

Provider FAQs

News and Information



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2025 UCare enrollment changes for Medical Assistance FAQs

As announced in the [July 9, 2025, Provider Bulletin](#), UCare and the Minnesota Department of Human Services (DHS) have agreed to expand UCare's enrollment freeze in Prepaid Medical Assistance Program (PMAP), MinnesotaCare and Special Needs BasicCare (SNBC) UCare Connect starting July 1, 2025, as well as reduce UCare's service area for PMAP and MinnesotaCare beginning Sept. 1, 2025.

To assist our provider partners in navigating these changes, UCare has developed this list of frequently asked questions. We will continue to add common questions and update this document with additional information as needed. We recommend that you bookmark this document for future reference.

Why did UCare make these changes?

At the beginning of 2025, UCare and DHS agreed to temporarily freeze UCare's new enrollment into PMAP in all counties except Hennepin County to mitigate financial losses and constraints. This was expected to result in gradual enrollment losses throughout 2025. However, members continue to enroll at higher rates than anticipated, and medical expenses continue to increase significantly. As a result, UCare and DHS agreed to further freeze enrollment in all PMAP and MinnesotaCare counties and some non-integrated SNBC (Connect) counties, as well as reduce UCare's service area for PMAP and MinnesotaCare beginning Sept. 1, 2025.

How long will the enrollment freeze last?

The enrollment freeze is anticipated to last through the remainder of 2025, at which time UCare and DHS will evaluate if the freeze needs to continue into 2026.

How long will the Service Area Reduction last?

The Service Area Reduction will start Sept. 1, 2025, and continue until the next DHS procurement is effective.

What counties are affected by the Service Area Reduction?

Beginning Sept. 1, 2025, until the next DHS procurement is effective, UCare will exit the following counties for PMAP and MinnesotaCare: Benton, Chisago, Crow Wing, Pennington, Ramsey, Roseau, St. Louis, Sherburne, Stearns, Wadena and Wright.

What will happen with members impacted by the enrollment freeze or Service Area Reduction?

Members in a county with only an enrollment freeze will not be affected. They will continue to be in their plan and receive coverage as they always have. They can see their doctors and receive the same services. They will not see any changes and do not need to take any action.

The members in counties impacted by the Service Area Reduction will have no gap in Medical Assistance or MinnesotaCare coverage. They will remain UCare members through Aug. 31, 2025, and will continue to see their doctors and receive the same services they always have. They will then transition to their new health plan on Sept. 1, 2025.

In July, DHS started sending a Health Plan Choice letter with information about other health plans available to current UCare members in impacted counties. Enrollees may choose a different plan, or DHS will default them to a plan if no choice is elected.

How will enrollees be notified if they need to choose a new health plan by Sept. 1?

Enrollees impacted by the service area reduction, meaning they can no longer remain enrolled with UCare as of Sept. 1, received communication from DHS in early July.

This Health Plan Choice letter tells them that UCare will no longer be their plan as of Sept. 1, 2025, and provide them with their health plan options for the county.

The enrollee may choose a different health plan by returning the plan choice form by July 28, or DHS will default them to a plan if the enrollee does not make an active choice.

Sample enrollee letter templates:

[UCare Special Enrollment Period Notice example 1](#)

[UCare Special Enrollment Period Notice example 2](#)

[UCare Special Enrollment Period Notice example 3](#)

Please note: the plan options listed in the templates may change based on the county, so any plan options showing are not necessarily what every enrollee will see.

Can we get a list of members impacted by the Service Area Reduction?

Unfortunately, there is not a list of members impacted by this change that is being shared. We encourage providers to reach out directly to DHS with any member-related questions they may have about the Service Area Reduction.

What role will providers have in transitioning enrollees to new health plans?

Providers do not need to take any action regarding continuity of care for impacted enrollees. UCare will share information about a member's prescriptions, authorizations and special services with the new plan through DHS.

Impacted enrollees may contact your office to see if you are in network with one of the other plan choices available to them.

For additional information, please contact DHS. Their contact information is available at <https://mn.gov/dhs/general-public/about-dhs/contact-us/>.

Will authorizations for our patients be honored by their new health plan?

In general, authorizations approved by UCare should be honored by the new health plan. UCare will work with DHS to share data and information regarding authorizations for prescription drugs, pregnancy, surgical, mental health, substance use disorder, orthodontics, special transportation and care management. DHS will share this information with the enrollee's new health plan.

In addition, to ensure appropriate transition of care, all health plans are required to honor an enrollee's current course of treatment for 120 days for many acute or life-threatening conditions, pregnancy, enrollees with disabilities or for culturally appropriate care.

NEW July 28, 2025 - How will inpatient hospital stays for a member be handled when they start prior to Sept. 1, 2025, and end after that date?

Per section 3.4.3.3. (Notification and Termination of Enrollment) of the [2025 Prepaid Medical Assistance and MinnesotaCare \(Families and Children\) contract](#), when a member is receiving inpatient hospital services prior to Sept. 1, 2025, that continue until after that date, UCare will be responsible for the inpatient hospital services and associated ancillary services until midnight (Central Time) on the first day following discharge from the hospital.

How should we address UCare members who are canceling appointments because they are worried they won't be covered?

- For appointments prior to Sept. 1, 2025:
Because you are still a UCare member at this time, your visit will be covered. Are you sure you want to cancel? If you have any questions about your coverage, please call the Customer Service number listed on the back of your UCare member ID card.
- For appointments Sept. 1, 2025, or later:
Before you cancel, you may want to check with your new health plan to see if the appointment is covered. Do you know how to contact your new plan?
 - If yes: Please give them a call to check your coverage. If the appointment isn't covered and you still want to cancel, you can call us back.
 - If no: You should receive a letter from the Minnesota Department of Human Services and your new plan. This will have all of the information you need to contact the new plan. If you do not receive this information, you can call the Minnesota Department of Human Services Health Care Consumer Support line at 651-431-3722 or toll-free at 1-833-970-0047.

Will there be any changes to UCare's provider network as a result of the Service Area Reduction?

Although UCare will be serving fewer PMAP and MinnesotaCare enrollees in 2025, the provider network will remain the same, as UCare remains in these counties for other products, including MSHO, MSC+, UCare Connect and UCare Connect + Medicare.

Will UCare be re-contracting with providers as a result of these changes?

UCare will not be re-contracting due to these changes. Our provider network will remain the same.

Is UCare leaving Medical Assistance (Medicaid) or MinnesotaCare?

No. UCare remains deeply committed to Medical Assistance and MinnesotaCare. These decisions are about strengthening UCare's position for the long haul to best serve members, providers and the community partners. They are not about exiting the market. UCare will have the opportunity to re-enter these counties during the next DHS procurement.

Where can I find additional information on these changes?

- Member information:
 - [Maps of health plan service areas by county](#)
 - Health Care Consumer Support line - 651-431-3722 or 1-833-970-0047, or contact county of residence
- Provider information:
 - [UCare's July 9, 2025, Provider Bulletin](#)
 - MN-ITS for the latest enrollment data
 - [MHCP provider news and updates](#) / [MHCP provider news and updates archive](#)
 - [Managed Care Organizations \(MCO\) contacts for MHCP providers](#)
 - MHCP Provider Resource Center - 651-431-2700 or 1-800-366-5411

UCare seems to be making some changes to its authorizations, policies, billing requirements and processes. How can providers stay updated on the latest information?

For the latest news and information, providers should sign up to receive Provider Bulletins and newsletters. Visit www.ucare.org/providers, scroll to the "News & Alerts" section of the page, then clicking the blue "Sign Up" button under "Newsletter Sign Up." All news items are available by clicking "provider news" on the top navigation bar and scrolling down that page to the News Archive.

Additionally, the provider website offers a host of information, including the Provider Manual, policies, authorization grids, claims and billing information, forms, training and education, and much more.