



Provider Portal Quick Reference Guide

Contents

Additional Documentation.....	2
Overview	2
Provider Services Section.....	3
Provider Inquires Section.....	4
The Grid.....	5
Login.....	5
Forgotten Password.....	5
Change Your Password.....	8
Change E-mail address.....	9
Change Security Question.....	9
Send a Secure Message to the Provider Assistance Center.....	10
Provider User Profile.....	11
Roster Data	12
Authorization Information	12
Claims Search	13
Search Member Eligibility	15
EOP Information Search.....	17
Provider Administrator Tasks.....	18

Create a New Users.....	18
Reset a User’s Password	21
Update/Delete Users	22
Unlock a User’s Account	23

Provider Portal – Provider Assistance Center Direct line: **866-245-9297** *For the best user experience within the UCare Provider Portal, please use one of the following web browsers:*
Microsoft Internet Explorer 7+
FireFox 3.5
Safari 5

Additional Documentation

Provider Administrator Registration:

<http://www.ucare.org/SiteCollectionDocuments/portal/Provider%20Portal%20Administration%20Registration%20Help.pdf>

Provider Re-Registration:

<http://www.ucare.org/SiteCollectionDocuments/portal/Provider%20Portal%20Re-Registration%20Help.pdf>

Provider FAQ: <https://providercs.ucare.org/pages/faq.aspx>

Overview

The UCare Provider Portal is a secure website which allows your clinic, facility, or system to access your UCare information. All providers who use the portal will be able to:

- Send secure message center to communicate directly with our Provider Assistance Center
- View EOPs
- View Claims with details
- View, Print and Download Roster
- View Authorizations
- Change your password, email address and security question/answer

Provider Administrators (1 per clinic) will be able to perform the above tasks and also:

- Create Provider User accounts for your system
- Change Provider User passwords
- Modify Provider User profiles (change names and delete)

Provider Services Section

The UCare Provider Portal is broken into two main sections. The Provider Services section gives you access to all of the self service features, like change password, change email, change security questions and answers, send a secure message to the Provider Assistance Center and update your profile information. Provider Administrators will also be able to create and modify their users through the Provider Services section.

The screenshot shows the UCare Provider Portal interface. At the top, there is a navigation bar with three tabs: Home, Provider Services, and Provider Inquiries. The Home tab is selected, displaying a welcome message: "Welcome UCare Providers!" and "We want to help you get the most from your relationship with UCare." Below this, there are two main sections: "Provider Inquiries" and "Provider Services".

Provider Inquiries: This section includes a button with an image of a family and the text "Provider Inquiries". Below the button, it says: "Look up claims, view EOPs, verify member eligibility, and other self service options."

Provider Services: This section includes a button with an image of a healthcare professional and the text "Provider Services". Below the button, it says: "Send a message to the Provider Assistance Center, view and edit your profile."

Provider Services Callout: A green box with a white background and a green border contains the text: "Provider Services: Manage profile information, change your password, change your email, change your security question and answer, send a secure message to the UCare Provider Assistance Center."

Feedback Callout: A green box with a white background and a green border contains the text: "Provide portal feedback: Tell us what is wrong or what we should do to make the portal better. This is not a means to submit a technical support case, please call the PAC with issues."

At the bottom of the page, there is a footer with the text: "For the best user experience, please use the following Microsoft Internet Explorer 7+ Provide Feedback" and "Copyright 2010, UCare, All Rights Reserved. For questions: [contact information] h, Inc."

Provider Inquires Section

The second section within the UCare Provider Portal is the Provider Inquires Section. The Provider Inquires section gives you access to all of the data elements that you need while working with UCare members. You will be able to view claims, EOPs (Explanation of Payment), Roster, Authorizations, Member lookup for eligibility, and Provider Search to search the UCare network. You may use the graphic on the main page to access the Provider Inquires Section or select the link at the top of the page for a drop down of all options.

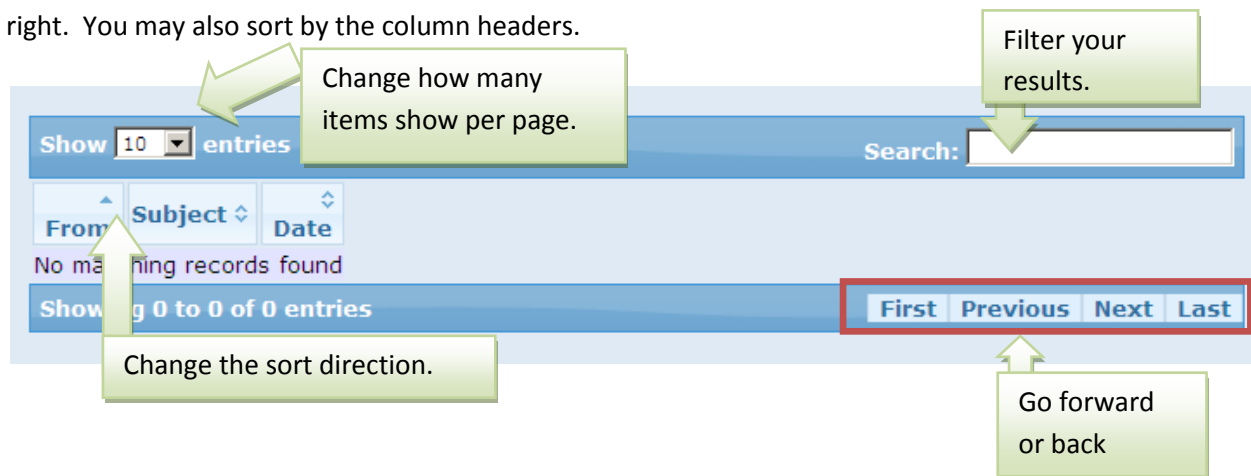
The screenshot shows the UCare Provider Portal interface. At the top left is the UCare logo. On the right is a [Logout](#) link. Below the logo is a navigation bar with three tabs: **Home** (highlighted in yellow), **Provider Services**, and **Provider Inquiries**. The main content area starts with a **Home** sub-header, followed by a **Welcome UCare Providers!** message and a sub-header: "We want to help you get the most from your relationship with UCare." Below this are two main sections: **Provider Inquiries** and **Provider Services**. The **Provider Inquiries** section includes a call to action: "Look up claims, view EOPs, verify member eligibility, and other self service options." The **Provider Services** section includes a call to action: "Send a message to the Provider Assistance Center, view and edit your profile." At the bottom, there is a **Provide Feedback** link with the text: "For the best user experience, please use the following Microsoft Internet Explorer 7+." Three callout boxes with arrows point to specific elements: one points to the **Provider Inquiries** section, another points to the **Provide Feedback** link, and a third points to the **Provider Inquiries** tab in the navigation bar.

Provider Inquiries:
Look up claims, EOPs (Explanation of Payment), Authorizations, Member Search for Eligibility, Roster, and Provider Search. You may click this link or Select the Provider Inquiries link above to see a drop down of choices.

Provide portal feedback:
Tell us what is wrong or what we should do to make the portal better. This is not a means to submit a technical support case, please call the PAC with issues.

The Grid

Data within the UCare Provider Portal is displayed within a grid that has built in features to help you filter and page through your data. You can change the number of entries per page, filter by using the search field to show any data that matches what you type. For example, if you are looking for a claim that was paid on 01/02/2010, type that date in the search field. The next page feature is in the lower right. You may also sort by the column headers.



Login

To log into the UCare Provider Portal, you may go to <http://www.ucare.org>, click on Providers at the bottom of the page, and then click the graphic to access the Provider Portal. You may also use this link to directly access the portal: <https://provider.ucare.org>.

Forgotten Password

1. If you have forgotten your password, go to the Provider Portal login screen: <http://provider.ucare.org/pages/login.aspx> and click on Forgot Password.

Log In

Username:

Password:

Login

Register (New Administrator)

Forgot Password?

Re-register (Existing Access UCare users)

2. Enter your **Username** and click **Submit**, if you do not know your username, contact your Provider Administrator. If you are the Provider Administrator or do not know who your Provider Administrator is call UCare at **866-245-9297**.

[Home](#)

Did you forget your password? If so, please enter your username and click "Submit."

You will be asked for the answer to your Security Question.

Username:

Submit

3. Enter the answer to the security question. If a Provider Administrator created your account, you were emailed this information. If you used the re-registration process, this security question and password was created by you.

Password Recovery

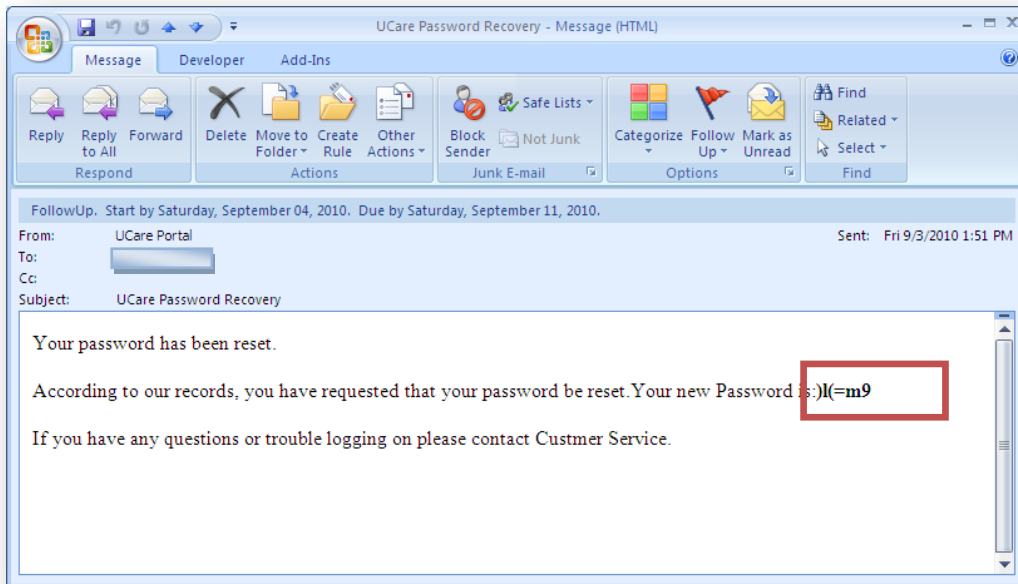
Username:

Question: What is the name of my company?

Answer:

Submit

4. Check your email for the uCare Password Recovery email. The email will be sent from portal@ucare.org and may be in your Junk Mail folder. Make sure to add portal@ucare.org to ensure you receive all communications from the UCare Portal. The password is everything after the colon. It is strongly recommended that you change your password as soon as you log into the portal.



Change Your Password

To change your password, follow these steps:

1. Click on the Customer Services link on the main page or select the Customer Services drop down at the top of the page.



2. Select Change Password; enter your existing password and then your new password twice. Then click Change Password. You will receive a notification that your password has been changed.

Home > Customer Services > Change Password

Customer Services
Message Inbox
Contact the Provider Assistance Center
Sent Messages
Provider User Profile
Change E-mail Address
▶ Change Password
Change Security Question

Change Password

Change Your Password

Current Password:

New Password:

Confirm New Password:

Password changed.

Change E-mail address

1. Select Customer Services at the top or on the main home page, and then select Change E-mail Address on the left. Enter your new E-mail address twice and click Update.

Home > Customer Services > Change E-mail Address

Customer Services
Message Inbox
Contact the Provider Assistance Center
Sent Messages
Provider User Profile
▶ Change E-mail Address
Change Password
Change Security Question

Change E-mail Address

Current Email Address:

New Email Address:

Confirm Email Address:

Change Security Question

1. The security question is used to help you reset your password if you should happen to forget it. Select Customer Services and then Change Security Question. You must enter your

existing password first, as a security precaution, and then enter your new security question and answer. Some examples of a security question are: What was the name of my high school mascot? Where was I born?

The screenshot shows a web interface for changing a security question. At the top, the breadcrumb navigation reads "Home > Customer Services > Change Security Question". On the left is a vertical menu with the following items: "Customer Services", "Message Inbox", "Contact the Provider Assistance Center", "Sent Messages", "Provider User Profile", "Change E-mail Address", "Change Password", and "Change Security Question" (which is highlighted with a blue arrow). The main content area is titled "Change Security Question" and contains three input fields: "Password:" with a text box, "New Security Question:" with a text box, and "Answer:" with a text box. Below the "New Security Question" field, the text "Your answer is case-sensitive" is displayed. At the bottom of the form is a large blue button labeled "Change Password Question & Answer".

Send a Secure Message to the Provider Assistance Center

A secure message is like an email, but the message will remain within the portal at all times and is not transmitted across systems or the internet. To send secure messages to the Provider Assistance Center follow these steps:

1. Select Customer Services on the main home page or select the Customer Services link at the top.
2. Select Contact the Provider Assistance Center, select a subject, enter a message and click Send Message. You may view your sent messages via Sent Messages link on the left, or the Inbox via the Inbox link.

The screenshot shows the UCare Provider Portal interface. At the top, there is a navigation bar with 'Home', 'Customer Services', and 'Provider Inquiries'. Below this, a breadcrumb trail reads 'Home > Customer Services > Contact the Provider Assistance Center'. On the left, a sidebar menu includes 'Customer Services', 'Message Inbox', 'Contact the Provider Assistance Center' (highlighted), 'Sent Messages', 'Provider User Profile', 'Change E-mail Address', 'Change Password', and 'Change Security Question'. Below the menu is a 'Text size' control with three 'A' icons. The main content area is titled 'Contact the Provider Assistance Center' and contains a form with a 'To:' field set to 'UCare Provider Assistance Center' and a 'Subject:' dropdown menu. The dropdown menu is open, showing options: '--SELECT--', 'Authorizations', 'Contracting', 'Pharmacy Inquiry', 'Medical Benefits/Copay', 'Other', 'Claims', 'Credentialing', and 'Eligibility'. At the bottom of the form are 'Send Message' and 'Cancel' buttons. A 'Logout' link is visible in the top right corner.

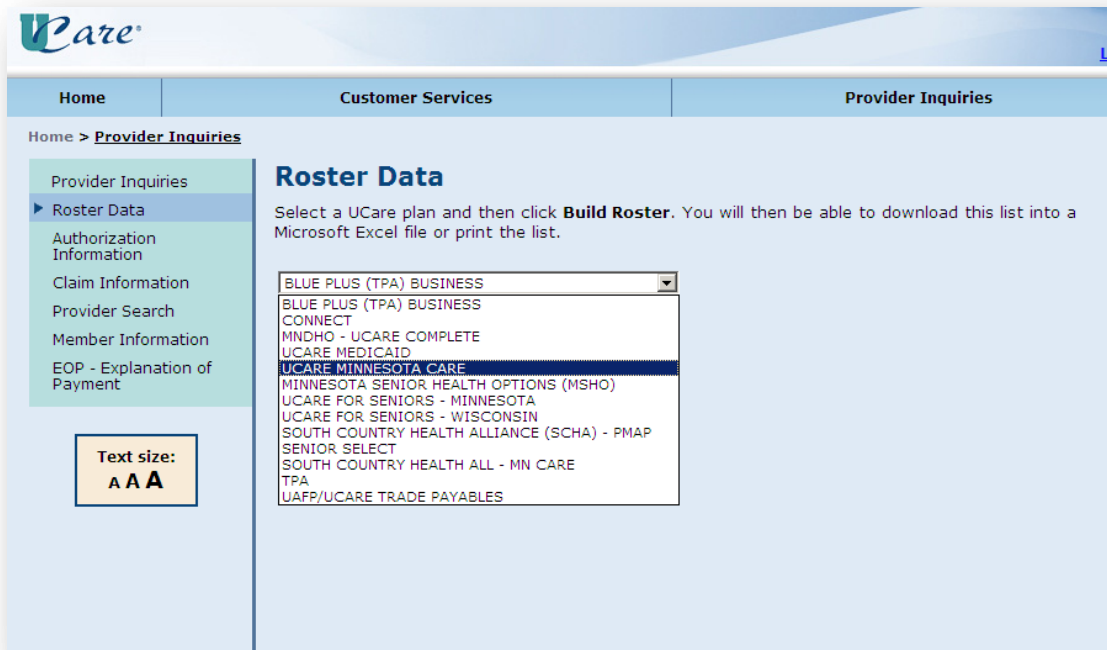
Provider User Profile

The link to the Provider User Profile page under Customer Services shows details about your profile. From this page you will see your first and last name, email address, and affiliated facilities. You are also able to change your security question and answer and also change your password right from this page.

The screenshot shows the 'Provider User Profile' page. It displays the following information: 'First Name' (TEST), 'Last Name' (TEST), and 'Email Address' (represented by a redacted field). Below this are two links: 'Update Question/Answer' and 'Change Password'. The 'Affiliated Facilities' section features a table with a search bar and a dropdown for 'Show 10 entries'. The table has columns for 'Facility Name' and 'Group Practice Number'. At the bottom, it shows 'Showing 1 to 1 of 1 entries' and navigation buttons: 'First', 'Previous', '1', 'Next', and 'Last'.

Roster Data

To view a list of all members by UCare plan, who have chosen your clinic as their Primary Care Clinic, select Roster Data under Provider Inquires. You will be able to view a list of members, print the list and also download the data into a Microsoft Excel formatted file.

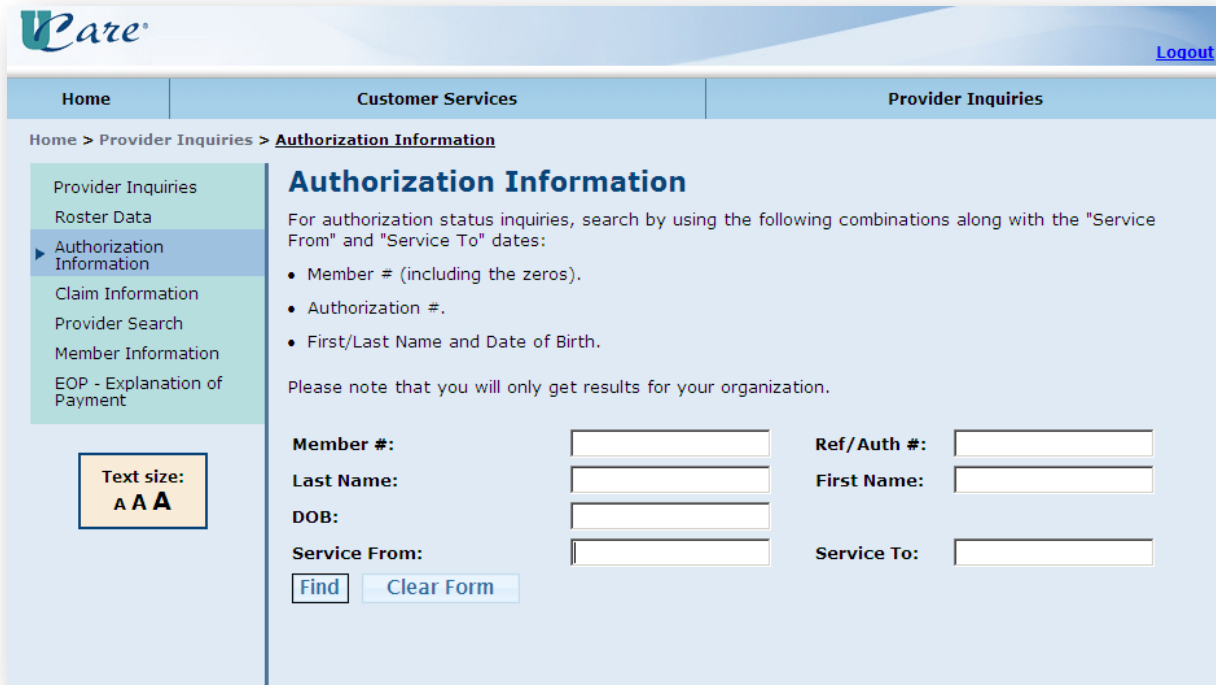


Authorization Information

To view a list of authorizations, go to the Provider Inquires section and select Authorization Information. For authorization status inquiries, search by using the following combinations **along with the "Service From" and "Service To" dates**:

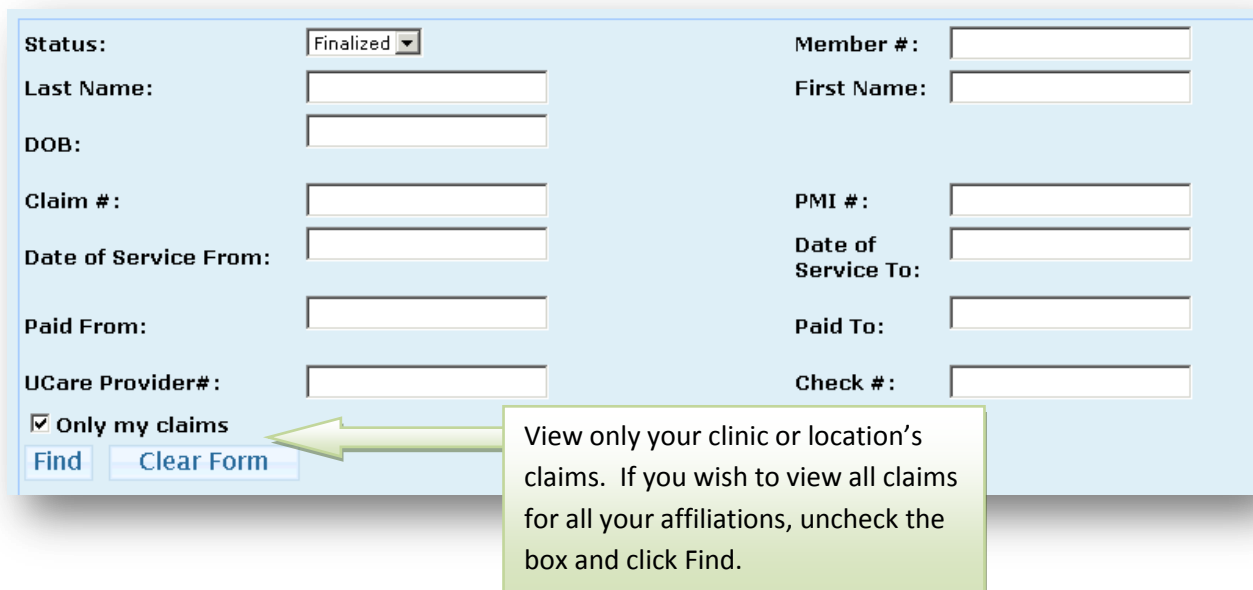
- Member # (including the zeros).
- Authorization #.
- First/Last Name and Date of Birth.

Please note that you will only get results for your organization.



Claims Search

To search for your claims, click on Provider Inquiries, and Claims on the left navigation. Enter a Member #, PMI #, Claim #, and/or First/Last Name and Date of Birth. It is also strongly recommended that you enter either a service or paid date (From and To). Narrow your search criteria to increase the speed of the search. Search is limited to 500 results.



After your results have been displayed, select one claim or multiple claims, then click Display Claim Details.

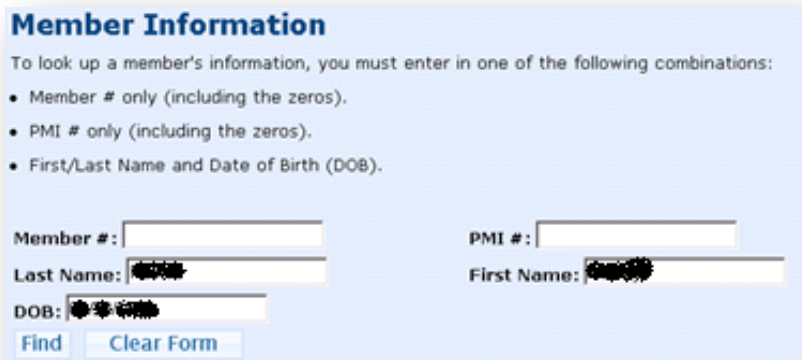
The screenshot shows a web interface with a table of claims. The first table has 3 rows. A button labeled "Display Claim Details" is visible. Below it, a second table shows a single claim selected. A third table, titled "Additional Claim Detail", provides further information about the selected claim.

Claim/Service #	Member Info	Proc Code	Mod 1	Mod 2	Units	Inpatient Days	Service Date	Status	Charged Amt	Paid	Paid Date	Check #
[REDACTED]	[REDACTED]	99214			1	0	07/16/2010	Finalized	\$176.00	\$71.54	07/28/2010	[REDACTED]

Additional Claim Detail							
Claim/Service #	Ref/Auth #	Diagnosis	Location	Amt Allowed	Amt Denied	Coinsurance	Copay
[REDACTED]	[REDACTED]	6918	11	\$71.54	\$71.54	\$0.00	\$0.00
	EX Code				Description		

Search Member Eligibility

To search a member's eligibility information, select Provider Inquires and then click Member Information. You will be able to look-up any UCare member for their eligibility information by entering the member's member ID OR PMI OR their Last Name, First Name, and Date of Birth.



Member Information

To look up a member's information, you must enter in one of the following combinations:

- Member # only (including the zeros).
- PMI # only (including the zeros).
- First/Last Name and Date of Birth (DOB).

Member #:

PMI #:

Last Name:

First Name:

DOB:

Member Name: ██████████
 Member #: ██████████
 Phone: ██████████
 DOB: ██████████
 Address 1: ██████████
 City: ██████████
 Zip: ██████████

Member Division #: RICIAB
 Member Language:
 Gender: █
 Address 2:
 State: █

Product: UCARE FOR SENIORS - MINNESOTA
Benefit Package: UCARE FOR SENIORS GREATER MN/WI CLASSIC BENEFIT PACKAGE (INDIVIDUAL)
Other Insurance: No
Effective Date: 01/01/2009
PCG Number: 103181

End Date: 12/31/9999
PCC Name: DULUTH CLINIC DULUTH

Service	Copay
Office Visit	\$0.00
Inpatient	\$150.00
ER Visit	\$50.00
Urgent Care Visit	\$20.00
Specialist Visit	\$15.00
Non-Emergency ER Visit	\$0.00
Vision	\$0.00

[Print Results](#)

After you click Find, scroll down and you will find the member’s information. The member’s enrollment history will be displayed below:

Show entries Search:

Effective Dates	Coverage Info	Primary Clinic
01/01/2009-12/31/9999	-UCARE FOR SENIORS - MINNESOTA -UCARE FOR SENIORS GREATER MN/WI CLASSIC BENEFIT PACKAGE (INDIVIDUAL)	103181 -DULUTH CLINIC DULUTH

Showing 1 to 1 of 1 entries

[First](#) [Previous](#) [1](#) [Next](#) [Last](#)

EOP Information Search


You will be able to view your Explanation of Payment (EOPs) by clicking on Provider Inquiries and then EOP – Explanation of Payment on the left navigation pane. Enter search criteria and click **Find**. If you check **Only my EOPs**, only the EOPs associated with your facility will be displayed. If this box is not checked you will see EOPs for other affiliates. The search results are limited to 500. Narrow your search criteria to narrow your results.

The screenshot shows the 'EOP - Explanation of Payment' search page. On the left is a navigation menu with 'EOP - Explanation of Payment' selected. The main content area includes a title, instructions, a note about Adobe Acrobat Reader, a search form with fields for 'Date of Service From', 'Date of Service To', 'Paid From', and 'Paid To', a 'Find' button, and a 'Show 10 entries' dropdown. Below the form is a table header with columns: 'EOP', 'Claim #', 'EFT/Check Date', 'EFT/Check #', and 'Payment Amt'. A callout box points to the 'Only my EOPs' checkbox with the text: 'No affiliated EOPs will show if you check this box.' Another callout box points to the 'EOP' column header with the text: 'Click the EOP link to view your EOP. You must have Adobe Reader to view the EOP.'

EOP - Explanation of Payment

Below is a list of your Explanation of Payments (EOPs)*. Click on the **EOP*** link to view the entire EOP. Searches are limited to top 500 results. Uncheck the box to search all of your affiliated facilities.

* You will need Adobe Acrobat Reader to view the information, which is in PDF format. If you have Acrobat Reader, you can immediately view the information. If you don't have Acrobat Reader, you can click on the icon below to download a free copy.



Please select whether you would like to display just your EOP data or full hierarchy.

Date of Service From:

Date of Service To:

Paid From:

Paid To:

Only my EOPs: ← No affiliated EOPs will show if you check this box.

Show entries

Search:

EOP	Claim #	EFT/Check Date	EFT/Check #	Payment Amt
-----	---------	----------------	-------------	-------------

↑ Click the EOP link to view your EOP. You must have Adobe Reader to view the EOP.

Provider Administrator Tasks

Provider Administrators have the ability to create new Provider User accounts to access data within their system and associated clinics and facilities.

Create a New Users

To create a new user, log into the portal and select Provider Services, and select Create New User on the left navigation pane.

TIP: ALL E-MAIL ADDRESSES WITHIN THE PORTAL MUST BE UNIQUE, SO EACH PROVIDER ADMINISTRATOR AND PROVIDER USER MUST HAVE A UNIQUE E-MAIL ADDRESS.

After you have entered in all the information, and click Create User. The user will receive two e-mails from portal@ucare.org. The first e-mail will contain the user name and the security question to allow them to reset their password if they should forget it. The second e-mail will contain their system generated password and the secret answer.

UCare® [Logout](#)

Home Provider Services Provider Inquiries

Home > Provider Services > **Create New User**

Create New User

As the administrator for the UCare Provider Portal, it is your responsibility to create and add users within your organization. You will need to complete and submit the form below to create a new user. Once submitted, the new user will receive two e-mail messages; one with an "Activate Account" link and another with a password and security answer. To login, the user will need to use the password and security answer that was sent to them.

Provider User Registration

Users First Name

Users Last Name

Users Job Title

Users Business Phone Ext
(1234567899)

Username

Business Email Address

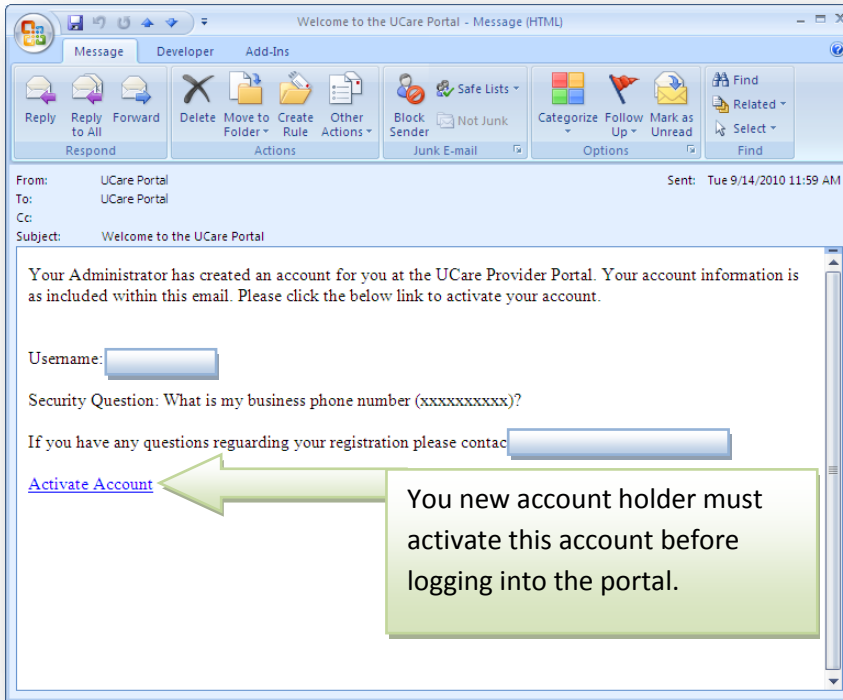
Confirm Email Address

Complete: The user's information has been e-mailed to them.

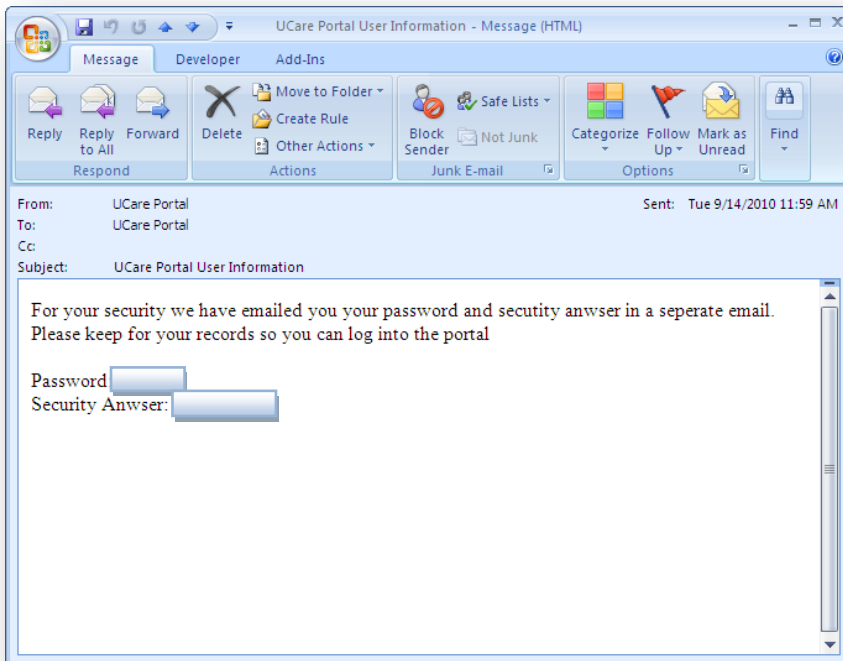
[Privacy Notice](#) | [Legal Notice](#)

Copyright 2010, UCare. All Rights Reserved. UCare® is a registered service mark of UCare Minnesota and UCare Wisconsin, Inc. For questions about this web site, please contact webmaster@ucare.org

First e-mail:



Second e-mail:



Reset a User's Password

To reset a user's password for them, first view the Update User Profile page to find the user's e-mail address.

Update User Profile

To update a user's profile or to delete a user, you will need to know the user's user name before proceeding. If you do not know the user's user name, you can search for it by typing in the user's first/last name, job title, e-mail address, or phone number in the "Search" field of the Active Users list.

Once you have the user's user name, type that in the "User Name" field and click "Search." Some fields and boxes will appear above the Active Users list. You can do one of the following actions:

- **Update User's Information:** Type the updated information in the field(s) and then click "Update Information". The user's profile is now updated.
- **Delete User:** Click "Delete User" to delete the user and their profile. Please note that the user will no longer have access to the UCare Provider Portal.
- **Nothing:** Click "Clear" to do nothing to the user's profile and go back to the Active Users list. Please note that by clicking "Clear," it will not clear out the fields. It will only take you back to the list.

Enter Username to Update.

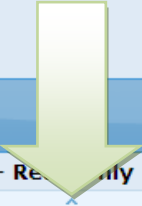
User Name:

Show entries

Search:

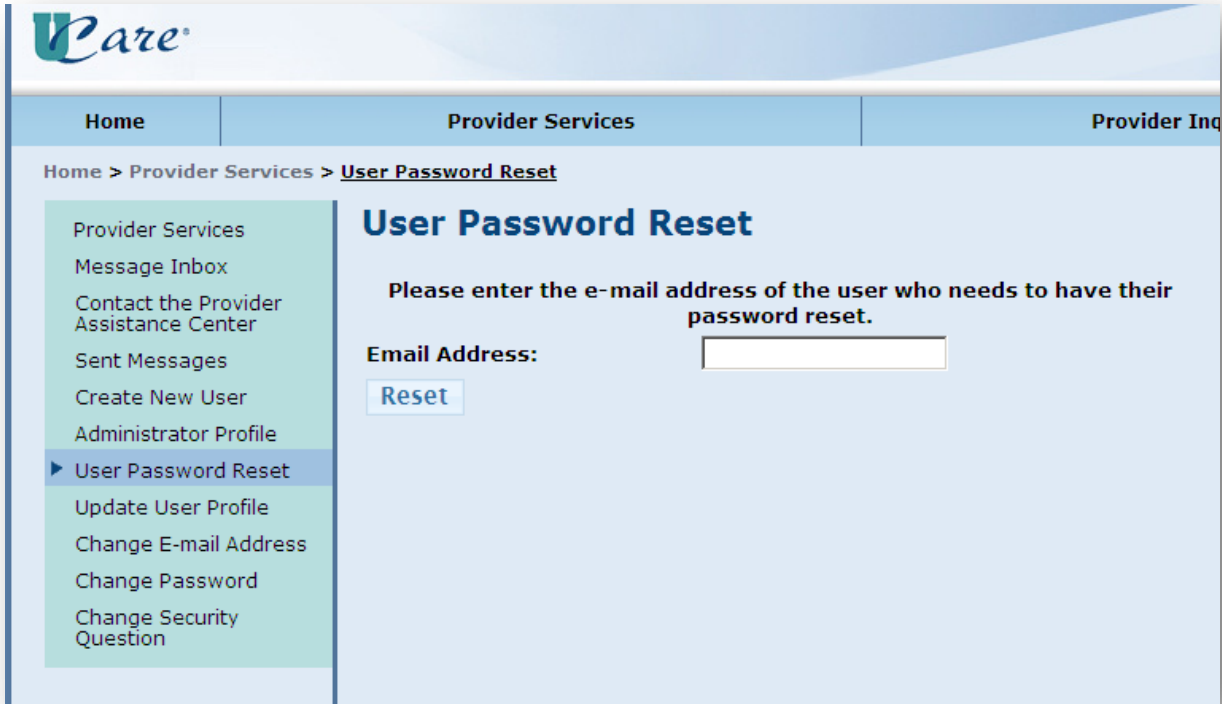
Active Users - Recently

Username	Name	Job Title	Email Address	Phone	Extension



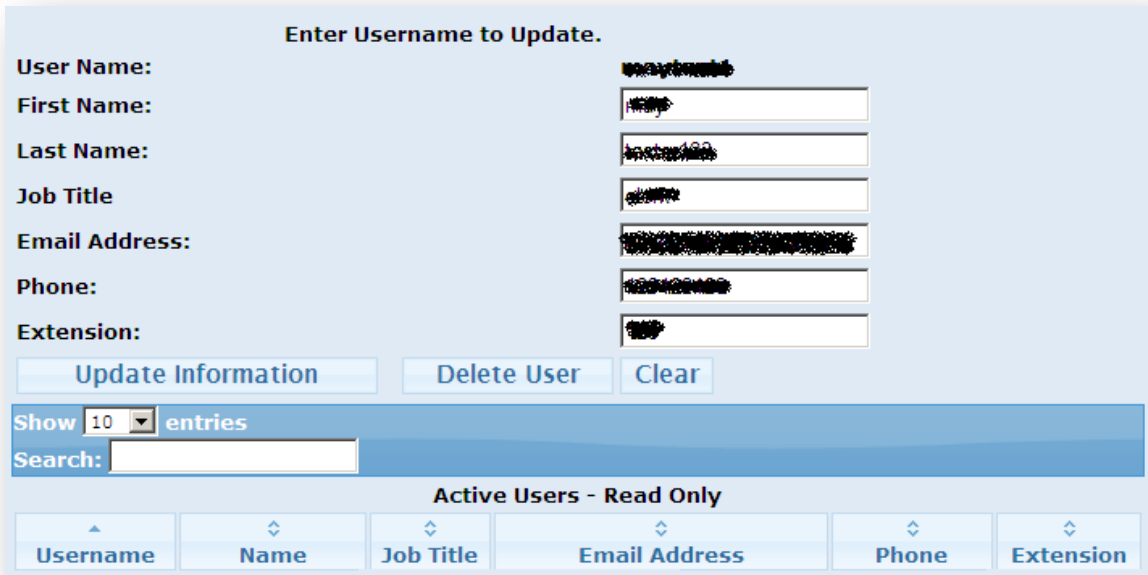
After finding the e-mail address for the correct user who needs a password reset, select User Password Reset on the left, enter their e-mail address, then click Reset. An e-mail will be sent to the user with a new system generated password.

TIP: THE PASSWORD WILL BE DIFFICULT TO TYPE, TRY COPY AND PASTE USING YOUR MOUSE TO SELECT THE NEW PASSWORD AND PASTE IT INTO THE PASSWORD FIELD. ADVISE THE PROVIDER USER TO RESET THEIR PASSWORD AFTER LOGGING INTO THE SITE.



Update/Delete Users

To update a user select Update User Profile on the left navigation, then enter their user name and click Search. Change the information and click up or delete the user.



Unlock a User's Account

If a user enters their password 4 times incorrectly, their account will become locked out. Select User Unlock Account on the left navigation, enter their email address, and click Search. If the account is locked out, a button will appear to unlock the account. It is also recommended to reset their password.

The screenshot shows the UCare Provider Portal interface. At the top left is the UCare logo. In the top right corner, there is a [Logout](#) link. Below the logo is a navigation bar with three tabs: **Home**, **Provider Services**, and **Provider Inquiries**. The breadcrumb trail reads: [Home](#) > [Provider Services](#) > [User Unlock Account](#). On the left side, there is a vertical navigation menu with the following items: [Provider Services](#), [Message Inbox](#), [Contact the Provider Assistance Center](#), [Sent Messages](#), [Create New User](#), [Administrator Profile](#), [Update User Profile](#), [User Password Reset](#), **▶ [User Unlock Account](#)**, [Change E-mail Address](#), [Change Password](#), [Change Security Question](#). The main content area is titled **User Account Unlock**. It contains the following text: "As a UCare Portal administrator for your facility, you may unlock accounts of your users who've exceeded the failed password attempt at login. Enter their e-mail address below to search, then click Unlock to confirm." Below this is a **TIP:** "Look up the provider user's e-mail address by visiting the [Update User Profile](#) page." There is a form field labeled **Provider Email:** with an empty text input box. Below the input box is a [Search](#) button.