This document is intended as a high-level overview of UCare's Provider Portal, which is a secure website that allows your clinic, facility or system to access information you need to work with UCare members.

LOG IN at www.ucare.org/providers, choose the Login to Portal button.
The Provider Portal is designed to work on all major browsers; however, some perform better than others. We recommend using Google Chrome or Firefox.

Provider Administrator
Add and Provision Users

- Serves as the sole representative for the Tax ID Number (TIN) on the portal.
- Provides access for other users to the TIN, Group NPIs and locations with either full or managed access.
- Manages user access as needed.

Provider User Functions
Access data to service UCare members

- Verify Member eligibility
- View Claims
- View Authorizations
- View Explanation of Payments (EOP)

Request Access as a Provider Admin
Prospective Provider Admin

Submit Request
- Click the link to access the UCare Provider page: https://www.ucare.org/providers/
- From the Provider homepage, click the link to 'Login to Portal' or 'Login' at the top of any provider page.
- From the Portal page, click on the button that reads, 'Request Access.'
- Provider completes Request Access form – including name, phone, email, etc. and one or more Tax IDs. See Provider Admin Set Up Guide for more instructions.
- UCare Administrator checks:
  - ➢ If there is already a Provider Admin for the TIN
  - ➢ If the TIN is in Claims system
- If there is a Provider Admin, or the TIN does not exist in the Claims system, the request for access is denied and a denial email sent. Otherwise, access will likely be approved.

Password Recovery or Help Unlocking Account
All Portal Users

Password Recovery

- From the log in page, click the text that reads, 'Need help signing in?'.
- Click 'Forgot password.'
- An email will be sent to reset password.

Unlock Account

Attempting to log in incorrectly 5 times will cause account to be locked. A notice is sent informing the user the account will be unlocked in 60 minutes.

To unlock sooner than that:

- Click the text that reads, 'Need help signing in?'.
- Click 'Unlock account?'. Enter email.
- Follow the instructions on the email received.

Search for Relevant Information
All Portal Users

Search Member Eligibility

- After logging in, click 'Members' on the top navigation bar.
- Search the Member by entering two of the following (best practice):
  - ✓ Name
  - ✓ Member ID
  - ✓ Date of Birth
- Click the member's name in the results list.
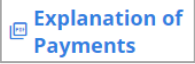- Note Active/Inactive indicator next to their name or click 'Eligibility History.'

Claims Search

- Anywhere in the Provider Portal, click 'Claims' on the top navigation bar.
- Search the Claim by entering any of the following information:
  - ✓ Claim Number
  - ✓ Member Name
  - ✓ Member ID
  - ✓ Service Start Date
  - ✓ Service End Date
- Click the claim number in the results list.

Search for Relevant Information
All Portal Users

Explanation of Payments (EOP) Information

- EOP will only be available for a paid claims.
- Be sure the claim record is open, then:
  - ➤ Click the link for Explanation of Payments [Explanation of Payments] on the left side toward the bottom.
- The EOP opens in a separate browser window.

Authorizations Search

- Anywhere in the Provider Portal, click 'Authorizations' on the top navigation bar.
- Search the Authorization by entering any of the following information:
  - ✓ Authorization Number
  - ✓ Member Name
  - ✓ Member ID
  - ✓ Start Date From
  - ✓ End Date To
  - ✓ Status
- Click the authorization number in the results list.

User Management
Provider Administrators

Add New User

- On the top navigation bar, click 'User Management'
  (only those with Provider Admin role will see User Management).
- From the Manage Portal Users page, click '+ New User.'
- Complete the Create User form:
  - ✓ Add user's Profile Information.
  - ✓ Add user's Contact Information.
  - ✓ Click 'Give Access Rights' to provision the user
    (see To Provision the User/Give Access Rights below).

An email will be sent to the new user instructing them to set up their account.

To Provision the User (Give Access Rights)

- From the 'Set User Permissions' page, identify the Tax ID or IDs to be provisioned.
- Click into the drop-down field for the TIN.
- Select 'Managed Access' or 'Full Access.'

'Full Access' will give access to all Group NPIs and Locations for that TIN.

If you select 'Manage Access' for any entities in any of the columns on the page, it is necessary to manually select desired access for each level of provisioning.

User Management
Provider Administrators

View or Edit an existing User Profile

- On the top navigation bar, click 'User Management.'
- From the 'Manage Portal Users' page, enter the email address of the user for whom edits to their profile will be made.
- Click the 'Search' button.
- Click the link that is the user's First Name to open the profile record.
- Profile opens to the 'User Details' page.
- Edit by clicking the edit icon.
- If needed, edit Profile Information:
  - ✓ First Name
  - ✓ Last Name
  - ✓ Job Title
  - ✓ Role
- Click 'Save & Continue.'

If necessary (to continue editing the user's access information), repeat the first several steps above to bring up the user profile record.

On the 'Access' page of the user profile

- Click 'Edit User Provisions.'
- Follow steps 'To Provision the User (Give Access Rights)' on the left side of this page.