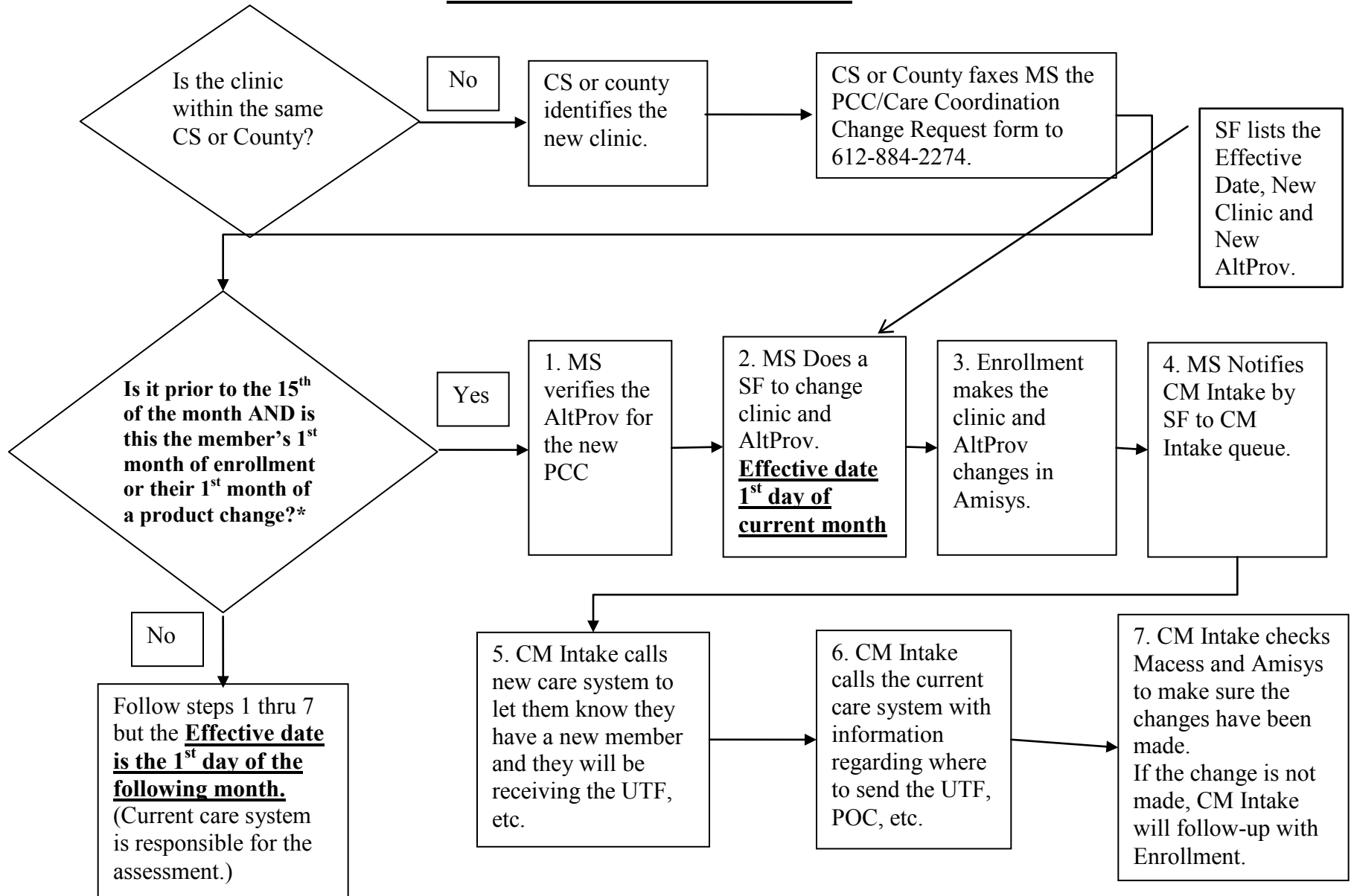


Care System (CS) or County PCC/Care Coordination Change Process

The Care System or County faxes a request to Member Services (MS) at 612-884-2274 for a clinic change for a clinic that is not in their CS or County.

If the CS or County has not confirmed the new clinic with the member, the CS or County will be responsible for the member until the clinic is confirmed.



*** If the change is due to a UCare enrollment report error, the change will be made retroactive to the 1st day of the current month. *Please note, retro effective date requests will be effective the 1st of the current month if received by the 15th of the month, considering that it is the member's 1st month of enrollment or 1st month of a product change. If the member is not new to the product or UCare, the effective date will be the 1st of the following month.**