

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 - For assistance with claims, Provider Portal, or items not listed below, contact our Provider Assistance Center (PAC) | Send a secure email: pac@ucare.org | 612-676-3300 Monday - Friday 8 am-5 pm | 888-531-1493 *For UCare Medicare Supplement Plans support, contact 800-221-6390 | 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 Team | For contract questions: providercontracts@ucare.org To submit new or updated contract documents (DOO & COI): prcdemographic@ucare.org To submit new or updated Third Party UCare Provider NDA Attestation : https://ucm-p-001.sitecorecontenthub.cloud/api/public/content/providernotification_thirdpartyagreement?v=732dd2cc | | | |
| Manage Your Information - Submit requests online | Ensure UCare has accurate location and practitioner information for your organization. https://www.ucare.org/providers/our-network/manage-your-information | | | |
| Rate Letter Updates - (CAH, FQRC, RHC, RTS) | 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 | | |

Care Coordination

| Resource | Email/Website Address | Phone | Toll Free | Fax |
|--|---|--------------|--------------|-----|
| MSHO or MSC+ Members | https://www.ucare.org/provider-s/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 |

UCare Integrated Care Management

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|---|---|---|--------------|-------------------------------|
| Utilization Review - Medical Services | https://www.ucare.org/provider/s/authorization/medical-services | 612-676-6705 | 877-447-4384 | 612-884-2499; 866-610-7215 |
| Utilization Review - Mental Health and Substance Use Disorder (MHSUD) Services | MHSUDservices@ucare.org https://www.ucare.org/provider/s/authorization/mhsud | 612-676-6533 Press 3 for “Providers” Then press 4 to speak to a member of our Intake Team | 833-276-1185 | 612-884-2033; 855-260-9710 |
| Integrated Care Management Programs <ul style="list-style-type: none"> Mental Health and Substance Use Disorder (MHSUD) Triage Social Determinants of Health MHSUD Adult Case Management MHSUD Child and Adolescent Case Management Child and Adolescent Care Management | https://www.ucare.org/provider/s/policies-resources/mhsud-services SDOHteam@ucare.org MHSUDcasemanagement@ucare.org familyhealthcasemanagement@ucare.org | 612-676-6533 Press 3 for “Providers” Then press 2 to refer someone to Integrated Care Management Program Or Press 3 for a Case Management Consultation | 833-276-1185 | NA |
| Adult Complex Care Management Designed to improve the health of the highest-risk UCare members with complex health and social needs | ccmteam@ucare.org | 612-676-6538 | NA | NA |
| Adult Care Management Designed to improve the health of UCare members with medical, mental health and substance use disorders (MHSUD) and social needs | cmteam@ucare.org | 612-376-6512 | NA | NA |
| Restricted Recipient Program | restrictedrecipient@ucare.org | 612-676-3397 | NA | 612-884-2316 |
| Health Improvement Team Quality outreach team helping members schedule appointments, find preventive care resources and more | www.ucare.org/health-wellness/preventive-care/health-improvement-team *Email outreach@ucare.org | 612-676-3481 | 833-951-3185 | NA |

Health and Wellness Resources for UCare Members

UCare offers a wide variety of programs, services and support to help members on their journey to gain and maintain better health. Visit <https://www.ucare.org/health-wellness> for more information

Pharmacy and Medical Drug Services

Pharmacy

- Electronic Prior Authorizations
- Medical Injectable Drugs
- Medication Therapy Management (MTM)

<https://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

UCare Delegated Services

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.