

Provider Bulletin



News and Information

April 18, 2022

Updated Email Requirements for Multiple Claims Inquiries

UCare's Provider Assistance Center (PAC) updated the email submission requirements for multiple claims inquiries.

All requests with multiple claims for one provider must be sent via email to pac@ucare.org and include a spreadsheet with the following required information:

- National Provider Identifier (NPI) or Tax ID Number (TIN)
- Member first name
- Member last name
- Date(s) of service
- Claim number(s)
- Billed amount(s)

In accordance with Health Insurance Portability and Accountability Act (HIPAA) requirements, UCare requires three pieces of protected health information (PHI) be included in the email to respond to inquiries. These include, but are not limited to, name, date of birth, member ID number, address, etc.

If you contract with a third-party biller to contact UCare on your behalf, we need a signed acknowledgement form on file giving UCare permission to release information. Click the link below to approve a third-party biller.

[Provider Notification/Change/Update/Termination Third-Party Agreement](#)

Questions regarding the requirements can be directed to PAC at 612-676-3300 or 1-888-531-1493.