

Provider Bulletin

News and Information



Dec. 17, 2025

Inappropriate denials of some inpatient services claims

UCare has identified that some instances of claims submitted between Sept. 22, 2025, and Dec. 8, 2025, for inpatient services that require authorization have been incorrectly denying. Authorization types that may be impacted by the issue are: acute inpatient rehabilitation, inpatient hospital, long-term acute care (LTAC), skilled nursing facilities (SNF)/nursing facilities (NF)/swing bed (skilled or custodial), substance use disorder (SUD) residential and withdrawal management. UCare is in the process of resolving the issue. When completed, UCare will reprocess all affected claims. No action is required by the providers currently.

Providers may contact the Provider Assistance Center at 612-676-3300 or 1-888-531-1493 with any questions.