of a specific form submitted online, contact UCare's Provider Assistance Center at 612-676-3300 or 1-888-531-1493 and reference the confirmation number.