

UCare Provider Key Contacts



Contact Information

Visit www.ucare.org/providers for additional information

Administrative Resources

Resource	Email/Website Address	Phone	Toll Free	Fax
Provider Assistance Center Monday - Friday 8 am-5 pm - For assistance with claims, Provider Portal, or items not listed below, contact our Provider Assistance Center. - For UCare Medicare Supplement Plans support, contact 1-800-221-6390	https://www.ucare.org/providers/provider-portal Securely email the team within the Provider Portal	612-676-3300	888-531-1493	NA
Credentialing Team	credentialinginfo@ucare.org			
Contract Applications	For online contract application questions, select "Get Help" in the application or email providerapp@ucare.org			
Contract Management	For contract questions: providercontracts@ucare.org To submit new or updated contract documents (DOO & COI): prcdemographic@ucare.org			
Manage Your Information	Ensure UCare has accurate information for your organization, location, and service providers. https://www.ucare.org/providers/our-network/manage-your-information			
Rate Updates (CAH, FQRC, RHC)	RateLetters@UCare.org	NA	NA	612-884-2382
Claim and Payment Resources	https://www.ucare.org/providers/policies-resources/claims-billing			
Electronic Transactions - UCare Electronic Payer ID: 55413 - No Payer ID for UCare Medicare Supplement plans; claims are submitted directly to Medicare	EDISupport@ucare.org https://www.ucare.org/providers/policies-resources/claims-billing/electronic-transactions			
Electronic Funds Transfer (EFT) or Electronic Remittance Advice (ERA)	EFT835@ucare.org			
Interpreter Services	List of contracted interpreter agencies is listed the UCare® - Provider Manual	888-413-2915	NA	NA
Transportation Services	Health_ride@ucare.org	612-676-6830	800-864-2157	NA
Report Fraud, Waste & Abuse	compliance@ucare.org	NA	877-826-6847	NA
UCare Foundation Grants	ucarefoundation@ucare.org https://www.ucare.org/about-us/ucare-foundation	612-676-3595		

IMPORTANT NOTE: UCare works with delegated organizations responsible for providing pharmacy benefit management, dental, chiropractic and hearing aid or hearing aid assessment services through their provider networks on UCare's behalf. Please visit www.ucare.org/providers/policies-resources/provider-manual to contact information and/or additional guidance.

Care Coordination

MSHO or MSC+ Members	https://www.ucare.org/providers/policies-resources/find-care-coord	612-676-6622	866-242-2497	NA
UCare Connect or UCare Connect + Medicare Members		612-676-6502	877-903-0062	NA

Authorization and Clinical

Resource	Email/Website Address	Phone	Toll Free	Fax
Medical Services	https://www.ucare.org/providers/authorization	612-676-6705	877-447-4384	NA
Mental Health and Substance Use Disorder (MHSUD) Services	MHSUDservices@ucare.org https://www.ucare.org/providers/policies-resources/mhsud-services	612-676-6533	833-276-1185	612-884-2033; 855-260-9710
MHSUD – Adult Case Management	MHSUDcasemanagement@ucare.org	612-676-6533	833-276-1185	
MHSUD - Autism Child and Adolescent Case Management	MHSUDcasemanagement@ucare.org	612-676-6533	833-276-1185	
Restricted Recipient Program	restrictedrecipient@ucare.org	612-676-3397	877-447-4384	612-884-2316
Health Improvement Team	www.ucare.org/health-wellness/preventive-care/health-improvement-team *Email outreach@ucare.org to connect with a health improvement specialist			

Pharmacy and Medical Drug Services

Pharmacy <ul style="list-style-type: none"> – Electronic Prior Authorizations – Medical Injectable Drugs – Medication Therapy Management (MTM) 	www.ucare.org/providers/pharmacy Contact Information for Navitus and Care Continuum is listed under “Resources and Information” on the Pharmacy webpage *Please refer to the MTM section of the provider manual for full program information including detailed topics such as eligibility, expectations, audits, billing and more. For any questions or inquiries regarding the MTM program at UCare, please contact us via email at pharmacyliaison@ucare.org
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Health and Wellness Resources for UCare Members

<https://www.ucare.org/health-wellness>

Child and teen checkups (C&TC)	www.ucare.org/health-wellness/special-programs/pregnancy-children-and-teens/child-and-teen-checkups *Available to Prepaid Medical Assistance Program (PMAP), MinnesotaCare, UCare Connect + Medicare, UCare Connect and Individual & Family Plans members
GrandPad program	www.ucare.org/health-wellness/special-programs/older-adult-wellness/grandpad *A tablet for Minnesota Senior Health Options (MSHO), UCare Advocate Choice and UCare Advocate Plus (HMO D-SNP) members with a depression or anxiety diagnosis.
Managing health conditions	www.ucare.org/health-wellness/special-programs/health-conditions *Eligibility for Asthma & COPD, Chronic kidney disease, Diabetes, and Weight management programs and services offered are dependent on the members plan. Review the specific links for coverage
MOMS Program	www.ucare.org/health-wellness/special-programs/pregnancy-children-and-teens/moms-program *Available to Prepaid Medical Assistance Program (PMAP), MinnesotaCare, UCare Connect + Medicare, UCare Connect and Individual & Family Plan members
Seats, Education and Travel (SEATS) Program	www.ucare.org/health-wellness/special-programs/pregnancy-children-and-teens/seats-program *Prepaid Medical Assistance Program (PMAP), Individual & Family Plans, MinnesotaCare, UCare Connect (SNBC) and UCare Connect + Medicare (HMO D-SNP) **For contracted SEATS partners only – you can email SEATS@ucare.org
Smartwatch program	www.ucare.org/health-wellness/special-programs/older-adult-wellness/activity-tracker-plus-emergency-response-device *easy-to-use activity tracker with personal emergency response support for UCare Connect + Medicare and Minnesota Senior Health Options (MSHO) members.
Wellness kits	www.ucare.org/health-wellness/benefits-perks/kits