

**Contacts for Care Coordination Questions:****MSC+ / MSHO:** 612-294-5045 or MSC_MSHO_ClinicalLiaison@ucare.org**Connect / Connect + Medicare:** 612-676-6625 or SNBCClinicalLiaison@ucare.org**ISNP:** 612-627-7252 or ISNPprogramcoordinator@ucare.org**Important UCare Phone Numbers**

| Contact Number | Local | Toll Free | Fax |
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| Appeals & Grievances | | | |
| For questions about the status of an appeal or grievance request. To file an appeal or grievance, please call Customer Service. | 612-676-6841 | 1-877-523-1517 | 612-884-2021 |
| Customer Services | | | |
| UCare MSC+ | 612-676-3200 | 1-800-203-7225 | |
| UCare MSHO | 612-676-6868 | 1-866-280-7202 | |
| UCare Connect | 612-676-3395 | 1-877-903-0061 | |
| UCare Connect + Medicare | 612-676-3310 | 1-855-260-9707 | |
| UCare ISNP | 612-627-7252 | 1-855-931-4854 | |
| Transportation <ul style="list-style-type: none"> ➤ Bus Passes, Common Carrier, Special Transportation Services ➤ Long Distance Exception (LDE) Health_Ride@ucare.org | 612-676-6830 | 1-800-864-2157 | |
| TTY services (For all products) | 612-676-6810 | 1-800-688-2534 | |
| Dental Connection | | | |
| DentaQuest Dental Connection for all dental care coordination needs. | | | |
| TTY services (for all plans) | | 1-800-466-7566 | |
| MSC+ and Connect | | 1-888-227-3310 | |
| MSHO and Connect + Medicare | | 1-855-209-3155 | |
| Disease Management | | | |
| Asthma, diabetes, heart failure programs | 612-676-6539 | 1-866-863-8303 | |
| Fulcrum Health | | | |
| Chiropractic services, network, and claims www.chirocare.com | | 1-888-638-7719 | |
| Health Services | | | |
| Clinical Authorizations for Services | 612-676-6705 | 1-877-447-4384 | 612-884-2499 |
| MSC+/MSHO Clinical Liaisons MSC_MSHO_ClinicalLiaison@ucare.org | 612-294-5045 | 1-866-613-1395 | |
| Connect/Connect + Medicare Clinical Liaisons SNBCClinicalLiaison@ucare.org | 612-676-6625 | 1-833-951-3190 | |
| ISNP Program Coordinator ISNPprogramcoordinator@ucare.org | 612-627-7252 | 1-833-276-1193 | |
| UCare Connect Enrollment ConnectIntake@ucare.org | | | |
| MSC+/MSHO Enrollment CMIntake@ucare.org | 612-676-6622 | 1-866-242-2497 | |

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| PCA Services, Clinical Authorizations PCA_CFSS@ucare.org | 612-676-6705 Option 2, then 4 | 1-877-447-4384 | 612-884-2094 |
| Elderly Waiver Authorizations CLSIIntake@ucare.org | 612-676-6705 Option 2, then 5 | 1-877-447-4384 | 612-884-2185 |
| UCare Connect Care Navigator Line | 612-676-6502 | 1-877-903-0062 | |
| Security Liaison ➤ UCare System Access Requests & Password Resets SecurityLiaison@ucare.org | | | |

Mental Health & Substance Use Disorder Services

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| MSS Intake Team Authorizations, Notifications, and Children’s Mental Health Screening and Placement MHSUDservices@ucare.org | 612-676-6705 select #2 & #2 when prompted | 1-877-447-4384 | 1-855-260-9710 or 612-884-2033 |
| MSS Access Line | 612-676-6811 | 1-833-237-1191 | |
| MSS Triage Line MHSUDservices@ucare.org | 612-676-6533 | 1-833-276-1185 1-800-688-2534 | 612-884-2033 |
| Claims, Billing, and Benefits www.ucare.org/providers/Pages/ProviderPortal.aspx | 612-676-3300 | 1-888-531-1493 follow prompts | |

Health Promotion

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| Health and wellness programs (additional & supplemental benefits, car seats, incentives) Wellness@ucare.org | 612-676-3351 | 1-866-243-5157 | |
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Provider Assistance Center (PAC)

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| Provider claims, billing, benefit questions | 612-676-3300 | 1-888-531-1493 | |
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Quit For Life

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| Quit smoking and vaping program | | 1-855-260-9713 | |
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Restricted Member

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| Reporting or information on restricted member | 612-676-3397 | | 612-884-2316 |
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Special Investigations Unit

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| Fraud, Waste & Abuse Reporting Compliance@ucare.org | | 1-877-826-6847 | |
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UCare 24/7 Nurse Line

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| State Public Programs: PMAP, MinnesotaCare, MSC Plus, MSHO, UCare Connect UCare Medicare TTY services (for all products) | | 1-800-942-7858 1-888-778-8204 1-855-307-6976 | |
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| UCare Sales | | | |
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| UCare MSHO, UCare Connect and UCare Connect + Medicare TTY services | 612-676-3554 612-676-6810 | 1-800-707-1711 1-800-688-2534 | 612-884-2122 |
| UCare Keep Your Coverage Team | 612-676-3438 | 1-855-307-6978 | 612-884-2346 |
| UCare Medicare | 612-676-3500 | 1-877-523-1518 | |
| UCare Individual & Family Plans | 612-676-6606 | 1-855-307-6975 | |