

Provider Bulletin

News and Information



February 4, 2022

UPDATE – Issues Resolved **270/271 Inaccurate Eligibility Status**

On Jan. 12, UCare identified an issue causing an inaccurate eligibility status to be returned on its 270/271 file for members in State Public Program plans (Prepaid Medical Assistance Program, MinnesotaCare, UCare Connect, UCare Connect + Medicare, Minnesota Senior Care Plus and UCare’s Minnesota Senior Health Options). The status update is available below in red font.

In order for claims to be accepted for 2022 dates of service (DOS), providers must submit the new 2022 (9-digit) Member ID.

Providers had been incorrectly receiving “eligible” status on members:

- When inquiring with a UCare 2021 legacy (11-digit) Member ID for a 2022 DOS. **This issue has been resolved. Providers are now receiving an ineligible status, which is correct since the new (9-digit) Member ID should be used with 2022 DOS.**
- When inquiring with the member’s 8-digit MN Medicaid ID (PMI). The PMI also is returning the UCare 2021 legacy (11-digit) Member ID in error. **This issue has been resolved.**

Eligibility information on the 270/271 file will display correctly when providers use the new 2022 (9-digit) member ID for 2022 DOS.

Providers may access accurate member eligibility data on the UCare Provider Portal or Interactive Voice Response (IVR) line. Providers can also use MN-ITS, the Minnesota DHS system for MHCP claims and other transactions. MN-ITS is available at: <https://mn-its.dhs.state.mn.us/GatewayWebUnprotected/index.faces>. Providers must be MHCP-enrolled and registered with MN-ITS to use the system. For questions or information on accessing MN-ITS, contact the MHCP Provider Call Center at 651-431-2700 or 1-800-366-5411.

UCare is working to get this issue resolved as quickly as possible.

Additional information about the change in Member ID numbers is available on UCare’s [new claim system](#) webpage.