

Provider Bulletin



News and Information

Dec. 27, 2021

Information For Transportation Providers Regarding UCare's New Member ID Format

Effective Jan. 1, 2022, all members in UCare's Prepaid Medical Assistance Program (PMAP), MinnesotaCare, UCare Connect, UCare Connect + Medicare, Minnesota Senior Care Plus (MSC+) and UCare's Minnesota Senior Health Options (MSHO) plans will receive a new ID Card with a new ID number. The new Member ID will be 9-digits long, and the starting number will be a 4 and a fixed, two-digit suffix, defaulting to 00 for subscriber. Please refer to the Oct. 28, 2021, Provider Bulletin on the [New Claims System webpage](#) for more details.

Providers will see updated Member IDs in NovusMED/Trip Broker on Dec. 29, 2021.

The following information will assist Transportation providers with the change to help ensure a seamless experience for UCare members.

Scheduled Rides

- The processing and scheduling of rides will not change, and there will be no impact to rides that are already scheduled.
- Trips scheduled in 2021 with ride dates in 2022, will show the new ID numbers when the change is made in NovusMED/Trip Broker on Dec. 29, 2021.

Date of Service	UCare ID Number Format Shown
Prior to Jan. 1, 2022	Amysis ID example or 11-digit ID
On and after Jan. 1, 2022	9-digit Member ID XXXXXXX-00

Reporting

- Reports from the system (or printed reports) will show the current, 11-digit ID format for dates of service prior to Jan. 1, 2022, and the new, 9-digit ID format for dates of service Jan. 1, 2022, and later.
- Billing reports from NovusMED will contain either the 11-digit member ID or 9-digit member ID, depending on the date of service and the member's PMI number to help providers match the members with their IDs in their systems.

Billing

- UCare distributed billing instructions to transportation providers outlining the member ID numbers and Payer ID to use prior to Jan. 1, 2022, and Jan. 1, 2022, and later. Please see the "Letter to Non-Emergency Medical Transportation Providers" for details. It is available on the [New Claims System webpage](#).

- Trip Broker will only contain the 9-digit member ID once UCare changes the member ID format in the system on Dec. 29, 2021.
 - Providers will need to use the Provider Billing report to receive accurate ID numbers for billing between the day UCare implements the new ID numbers (Dec. 29, 2021) and Jan. 1, 2022.
 - After Jan. 1, 2022, the new 9-digit member ID will be appropriate for billing in Trip Broker.

Additional information on the new claims system, as well as the various communications sent to providers is available at: <https://www.ucare.org/providers/policies-resources/claims-billing/new-claims-system>