

Sept. 9, 2010

## Important News and Dates to Remember

### New Provider Portal Rollout - *Save the Date!*

On **Sept. 20, 2010**, we will be launching our new Provider Portal which will replace Access UCare (aka ePlan). Access UCare currently allows registered users view member information, claim information, authorization information, locate participating providers, download a roster (only applicable to primary care clinics), and retrieve Explanation of Payments (EOPs). The new Provider Portal will allow users to retrieve the same information, but the process of retrieving EOPs has been enhanced to make it quicker and easier for providers to find their EOPs.

All Access UCare current users will be required to complete a simple re-registration process to get access to the new UCare Provider Web Portal. The Access UCare site will no longer be available effective Oct. 1, 2010. If your organization does not currently have access to Access UCare, simply wait until Sept. 20<sup>th</sup> to register under the new Provider Web Portal.

### 2010 Provider Satisfaction Surveys Going on Now

Earlier this year, we conducted a provider satisfaction survey with the behavioral health providers. We would like to thank all of the providers who have submitted their feedback and responses to UCare. We appreciate all of the information that we have received and take into consideration the responses seriously.

As an ongoing effort to find out ways how UCare is doing, we are currently conducting three more provider satisfaction surveys for these provider types: **Critical Access Hospital, Primary Care Clinic, and Skilled Nursing Facility**.

*If you are one of these provider types, we'd love to hear from you!* Please log onto our Provider web site at [www.ucare.org/providers/pages/default.aspx](http://www.ucare.org/providers/pages/default.aspx) and click on your provider type to start the survey.

### Electronic Submission Requirements for Provider Changes/Updates

This year, UCare is requiring providers to submit practitioner and facility changes/updates via online forms electronically, rather than submitting paper forms via fax, e-mail, or mail. Below, you will find an outline of the effective dates for submitting online forms electronically and what they are. These new online forms can be found in our web site at [www.ucare.org/providers/pages/forms.aspx](http://www.ucare.org/providers/pages/forms.aspx).

- **Effective 8/2/10**, we no longer accept the paper submitted UCare Facility Change/Update. Instead, there are now three separate electronic online forms and they are as follow: Facility Change Form-Demographic Change/Update, Facility/Clinic Closing, and Facility Location Add.
- **Effective 10/1/10**, we will no longer be accepting paper submitted Minnesota Uniform Practitioner Change forms for changes/updates on non-credentialed practitioners. The new online form to submit is called "Non-Credentialed Practitioner Change/Add Form."
- **Effective 10/1/10**, we will also no longer be accepting paper submitted UCare Personal Care Attendant (PCA) Unique Minnesota Provider Identifier (UMPI) form. We have created a new electronic online form with the same fields as the paper version; however, in an electronic format.

A new electronic submission requirement will also be implemented effective 1/1/11 for contracted providers who will be submitting the Initial Minnesota Uniform Credentialing Application for a new practitioner who will be going through the credentialing process.

**Beginning 1/1/11**, we will require all contracted providers to submit Initial Minnesota Uniform Credentialing Applications electronically through the Minnesota Credentialing Collaborative (MCC). As previously noted in our Spring and Summer 2010 *health lines* editions, the MCC developed a centralized, web-based clearinghouse for information used in the credentialing process. The online, easy-to-use resource offers ways to enter, save, and send credentialing and re-credentialing applications that are accepted by participating Minnesota health plans and hospitals. To find out more about the MCC's software, please visit their web site at [www.mncred.org/home.html](http://www.mncred.org/home.html).