

Provider Bulletin



News and Information

Jan. 17, 2025

Providers experiencing errors on 271 file

Effective Dec. 18, 2024, UCare transitioned its Eligibility and Benefits (E&B) facilitation services from Change Healthcare to Availity. Since this change, we have received feedback regarding errors on the 271 E&B response file.

UCare supports member verification using both 9-digit and 7-digit identification numbers. Please note that when a 9-digit identification number is submitted on the 270 file, there will be a 7-digit number in response. Though we prefer to have the 9-digit number when submitting claims, providers can use this 7-digit number.

Please note: Claims submitted with a 7-digit number will go through additional validation checks and will need to match on the additional following fields. If there is not a match, the claims **may** be rejected as member not eligible/found.

- Member last name
- Member first name
- Date of birth
- Gender

UCare is working with Availity to correct this data so that in the future providers will receive a 9-digit response file. We will update providers when this correction has been made. We apologize for any inconvenience this may cause.