Provider Bulletin

April 17, 2025

UCare to transition to Encounter Alert System

On June 1, 2025, UCare will move to the Department of Human Services Minnesota Encounter Alert System (EAS) vendor PointClickCare (previously known as Audacious Inquiry).

The transition to the EAS provides the ability to send and receive real-time member encounter notifications. These notifications are for individuals who have been admitted, discharged or transferred to, or from, an EAS-participating hospital, emergency department, long-term care facility or other provider organization. Implementation of the EAS will eliminate the need for enrolled facilities to manually report some inpatient hospital notifications to UCare via email, fax or phone, as well as the need for UCare to send the Daily Admission Report to facilities and providers.

The EAS is not currently in place for the following services:
- Substance Use Disorder Inpatient
- Substance Use Disorder Residential Stay
- Detox Admission
- Mental Health Residential Stay
- Skilled Nursing Facility Admission
- Swing Bed Admission
- Long Term Acute Care Admission
- Acute Inpatient Rehabilitation
- Neonatal Intensive Care Unit Admissions

The **facility or admission types listed above should continue to be** reported as listed in the UCare Provider Manual and authorization grids. Organizations not enrolled in the EAS are required to notify UCare of all Hospital Inpatient Level of Care Admissions within 24 hours of admission.

To enroll in the EAS, contact Janelle Barbisch with PointClickCare at Janelle.barbisch@pointclickcare.com.

Providers may call UCare's Provider Assistance Center at 612-676-3300 or 1-888-531-1493 toll free with questions.

UCare