

## Important Reminders from UCare's Provider Network Management Department

### Provider Satisfaction Surveys are Underway

As a valued provider in UCare's network, we are continually seeking feedback on our mutual relationship; that is why we are currently conducting provider satisfaction surveys. The surveys are posted online in the UCare Provider home page and can be access by logging on to [www.ucare.org/providers](http://www.ucare.org/providers). We are currently seeking feedback from the following provider types:

- Critical Access Hospitals.
- Home Health Agencies.
- Primary Care Clinics.
- Skilled Nursing Facilities.

If your facility/organization is one of these listed above, please take a few minutes to complete the satisfaction survey. The survey results will help us understand your level of satisfaction with us and will also provide information for process improvements. *We welcome your feedback and appreciate your cooperation!*

### Upcoming Provider Regional Trainings in Greater Minnesota - RSVP Required

We are excited to offer *free* training sessions during August to our valued providers, *you!* The training sessions are designed for clinic managers, billing/coding/claims staffs, and registration personnel. The trainings will help you learn:

- About UCare products.
- Operational advantages for your clinic.
- How to work effectively and efficiently with UCare, along with key resources.

The following grid outlines the areas and dates that we will be at:

Region	Dates and Location
Southern Minn.	Aug. 2 in Worthington Aug. 3 in Mankato Aug. 4 in Rochester
Central Minn.	Aug. 2 in Detroit Lakes Aug. 3 in Alexandria Aug. 4 in St. Cloud
Northern Minn.	Aug. 9 in Grand Rapids

For more information and to register for a session, please log on to our “**Provider Regional Training**” web site at [www.ucare.org/providers/Pages/trainings.aspx](http://www.ucare.org/providers/Pages/trainings.aspx). RSVP required, as there are a limited number of seats per session.

### health lines Summer 2011 Edition Now Available Online

UCare's quarterly newsletter to our providers, *health lines* Summer 2011 edition, is now available and posted online at [www.ucare.org/providers/Pages/healthlines.aspx](http://www.ucare.org/providers/Pages/healthlines.aspx). Each quarter, *health lines* will bring you news, updates, and friendly reminders. Look for *health lines* online at the end of each quarter (April, June, Sept., and Dec.) by logging onto the web site listed above.