



Contacts for Care Coordination

Important UCare Phone Numbers

Contact	Local	Toll Free	Fax
Clinical Liaisons			
Resource for consultations about care coordination policies, difficult situations, SecFTP requests, or where to go for help.			
MSC+ Clinical Liaisons MSC_MSHO_ClinicalLiaison@ucare.org	612-294-5045	1-866-613-1395	
Connect Clinical Liaisons SNBCClinicalLiaison@ucare.org	612-676-6625	1-833-951-3190	
Security Liaison			
UCare System Access Requests for MnCHOICES and MMIS, and Password Resets.			
SecurityLiaison@ucare.org	Email Only		
Enrollment Coordinators			
Questions relating to the enrollment roster and member assignment. For policy or scenario-type questions, please email the Clinical Liaisons.			
UCare Connect Enrollment ConnectIntake@ucare.org	Email Only		
MSC+ Enrollment CMIntake@ucare.org	Email Only		
Appeals & Grievances			
Questions about the status of an appeal or grievance request. To file an appeal or grievance, please call Customer Service.			
All Products	612-676-6841	1-877-523-1517	612-884-2021
Customer Service			
Coverage and claims questions, filing an appeal or grievance, requesting new UCare ID cards, locating in-network providers, etc.			
UCare MSC+	612-676-3200	1-800-203-7225	
UCare Connect	612-676-3395	1-877-903-0061	
TTY Services (For all products)	612-676-6810	1-800-688-2534	
Health Ride			
Transportation: Bus Passes, Common Carrier, Special Transportation Services, and Long-Distance Exceptions (LDE).			
All Products	612-676-6830	1-800-864-2157	
TTY Services (all products)	612-676-6810	1-800-688-2534	
Authorizations			
Submission and follow-up on authorizations by service type.			
Clinical Authorizations for Services (medical) PCA_CFSS@ucare.org	612-676-6705	1-877-447-4384	612-884-2499
CFSS 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
Dental Connection			
DentaQuest Customer Service for all dental care coordination needs.			
MSC+ and UCare Connect		1-888-227-3310	
TTY Services (for all plans)		1-800-466-7566	



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Contact	Local	Toll Free	Fax
Disease Management			
Asthma, COPD, CKD, Diabetes, Heart Failure, and Weight Management Programs.			
Managing Health Conditions	Website Only		
Fulcrum Health			
Chiropractic services, network, and claims.			
Home Fulcrum Health, Inc.		1-888-638-7719	
Health Promotion			
Questions about additional & supplemental benefits, Healthy Benefits+ Visa card requests, car seats, and preventative care incentive vouchers.			
Wellness@ucare.org	612-676-3351	1-866-243-5157	
Provider Assistance Center (PAC)			
For Providers to access claims, billing and benefit questions (not for care coordinator use).			
www.ucare.org/providers/Pages/ProviderPortal.aspx	612-676-3300	1-888-531-1493	
Quit For Life			
Quit smoking and vaping program.			
Quit for Life		1-855-260-9713	
Restricted Recipient			
Reporting or collaborating with the assigned RR case manager on a restricted recipient.			
All Products	612-676-3397		612-884-2316
Special Investigations Unit			
Fraud, Waste & Abuse Reporting.			
Compliance@ucare.org		1-877-826-6847	
24/7 Nurse Line			
Members can call to speak with a nurse 24/7 who can offer health advice or answer health questions.			
MSC+ and UCare Connect		1-800-942-7858	
TTY Services		1-855-307-6976	
Sales			
Assist in answering product-specific questions and enrolling members in the UCare plans.			
UCare Connect	612-676-3554	1-800-707-1711	612-884-2122