Provider Bulletin

News and Information

July 1, 2025

UCare to retire legacy Provider Portal

UCare is retiring its legacy Provider Portal. Starting Aug. 1, 2025, users will need to use the current Provider Portal instead. As a reminder, UCare will launch its Availity Provider Portal at a later date; the launch date has not yet been determined.

An organization's Provider Portal Administrator (Provider Admin) assigns access to the current Provider Portal to users from the organization and/or third-party agencies. **Providers who are unsure if they have been assigned access should check with their organization's Provider Admin.**

When the Provider Admin assigns access:
- Users will receive an activation email. This email includes a link to "Activate Account," which requires the user to set up a password and multifactor authentication to use the current Provider Portal.
- Users should check their junk email folder if they do not see the activation email in their inbox; it expires after 30 days.

Organizations that do not have a Provider Admin but need access to the current UCare Provider Portal should choose a Provider Admin and have the person "Request Admin Access" through the link on the Provider Portal login page.

Provider Portal training resources
UCare developed the following resources to help providers transition to the current portal:
- A frequently asked questions page (also available in the portal by clicking the "?" icon)
- Recorded training for Users
- Several guides on the portal login page, including the User Guide and Quick Reference Guide

Questions
Contact UCare's Provider Assistance Center at 612-676-3300 or 1-888-531-1493 toll-free between 8 am and 5 pm, Monday through Friday.

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