

Provider Bulletin



News and Information

March 10, 2026

2026 UCare Provider Manual released

The UCare Provider Manual contains critical information that providers need to effectively work with UCare and our members. It is important that providers reference it regularly for up-to-date content.

The Provider Manual was updated to reflect current business practices; review it on the [Provider Manual page](#).

Pay attention to the following summary of key updates (this list is not all-inclusive).

Changes that were applied throughout

- Removed most references to the following products that are no longer offered in 2026:
 - Medicare Advantage - UCare Medicare Plans, UCare Your Choice, EssentiaCare, UCare Advocate, UCare Medicare Group Plans
 - Medicare Supplement (Medigap)
 - UCare Connect + Medicare
 - UCare's Minnesota Senior Health Options
- Website links within the document were revised as needed to capture URL changes. Providers are advised to double check links they regularly use.

Chapters that require close annual review

- **Authorization and notification standards** – removed "Services that require pre-determination" section. Revised the "Standard review" and "Expedited review" timeframes for Medicare and Medical Assistance in the "Timelines for decision and notification for authorization requests" section.
- **Compliance and fraud, waste and abuse**

Chapters with significant updates in 2026

- **Provider support** – revised contact information for support.
- **Working with UCare's delegated business services** – removed the "Therapeutic massage" and "Hearing aid and hearing aid assessment services" sections from the chapter.
- **Provider responsibilities** – revised the instructions in the "Change of ownership" section. Removed the "Notification of Medicare deactivation" and "Model of Care training" sections.
- **Provider credentialing** – added Licensed Mental Health Counselor (IA only) and note related to Behavior Analysts within the "Practitioner license types that require credentialing" section. Added "Early Intensive Developmental and Behavioral Intervention (EIDBI) Credentialing Requirements" section to chapter.
- **Electronic Data Interchange (EDI)** – changed name of Health EC to Elligint Health in "Electronic claims submission (837)" section.
- **Medical necessity criteria for services requiring authorization** – updated the hierarchy and decision support tools in the "Medical necessity overview for medical, mental health and substance use disorder services" section.
- **Member appeals and grievances** – revised the "Expedited appeals" instruction in the "Member appeal and grievance process | UCare Minnesota Health Care Programs" section and the way to submit the quarterly report listing all written and oral grievances that the clinic received from UCare members in the "Appeals and grievances: clinic responsibilities" section.
- **Disease management programs** – removed sections on "COPD," "CKD," "Chronic Condition Management," "Migraine management program" and "Weight management program." Revised program offerings for "Asthma," "Diabetes" and "Heart failure."
- **Medication Therapy Management program** – added information about what providers should do if deficiencies are identified in the "Audit" section and revised content in the "Eligibility" and "Provider

expectations” sections. Removed the “Continuity of Care Document expectations,” “Opt-out processes” and “Contact information” sections of the chapter.

- **Health and wellness programs** – removed and updated multiple sections of the chapter to reflect product and benefit changes.
- **Integrated care management** – revised contact information for multiple services. Replaced “UCare’s Maternal Child Health Program” section with two new sections, “Maternal Health Care Management” and “Neonatal Intensive Care Unit Care Management.”
- **Child and teen checkups** – revised the ICD 10 codes in the “Well child care coding for quality measurement and payment” section and the information listed in the “Resources” section.
- **Comprehensive outpatient rehabilitation facility services** – this chapter was removed since information pertained to plans no longer offered.
- **Home and community based services or waiver services** – removed “Housing stabilization services” section.
- **Home care services** – removed the “Enrollee right and provider responsibilities,” “Home infusion services” and “Medicare coverage termination regulations” sections. Revised the “Personal Care Assistance (PCA) | standards for agencies in the UCare network” section.
- **Hospital services** – removed the “Acute Inpatient Rehab and Long Term Acute Care (LTAC) admissions” and “Notice of discharge and Medicare appeal rights” sections.
- **Nursing facility services** – removed multiple sections that pertained only to discontinued plans.

Navigation

There are two primary ways to access the UCare Provider Manual:

- Visit the UCare home page (ucare.org/providers) and click the UCare Provider Manual hyperlink under the “Policies & Resources” spark.
- Bookmark the Provider Manual page (ucare.org/providers/policies-resources/provider-manual).

Helpful pages and tips

- **Cover page** - shows the date the document was last updated.
- **Table of contents pages** - the Provider Manual is a PDF, the table of contents links to sections within it.
- **Appendix pages** - as the year progresses, an appendix will be added. This appendix will contain a chart that will link to changes within updated sections and briefly describe the changes made.
- **Search within the manual** - use the Ctrl+f function to search for specific terms within the PDF.

Contact UCare’s Provider Assistance Center at 612-676-3300 or 1-888-531-1493 toll-free 8 am-5 pm, Monday – Friday with questions.

UCare’s Rehabilitation

On Dec. 17, 2025, UCare Minnesota was placed into [Rehabilitation](#) by order of the District Court, Second Judicial District, County of Ramsey.

Providers are encouraged to visit the website created for the Rehabilitation at ucare-inreceivership.com. It addresses claims for dates of service **on or before Dec. 31, 2025**, that are subject to the Rehabilitation. The website is continually updated as new information is available.

In the event of any conflict or inconsistency between the information contained on the Rehabilitation site and the contents of the UCare Provider Manual related to services delivered on or before Dec. 31, 2025, the information on the Rehabilitation site shall control.