Updated: December 2025

people powered health plans

Phoenix User Guide

Phoenix is an application that allows UCare contracted providers to make changes* to demographic information, for example:

- Add currently credentialed practitioners to existing sites
- Terminate practitioners from sites
- Terminate sites

To register (see instructions beginning on page 2).

Please email or call your Contracting Contact to submit the proper documents to ensure claims payment accuracy for the following types of changes:

- Total contract terminations
- Care system or care grouping changes
- Merger Acquisition Activities

1. **Provider specialties that can use Phoenix:** All credentialed provider types.
2. **Providers that are not contracted with UCare** will not be able to submit changes in Phoenix. Non-contracted providers can use the Non-credentialed Practitioner Demographic Change Request for practitioner changes or the Facility Demographic Change Request for site level or ownership changes. These forms can be accessed at https://www.ucare.org/providers/Provider-Profile/Pages/Profile.aspx.
3. **Questions** about a Phoenix submission or issues/errors while working in the tool should be directed to providerdatavalidation@ucare.org or call the Provider Assistance Center at 612-676-3300 or 1-888-531-1493.
4. **Changes** will be updated in Phoenix within 30 calendar days after receipt of a complete request. You will receive a confirmation email for each change submitted. Please keep the confirmation email(s) until you have checked that the change is correctly reflected in Phoenix. Incomplete forms will be returned without processing.
5. **Phoenix is not compatible** with Internet Explorer 8 or lower versions.
6. **Log On** information is unique to the Phoenix tool (other UCare log on information will not work to access this tool).

*To make any ownership changes complete the Facility Demographic Change Request Form. To add a new site or practitioners with or without credentialing submit the proper Demographic Change Request Form located on the website below the Phoenix tool.

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Definitions:

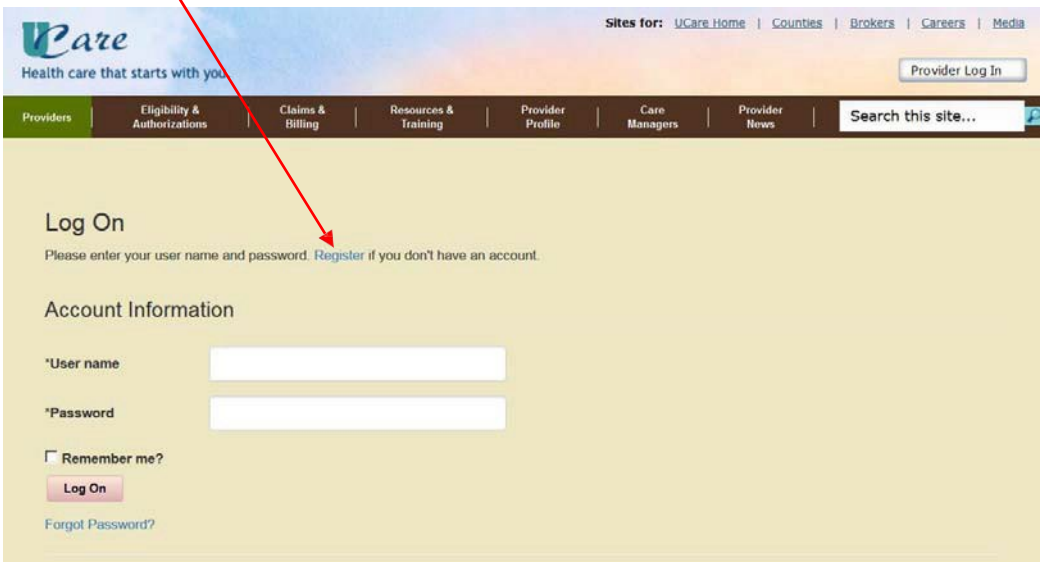
TIN: Federal Tax Identification Number (FEIN). A nine-digit unique number assigned by the Internal Revenue Service (IRS) to businesses operating in the United States. It is also known as EIN – Employer Identification Number. When entering TINs into Phoenix, do not use dashes.

NPI: National Provider Identifier (NPI). A standard unique health identifier for health care providers that was adopted by the Secretary of Health and Human Services (HHS) as mandated by the Health Insurance Portability and Accountability Act of 1996 (HIPAA).

UCare Contracted Provider: A medical provider who has signed an agreement to be part of the UCare network of providers.

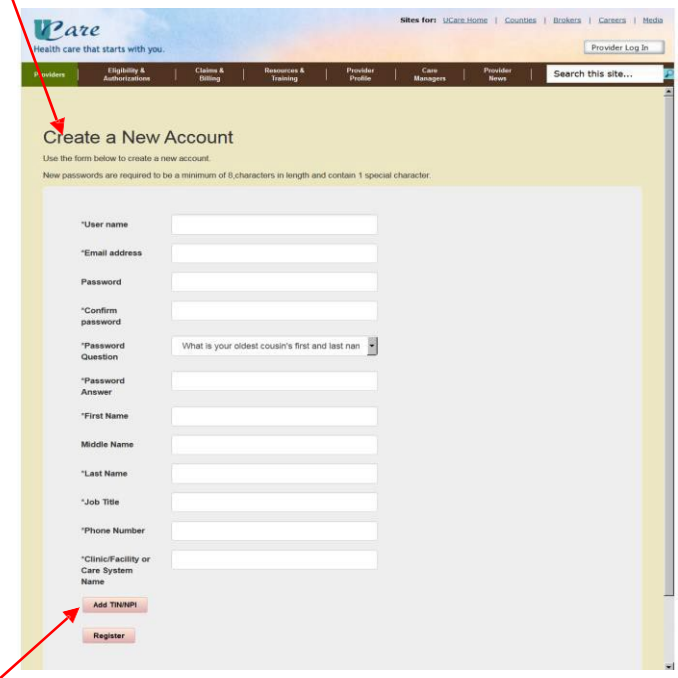
Non-Contracted Provider: Non-participating (non-par) providers do not have a signed agreement with UCare.

User Instructions:

First time logging on to Phoenix	**Go To:** https://www.ucare.org/providers/Pages/PDAT.aspx **Step 1:** Click Register. 

First time logging on to Phoenix (cont)

Step 2: Complete the form to create a new account (fields with a star are required). New passwords are required to be a minimum of 8 characters in length, and contain one special character (examples of special characters:@#$%&*).

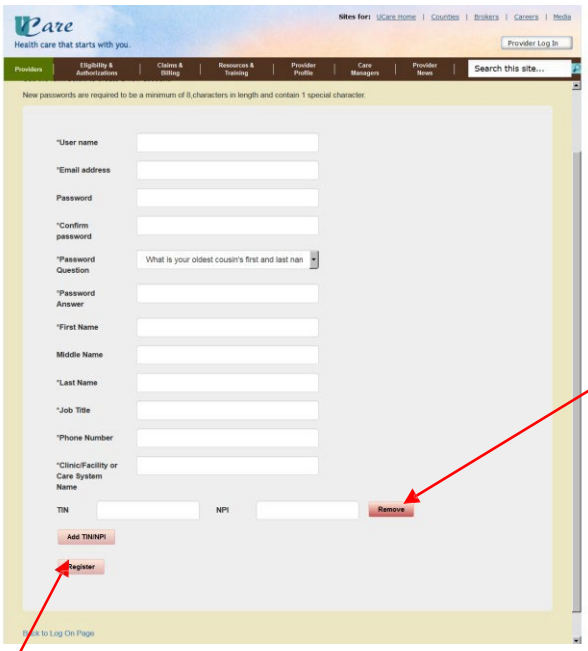


Step 3: Click Add TIN/NPI button.

First time logging on to Phoenix (cont)

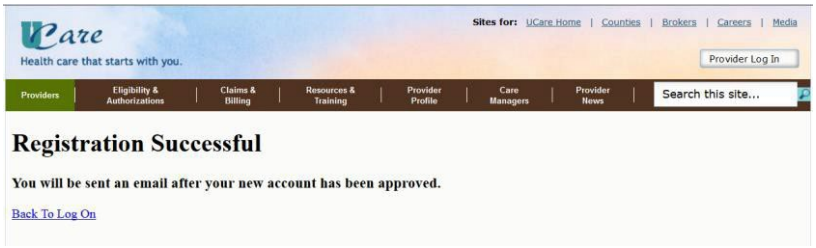
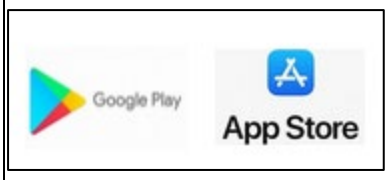
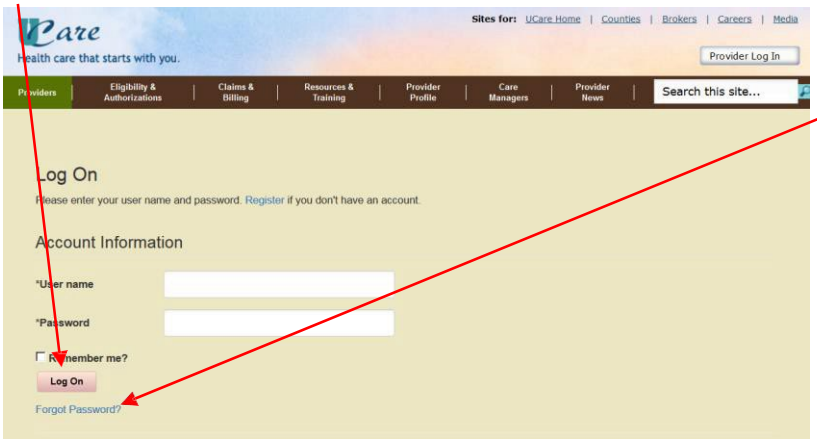
Step 4: Input TIN/NPI combination for all of the TIN/NPI combinations that you manage (to add more lines just click the Add TIN/NPI button for each TIN/NPI combination).

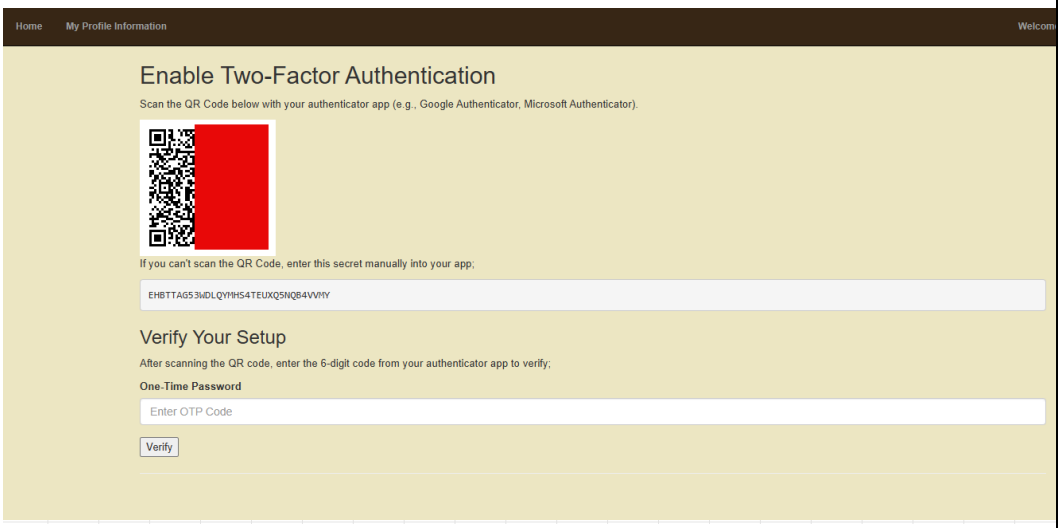
Note: Dashes in the TIN should not be entered.



To remove a TIN/NPI combination click the Remove button

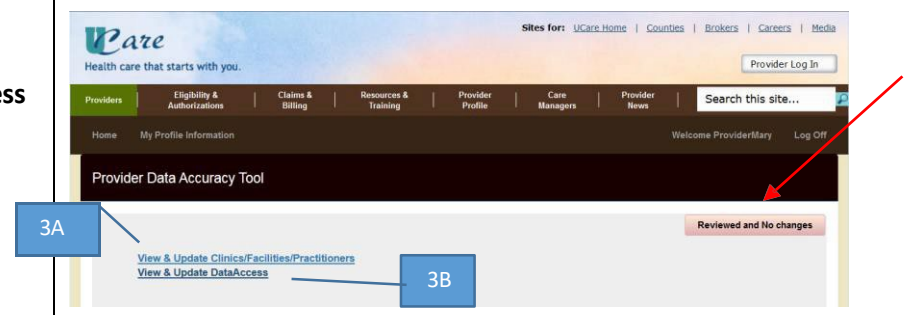
Step 5: When you have completed the form and are done adding the TIN/NPI combinations that you want to have access for, click the Register button. **Note:** Dashes in the TIN should not be entered. If you enter dashes, Phoenix will not be able to

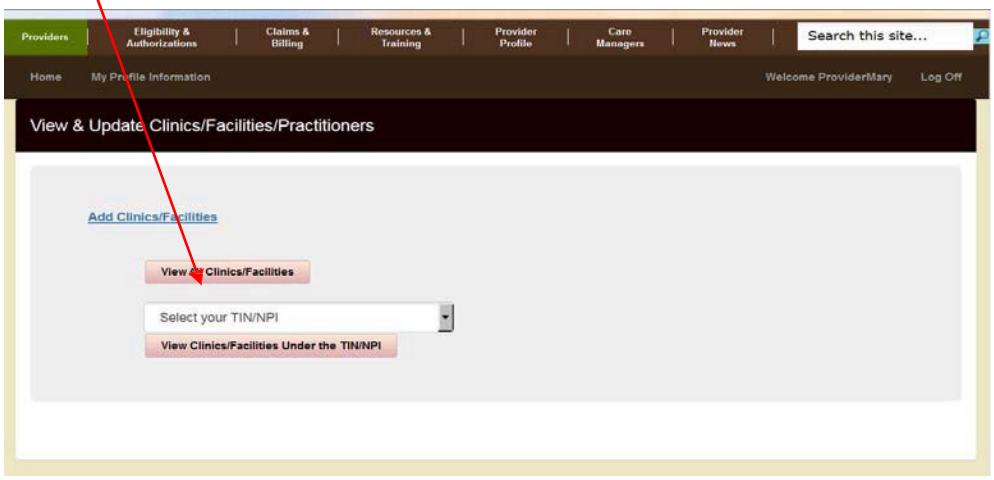
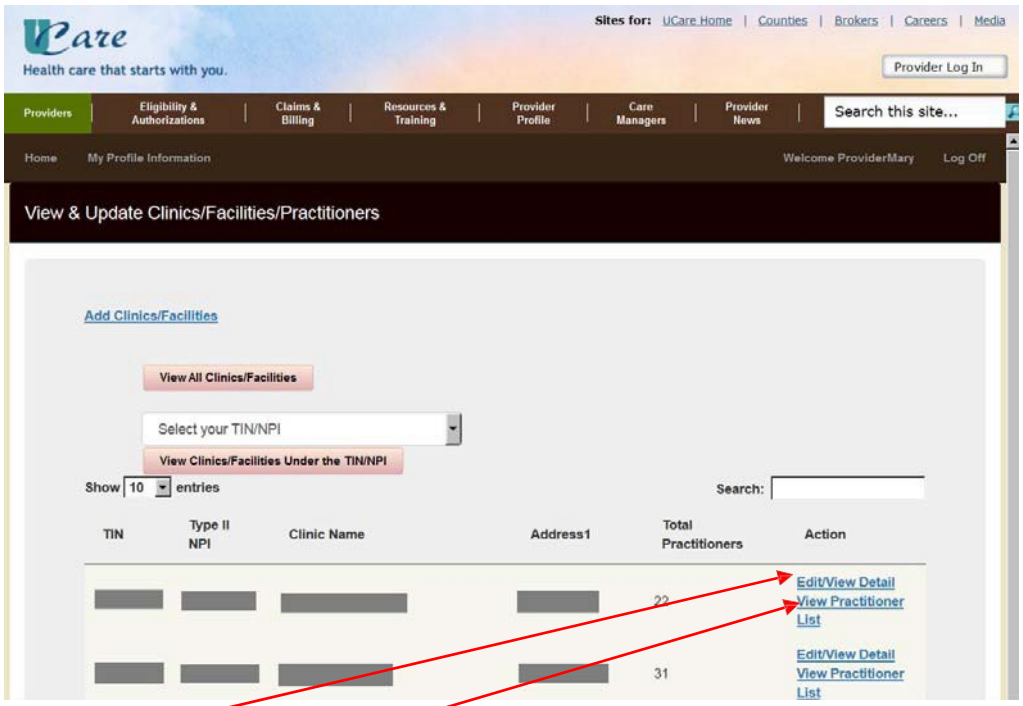
	match the data you entered to data that is in the UCare systems, which will result in no data pulling into the tool.
First time logging on to Phoenix (cont)	**Step 6:** You will get a Registration Successful message. The UCare Administrator will approve your request within 2 business days, and you will receive an email that states that your account has been approved **OR** if additional information is required, you will receive an email with requirements and instructions on how to submit the additional information. 
Logging on to Phoenix (Subsequent logons)	Go To: https://www.ucare.org/providers/Pages/PDAT.aspx **Step 1 (NEW):** Enable Two-Factor Authentication. For added security, you will need a smart phone with an authenticator app to complete this step. - On your smart phone, go to the Play Store or Apple App Store and download an Authenticator application. Google Authenticator or Microsoft Authenticator will both work for this step.  **Step 2:** Enter User name and Password **Step 3:** Click Log On  If you forgot your password, click Forgot Password? link, and follow the instructions to have a temporary password sent to the email that is on file **Step 4:** Scan the QR code with authenticator app Receive the one-time password code and enter on PDAT application and click verify



3 & 3A View & Update Clinics, Facilities or Practitioners
OR
3B View & Update DataAccess

Step 3: If you have reviewed your information and there are no changes needed, click Reviewed and No changes button in the top left corner of the home page.
Step 3A: To view or update clinic(s), facility(ies) or practitioner(s) records that have been approved and are part of your TIN/NPI combination, click View & Update Clinics/Facilities/Practitioners link, then see 3A in next box.
Step 3B: To see the TIN/NPI combinations that you have access to or to add a new TIN/NPI combination, click View & Update DataAccess link, then skip to **3B.**

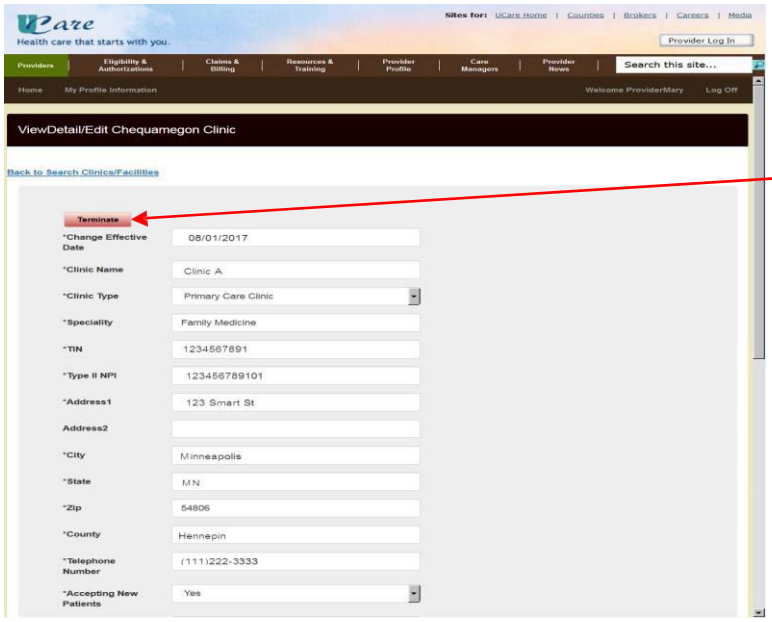


3A - View & Update Clinics, Facilities or Practitioners (cont.)	**View 1 (All TIN/NPI Combinations that you are approved to access)** **Step 1:** To review or make changes to all clinics/facilities under all of the TIN/NPI combinations that you are approved to access, click the View All Clinics/Facilities button. 
3A - View & Update Clinics, Facilities or Practitioners (cont.)	**View 1 (All TIN/NPI Combinations that you are approved to access)** **Step 2:** In this view you will see all Clinics/Facilities under the TIN/NPI combinations that that you are approved to access.  **Step 2A:** Click Edit/View Detail link to view or edit the information for the clinic/facility **OR** **Step 2B:** Click View Practitioner List link to view the practitioners associated with the clinic/facility (skip to middle of page 9).

3A - View & Update Clinics, Facilities or Practitioners (cont.)

View 1 (All TIN/NPI Combinations that you are approved to access)

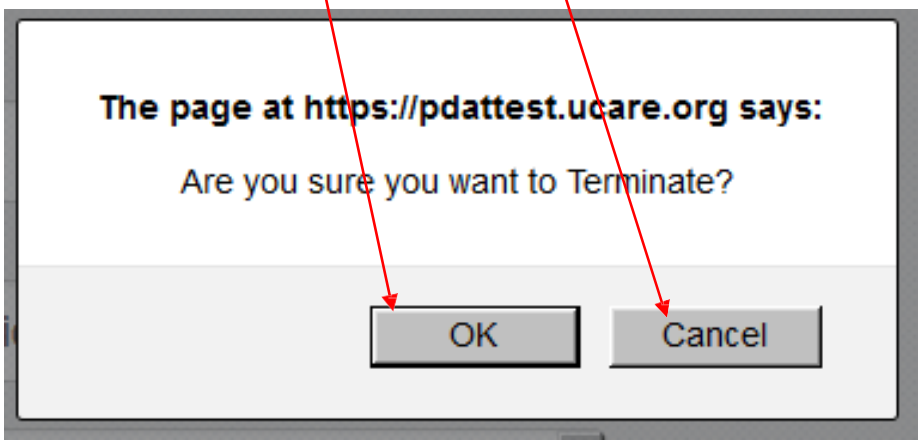
Step 2.1A: Click Edit/View Detail for the clinic/facility that you want to review or edit. You can change any of the information in the fields listed in the form, but if you are changing the TIN or NPI, it must be to a TIN/NPI combination that that you are approved to access. The information will be submitted to UCare, and we will update our systems (Please remember that the information can take up to 30 days to reflect changes). We recommend that you keep the confirmation emails until you see that the data has been updated correctly in Phoenix.



You can also choose to Terminate a location by clicking the Terminate button in this view.

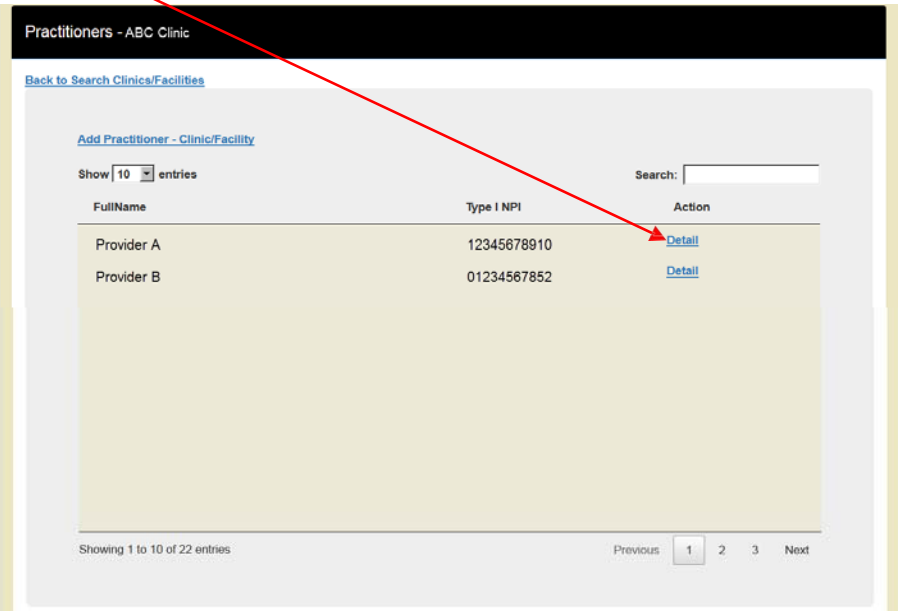
View 1 (All TIN/NPI Combinations that you are approved to access)

Step 2.1A cont: If you click the Terminate button, the message below will appear. If you want to continue, click OK, if not, click Cancel. You will receive an email confirmation of the change. The information will be submitted to UCare, and we will update our systems within 30 days. We recommend that you keep the confirmation email(s) until you see that the data has been updated correctly in Phoenix.

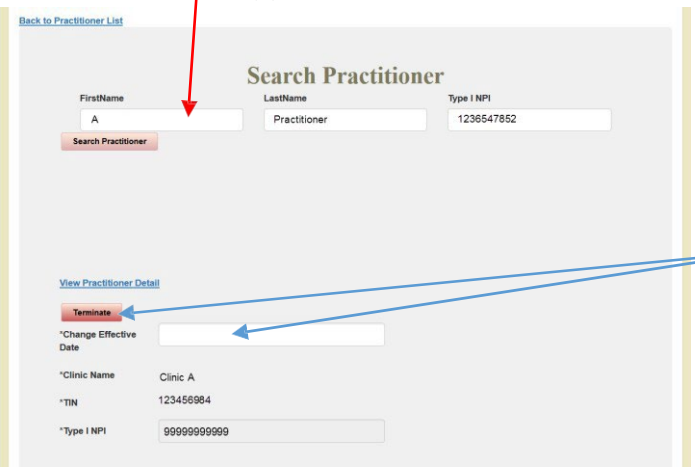


3A - View & Update Clinics, Facilities or Practitioners (cont.)

Step 2B: Click the Detail link to view the practitioner Detail.

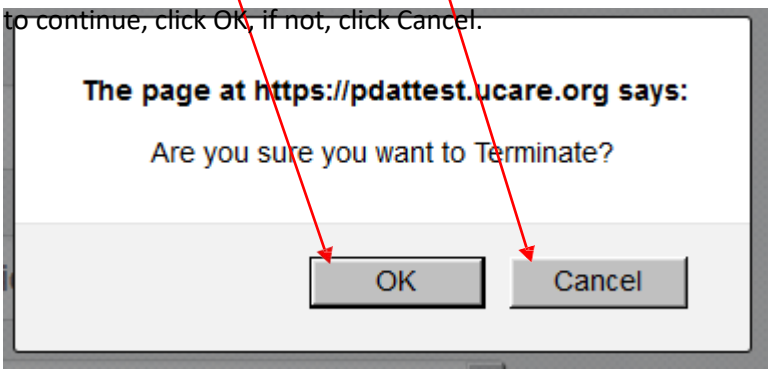


Step 2.1B: The practitioner that you chose in the previous step auto populates into this form. Use the search criteria to review and edit other practitioners under your approved TIN/NPI combination(s).



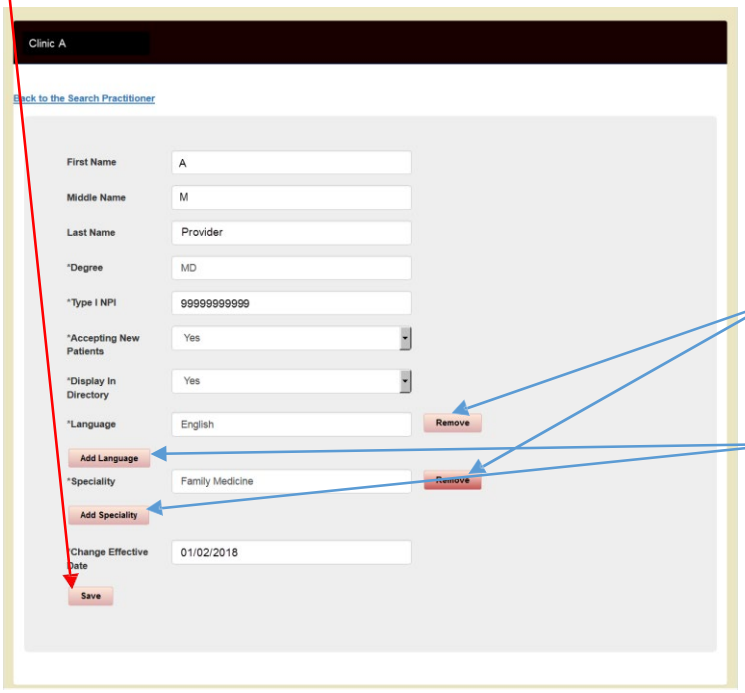
You can also choose to Terminate a practitioner by adding a date in the Change Effective Date field and then click the Terminate button in this view.

Step 2.1B cont: If you click the Terminate button, this message will appear. If you want to continue, click OK, if not, click Cancel.



3A - View & Update Clinics, Facilities or Practitioners (cont.)

Step 2.2: You can change any of the information in the fields listed in the form, but if you are changing the Type I NPI, it must be associated with a clinic/facility TIN/NPI combination that you are approved to access. Required fields are marked with a star in front of the field description. When you have finished making updates click the Save button.



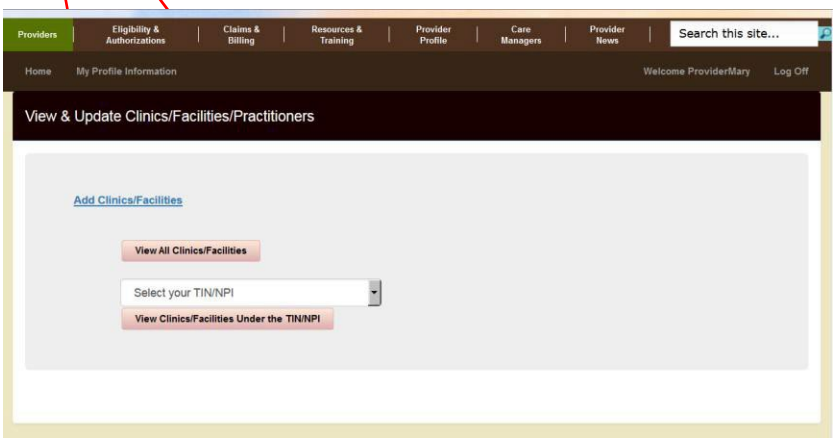
Click the **Remove** button(s) to remove specialties or languages that are not correct and the **Add Language** or **Add Specialty** buttons to add the correct information.

3A - View & Update Clinics, Facilities or Practitioners (cont)

View 2 (results are limited to the TIN/NPI combination that you choose)

Step 1: Choose a TIN/NPI combination from the drop down.

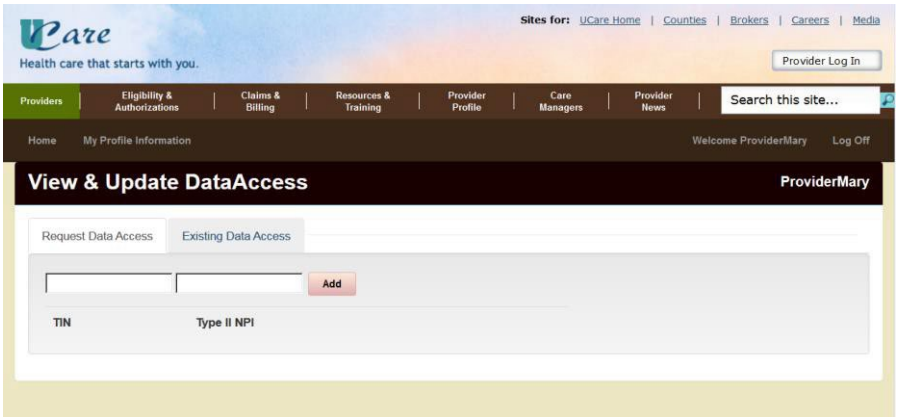
Step 2: Click the View Clinics/Facilities button under the TIN/NPI drop down to review or make changes to clinics/facilities under the TIN/NPI combination that you are approved to access and have chosen from the drop down.



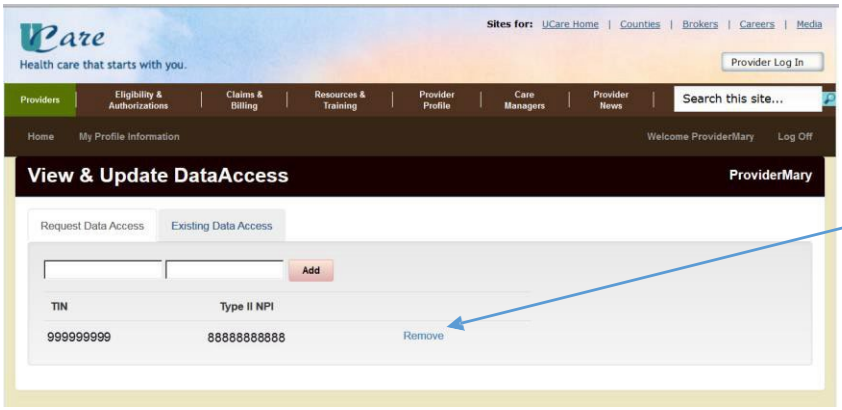
Note: Instructions for how to view and edit under a specific TIN/NPI combination are the same as under All TIN/NPI combinations **– See View 1: Steps 1 through 2.2**

3B – View & Update Data Access

Step 1: To Request Access to a TIN/NPI combination, make sure that you are on the Request Data Access tab (found under the View & Update DataAccess link on the home page) and input the TIN and NPI that you want access to, then click the Add button.

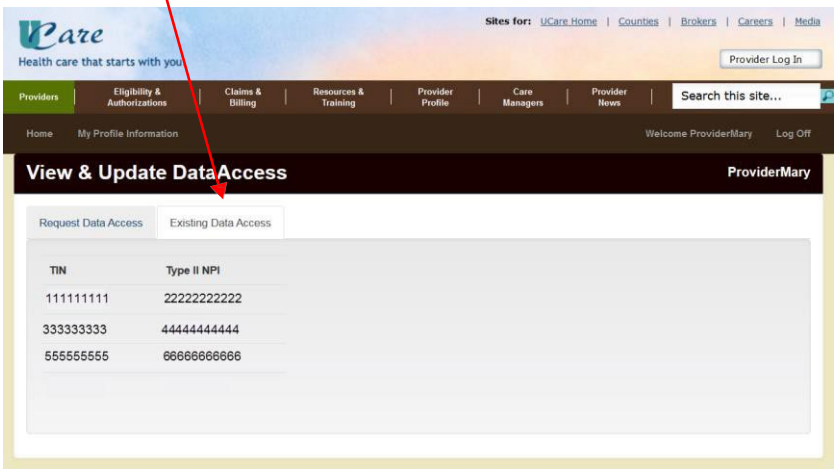


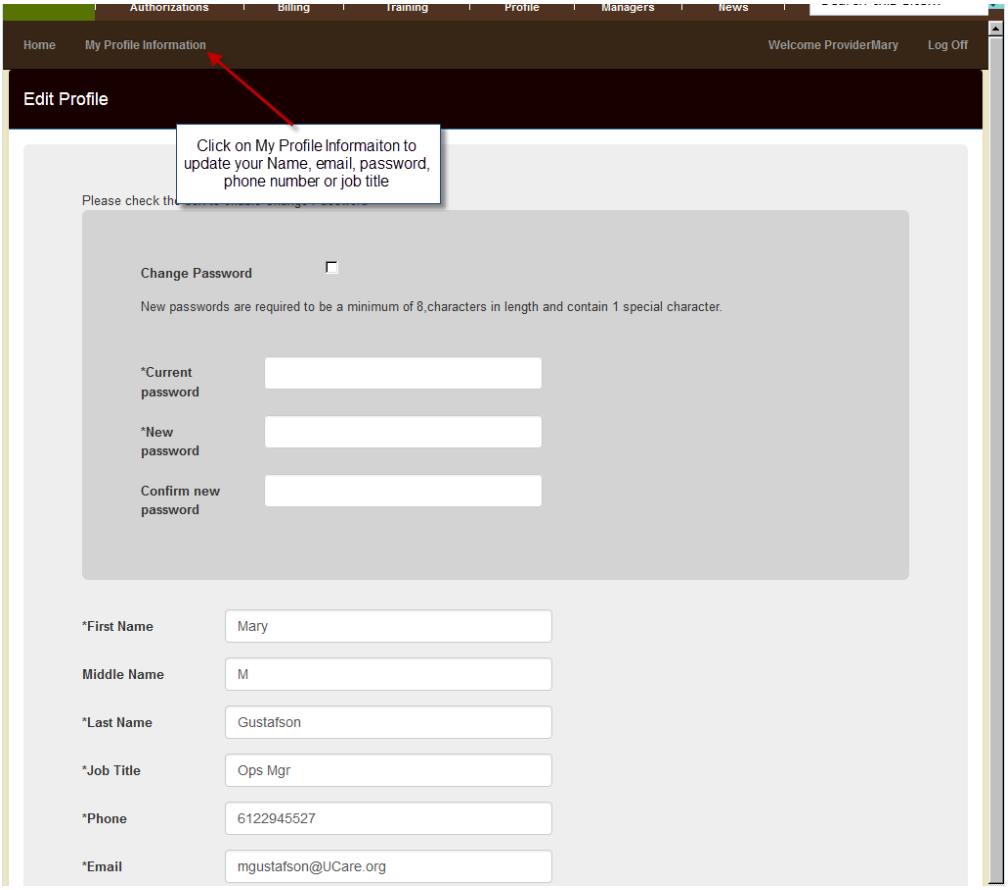
The TIN/NPI combination will show up below, and the UCare Administrator will receive the request to approve your TIN/NPI combination. You will receive an email when you have been approved. If you want to remove the TIN/NPI combination click the Remove button.



To **Remove** a TIN/NPI combination click the Remove link.

Step 2: To review the TIN/NPI combinations that you have been approved to access, click the Existing Data Access tab and all of the TIN/NPI combinations that you are approved to access will display.



Update My Profile Information	To update your name, email, password, phone number or job title. **Step 1:** Click My Profile Information. **Step 2:** You can change any of the elements on this page. You will get a confirmation email that a change was made after you click the Save button. 

Frequently Asked Questions & Answers

Q: What is Phoenix?
A: Phoenix is a web-based tool used by UCare contracted providers to review and edit demographic information stored in UCare's systems.

Q: Can all providers use Phoenix?
A: No, to use Phoenix, you must be a UCare contracted provider that is one of the following: A credentialed provider type or one of these non-credentialed provider specialties: Audiologists, Certified Registered Nurse Anesthetist (CRNA), Nutrition, Occupational Therapists, Physical Therapists, Speech Therapists, Anesthesiology, Hospital-based Practitioners (not including Hospital-based Psychiatrists or Hospitalists) and Radiologists.

Q: If I am a provider that is not one of the specialties listed in the question above, how do I make demographic changes?
A: To update demographic information for a contracted credentialed practitioner, please complete the MN Uniform Practitioner Change Form. Submit to: credentialinginfo@ucare.org or Fax: 612-884-2184. Providers not listed above or non-contracted providers can use the Non-credentialed Practitioner Demographic Change Request for practitioner changes or the Facility Demographic Change Request for site level or ownership changes. Additional information and forms can be accessed at https://www.ucare.org/providers/Provider-Profile/Pages/Profile.aspx .

Q: If I encounter issues or errors while reviewing or editing information in Phoenix, who do I contact?
A: For issues/errors while working in Phoenix, send an email to providerdatavalidation@ucare.org. The Phoenix Admin will contact you within 1 business day.

Q: How long will it take for my updates to show in Phoenix?
A: Changes will be updated in Phoenix within 30 business after receipt of a complete request. You will receive a confirmation email for each change submitted. Please keep the confirmation email(s) until you have confirmed that the change is correctly reflected in Phoenix. Incomplete forms will be returned without processing.

Q: Do I need to use a specific internet browser?
A: Phoenix is not compatible with Internet Explorer 8 or lower versions.

Q: What is the difference between "Total Term" and "Term"?
A: A total term is when you want to term your contract. Please email or call your contracting contact if the legal entity is terming.

Q: It doesn't look like I can update what I want here. Is there somewhere else I to update information?
A: If you can't find the information you want to update, you can send an email to providerdatavalidaton@ucare.org for any questions related to Phoenix, or you can submit an online form at https://www.ucare.org/providers/Provider-Profile/Pages/Profile.aspx .

Q: If I have a log on for another UCare tool or portal, can I use that log on for Phoenix?
A: No, log on information is unique to the Phoenix tool (other UCare log on information will not work to access this tool).

Q: What is an approved TIN/NPI combination?
A: An approved TIN/NPI combination is a combination of a TIN/NPI that a provider has submitted in Phoenix and the UCare Phoenix Administrator has approved the request for access to the TIN/NPI combination.

Q: My TIN/NPI combination does not have results, and I know that there are site locations and practitioners under this combination.
A: Do you have dashes in your TIN/NPI combination? Dashes should not be used in Phoenix. If dashes are included in the TIN or NPI, the UCare systems will not be able to match the data that you entered with data that is in the system. Please contact providerdatavalidation@ucare.org to get this corrected.

Q: Can a contracted provider add new sites and practitioners through Phoenix?
A: New sites can be added as long as you are using practitioners that are currently set up with UCare. If you are adding a new site with practitioners that have not been credentialed by UCare you must apply for credentialing at https://www.ucare.org/providers/Provider-Profile/Pages/Profile.aspx, and you must complete the Facility Demographic Change Request for site level or ownership changes to add the new location (use link above to access forms required to make change).

Q: How do I know if a practitioner is credentialed by UCare?
A: Practitioners displayed on the Search Practitioner Results screen are all currently credentialed and active in the UCare provider network.

Q: My practitioner is changing sites. What do I need to do?
A: Please submit a practitioner termination for the site she/he is leaving and a practitioner add request for the new site she/he will be joining (You must be approved for TIN/NPI combinations for both the adding and terming locations).

Q: Can I change a practitioner's specialty in Phoenix?
A: Yes, you can request to change the specialty for a practitioner, but the UCare Credentialing department may contact you for additional information if it is needed.

Q: I termed the practitioner in error. Can I re-add the practitioner? Does the practitioner need to be re-credentialed?
A: If you find that you made an error and the information is not updated in Phoenix, send an email to providerdatavalidation@ucare.org, please be sure to reference your confirmation number. In most cases, we will be able to stop or update the change. If it has been more than 30 days or you see that the change is updated in Phoenix, you may have to submit another change request. If the change has been updated in Phoenix the UCare credentialing department will determine if re-credentialing is required.

Q: I made changes to a site in error. Can I undo the changes?
A: If you find that you made an error and the information is not updated in Phoenix, send an email to providerdatavalidation@ucare.org, please be sure to reference your confirmation number. In most cases, we will be able to stop or update the change. If it has been more than 30 days or you see that the change has updated in Phoenix, we may ask you to submit a request to add the site or make additional updates.

Q: I used the wrong term/effective date. Can I change the date I submitted?
A: Yes, if you find that you made an error and the information is not updated in Phoenix, send an email to providerdatavalidation@ucare.org, please be sure to reference your confirmation number. In most cases, we will be able to stop or update the change. If it has been more than 30 days or you see that the change has updated in Phoenix, we may ask you to submit an update.

Q: If I term a site, do I still have to submit terms for all the practitioners associated with that site?
A: No, when a site is termed, UCare will terminate all the practitioners associated with that location.