

Provider Bulletin

News and Information



Sept. 2, 2025

Critical non-emergency medical transportation (NEMT) claim submission reminders

When submitting claims for NEMT, remember the following tips related to each type of claim.

Certificate of need (CON) authorization number submission

Claims for special transportation services, including assisted transport, wheelchair, protected transport and stretcher, require the submission of a CON authorization number.

UCare recently changed the format of the CON authorization number. Numbers were reissued for any open authorization using the new CON structure. Providers should include the newly created six-digit number on claim submissions. Failure to submit the new CON authorization number may result in claim denial.

Providers may access the CON authorization number generated by UCare via the QRYde portal.

Ride assignment numbers

Claim submissions for common carrier and special transportation services require the submission of a ride assignment number in addition to any applicable CON authorization number. Failure to submit the ride assignment number may result in claim denials.

Providers may access ride assignment numbers via the QRYde portal.

Reference the [UCare Provider Manual](#) for claim submission requirements.

Providers expecting rural urban commuting area (RUCA) adjustment add-ons

Claim submissions for UCare members receiving transportation services in ZIP Codes included in rural and super-rural areas will be eligible for additional reimbursement in some situations, in accordance with the [Minnesota Department of Human Services \(DHS\) Manual](#). UCare applies these reimbursement rates when claims are billed with the member's ZIP Code or the pick-up location in the appropriate field on the claim.

Providers should include "Member ZIP Code" or "Pick-Up ZIP Code" in Box 23 or in Loop 2310E – N403. The addition of this information to the claim allows UCare to apply RUCA rates, as appropriate. In addition, there are certain conditions where RUCA does not apply, regardless of whether the pick-up location or member ZIP Code is in a RUCA-eligible zone.

Reference the [Minnesota DHS Manual](#) for additional information regarding these situations.