

Provider Bulletin



News and Information

Dec. 13, 2024

UCare introduces new trading partner for electronic transactions

UCare is now working with Availity as its new trading partner for electronic data interchange (EDI) services. On Feb. 21, 2024, UCare's previous trading partner, Change Healthcare, experienced a nationwide network interruption related to a cyber security issue. UCare has now restored all EDI services, except 276/277, directly through Availity.

Providers still have their choice of clearinghouse. However, either providers or their clearinghouse must enroll with Availity for EDI transactions with UCare as of Dec. 17, 2024.

Providers or their clearinghouses may contact Availity through the following:

- Availity Registration website - <https://www.availity.com/essentials-portal-registration/>
- Phone - 1-800-282-4548 (Monday – Friday, 8 am – 8 pm EST)
- Chat and e-ticketing - <https://www.availity.com/customer-support/>

For more information on electronic transactions, see the [Resources for Electronic Transactions](#) webpage. UCare's Provider Manual will be updated with this information.