



November 3, 2011

Name
Address
City, State Zip code

Dear Provider:

UCare has evaluated the overall process and identified opportunities to improve efficiencies when submitting claims for Elderly Waiver (EW) services. Therefore, I am writing to inform you of an important change in claim submission for EW services beginning Dec. 1, 2011. This change applies to eligible members who are in UCare's Minnesota Senior Health Options (MSHO) and Minnesota Senior Care Plus (MSC Plus) plans.

Effective Dec. 1, 2011, all claims for EW services for UCare eligible members, regardless of date of service, will be submitted directly to UCare for claim adjudication rather than the state's system, Medicaid Management Information System (MMIS). Minnesota Department of Human Services (DHS) will no longer process EW claims for UCare eligible members after 11/30/11.

To avoid interruption in providing service and claim adjudication, DHS and UCare are working together to transfer all existing MMIS authorizations into UCare's claims system. No action is required on your part.

In addition to submitting new claims to UCare, all claim adjustments will also need to be submitted to UCare effective Dec. 1, even if UCare was not the original payer. Please note that when you are submitting a claim adjustment to UCare, please attach a copy of the Explanation of Payment from DHS along with your newly corrected claim for reprocessing.

Prior to Dec. 1, please make sure that your organization is set up in our system to prevent your claims from being rejected and/or delayed. If you have submitted claims to UCare in the past, you do not need to do anything; however, if you have never submitted a claim to UCare, you must follow these steps to get your organization set up in our system:

1. Log on to www.ucare.org/providers/pages/forms.aspx.
2. Complete and submit the online "**Facility Location Add Form.**" *(Please note that it may take up to 30 days to process your request so the sooner you submit it, the better.)*
3. If you have any questions on how to fill out the online form or are having troubles with form, please call the Provider Demographic Support Line at **612-676-8959**.

If you have any questions and/or are inquiring about the status of your submitted form, please contact the Provider Assistance center at **612-676-3300** or **1-888-531-1493** (toll free).

UCare is committed to providing superior service and satisfaction during this transition process.

Sincerely,

A handwritten signature in cursive script that reads 'Marilee Moritz'.

Marilee Moritz
Provider Communications & Training Manager