



## Introducing the New UCare Provider Portal

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On Sept. 20, 2010, we will be launching our new UCare Provider Portal. Registrations and re-registrations will be opened early in the morning of that day. If you have never registered for Access UCare (aka ePlan), you will need to click on the “**Register**” link and sign up as a new provider. If you are an existing User and/or Administrator of Access UCare, you will need to click on the “**Re-register**” link. **Access UCare Administrators: Please note that you will need to re-register only once as an Administrator in the new UCare Provider Portal.** Please read on for more information.

**Existing Access UCare Administrators:** It is crucial to note that you will need to re-register only once in the new UCare Provider Portal as an Administrator, and not twice as a Provider Portal Administrator and User. If you re-register twice under the new Provider Portal, you will receive an error because the Provider Portal will only accept an e-mail address once in the system.

Previously when you registered for Access UCare, you had to register as an Access UCare Administrator and then set yourself up as a User. Thus, having two logins - one for administrative and the other for user functions. With the new UCare Provider Portal, you will only need one login as the Provider Portal Administrator and this will give you access to do administrative, as well as user functions.

**Existing Access UCare Users:** You will have the ability to re-register yourself and will need to re-create your existing username and password that you had with Access UCare. Once your re-registration is completed, you may start using the new Provider Portal.

**New Registrants to the Provider Portal:** Only the Provider Portal Administrator will need to register for the initial setup. Once the Provider Portal Administrator is granted access to the site, they will have the ability to setup/terminate Users within their organization. Please note that only one Administrator is allowed per clinic/facility.

### Some new features, which we are sure you will enjoy, are as follows:

**Self-service password reset:** You will now have the ability to reset your own password in our new portal, anytime you wish!

**Enhanced security:** The new portal is constructed with many new security enhanced features which will protect your information.

**Improved Explanation of Payment (EOP) functionality:** We have improved the EOP functionality and search ability.

**Secure Message Center:** You will be able to send secure messages to our Provider Assistance Center through the portal, though it will take some time for a response, this is an alternative option for you.

**Member Eligibility Refined:** The member eligibility search has been improved and will offer you more information.

**Claims Search:** We made some adjustments to how the claims search functions. Due to the vast amount of claims data, this search may still be slower than you would expect, but we will continue to work on improving performance.