Provider FAQs

Aug. 1, 2025

UCare transitions to Encounter Alert System - FAQs

On June 1, 2025, UCare fully transitioned to the Department of Human Services Minnesota Encounter Alert System (EAS) vendor PointClickCare (PCC) as outlined in the [April 17, 2025, Provider Bulletin](#). UCare and PCC continue to receive questions surrounding this transition. This document will help answer some of the most commonly asked questions.

Key things to note about the transition to EAS:
- **Facilities enrolled** with Minnesota EAS are no longer required to manually report most inpatient notifications of admission to UCare via fax, email or phone, except where noted in the following FAQ.
- **Facilities not enrolled** with Minnesota EAS should provide notification of admission via the Inpatient Notification form located on UCare's Medical Services or Mental Health and Substance Use Disorder Services [Authorizations](#) pages.
- A notification number is not required for claims payment for acute inpatient hospitalization. All providers should follow the guidance listed in the [UCare Provider Manual](#) and [authorization grids](#).

Our hospital UM team is trying to send UCare notifications of admission but is receiving a fax back. What does this mean?
If you are receiving a fax back message related to a reported inpatient notification, this means that you have been identified as a participating EAS provider. You do not need to notify us again of this admission, as UCare has received notification via EAS.

For all non-participating EAS providers, please continue to submit your notifications to UCare via fax, email or phone using the Inpatient Notification form located on UCare's Medical Services or Mental Health and Substance Use Disorder Services [Authorizations](#) pages.

How do we know if our hospital system is already enrolled with PCC?
Minnesota EAS has reported that 95% of Minnesota facilities are already set up with PCC. Contact your hospital's IT department to see if your hospital system has been set up with Minnesota EAS/PCC to share admission data.

Why are the notifications sent through EAS not listed in the UCare Provider Portal with a certification or notification number?
Services listed on the authorization grid that state an authorization or notification is not required will no longer have a certification or notification number. The certification or notification number is not required for the claims to process, and facilities are to send claims for these services directly to UCare. EAS notifications **will not be** in the UCare Provider Portal or the daily admission report.

Why do I see some admissions in the UCare Provider Portal and not others?
As published in the [April 17, 2025, Provider Bulletin](#), 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

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- Swing Bed Admission
- Long Term Acute Care Admission
- Acute Inpatient Rehabilitation
- Neonatal Intensive Care Unit Admissions

For these services, providers and facilities are required to continue sending requests to UCare via fax, email or phone, and they will continue to be shown in the Provider Portal.

For the services noted in the authorization grid for which no authorization or notification is required, how do we obtain an authorization number for billing?
UCare does not require or issue a notification number for inpatient admissions or for billing purposes, with the exception of the services outlined in the April 17, 2025, Provider Bulletin. Please reference the previous question for a list of inpatient admissions that continue to require notification to UCare.

How can my facility enroll with EAS?
If your facility is interested in enrolling in EAS to eliminate the need to manually notify UCare of some inpatient admissions, contact Janelle Barbisch with PointClickCare at Janelle.barbisch@pointclickcare.com. Enrollment in EAS is not required for claims payment.

Did UCare recently change how it handles Acute Inpatient Hospitalizations?
Effective Aug. 1, 2025, UCare requires **notification** and **concurrent review** for Acute Inpatient Hospitalization.
- For facilities enrolled with EAS, no further action is required. Inpatient notifications will continue to be reported via EAS.
- For all non-participating EAS facilities, please continue to submit notifications to UCare via fax, email or phone using the Inpatient Notification form located on UCare's Medical Services or Mental Health and Substance Use Disorder Services Authorizations pages.

UCare's utilization review team will contact facilities when a concurrent review is required as outlined in the July 28, 2025, Provider Bulletin.

All other questions should be directed to UCare's Provider Assistance Center at 612-676-3300 or 1-888-531-1493 toll-free, Monday through Friday, 8 am – 5 pm.

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