Working with UCare

Whether you are a new provider or a long-standing partner with UCare, this document contains access points for key administrative resources important to our partnership the UCare Provider Website.

Page Description	Web Address
PROVIDER WEBSITE Bookmark the Provider Website to quickly find important information needed to effectively work with UCare.	ucare.org/providers `
PROVIDER PORTAL The Provider Portal is a secure website that allows your organization to access information needed to work with UCare members.	ucare.org/providers/provider-portal View claims, EOPs and authorizations, verify member eligibility, email our Provider Assistance Center, make your payment and remittance selections, and search the UCare Provider Network.
PROVIDER NEWS Each month, we publish our provider newsletter, Health Lines. For urgent changes to process or complex initiatives, we release Provider Bulletins. Sign up to receive the latest news for providers and our monthly provider newsletter.	ucare.org/providers/provider-news **Sign up here:** https://lp.constantcontactpages.com/su/lw2AfFp/signup
POLICIES AND RESOURCES This section contains important policies and resources available to help you work with UCare members. For example:	ucare.org/providers/policies-resources **Benefit and Product Information** ucare.org/providers/policies-resources/product-tipsheets **Culture Care Connection** culturecareconnection.org/ use "ucare" for both username and password **Key Contact Information** providerkeycontacts
UCARE PROVIDER MANUAL Bookmark the Provider Manual. UCare's Provider Manual is an extension of your contract.	ucare.org/providers/policies-resources/provider-manual
TRAINING AND EDUCATION Addressing Disability & Creating Access Model of Care Specific Provider Types (i.e., EIDBI, EW) Working with UCare	ucare.org/providers/training-education
AUTHORIZATIONS **Member Eligibility** Member eligibility can be confirmed before seeing UCare members in UCare's Provider Portal. **Authorization & Notification Grids** Please refer to the authorization & notification grid by plan product for guidance. **Pharmacy and Medical Drug Services by Plan**	 ucare.org/providers/authorization ucare.org/providers/pharmacy

HOW TO FIND A CARE COORDINATOR This information is intended to help members find a MSHO or MSC+, UCare Connect, UCare Connect + Medicare Care Coordinator.	ucare.org/providers/policies-resources/find-care-coord

CLAIMS & PAYMENT **Clearinghouse Information** UCare Payer ID: 55413. HealthEC is a free clearinghouse established to meet AUC guidelines for Minnesota electronic billing requirements. To register, visit MN E-Connect/Health EC Log In https://mneconnect.healthec.com/ProdMNeConnectAdmin/mnehome.aspx	ucare.org/providers/policies-resources/claims-billing **Resources for Electronic Transactions** ucare.org/providers/policies-resources/claims-billing/electronic-transactions If you have questions about EDI transactions, please email EDISupport@ucare.org
EFT and ERA Requests UCare offers Electronic Funds Transfer (EFT) and Electronic Remittance Advice (ERA). If you would like to begin receiving funds and remits electronically, please complete the Provider Payment and Remittance Request Form within the UCare Provider Portal.	If you have questions about EFT or ERA transactions, please email EFT835@ucare.org.
Provider Claim Reconsideration Requests If you would like to submit a Provider Claims Reconsideration to UCare, please complete the Provider Claims Reconsideration Form within the UCare Provider Portal.	Please document your confirmation number. If you have questions about your claim reconsideration request submission, you will need your confirmation number to look up the status when contacting the UCare Provider Assistance Center.

CONTRACTING/JOIN THE NETWORK On Nov. 17, 2025, Medica and UCare announced a definitive agreement for Medica to acquire certain contracts and assets of UCare. Due to this change, UCare will no longer be accepting new providers into our network, and we will not be processing any new contract applications.

CREDENTIALING/RECREDENTIALING Seeing UCare members prior to the credentialing approval date and a contract effective date will result in out-of-network claim processing, claim rejections or denials.	ucare.org/providers/our-network/credentialing-and-recredentialing If you have questions about credentialing, contact credentialinginfo@ucare.org.
MANAGE YOUR INFORMATION Ensure UCare has accurate information for your organization, location, and service providers by submitting an online add, change, or termination form.	ucare.org/providers/our-network/manage-your-information

NEED HELP?

Give Us a Call	Provider Portal	Send Us a Fax or Email
Provider Assistance Center: 612-676-3300 or 1-888-531-1493 **Hours:** 8 am – 5 pm, Monday – Friday **Report Fraud, Waste and Abuse:** 1-877-826-6847 compliance@ucare.org	**Need help registering?** Contact your provider administrator to create and modify user accounts Access Your Provider Portal Account New Provider Portal Quick Reference Guide (PDF)	**Claims Attachments:** 612-884-2261 **Claims Adjustments:** 612-884-2186 **Prior Authorization Requests:** 612-884-2499 or 1-866-610-7215 **Rate Updates (CAH, RHC, FQHC):** RateLetters@UCare.org