



*News from UCare's Provider Network Management Dept.
November 2009*

UCare's Epidemic Business Continuation Plan

In light of the H1N1 flu (swine flu) pandemic declared by the Centers for Disease Control (CDC), UCare has developed a business continuation plan in preparation for an epidemic.

UCare ensures that daily key operational and technical support, including claims processing, customer services, and authorization reviews, will continue without interruption in case of an epidemic.

UCare is making every effort to minimize disruptions to our business and, to the extent we can, to yours. In this way, our members receive services, and providers are reimbursed for care.

Resources

For more information regarding the H1N1 flu, visit any one of these web sites:

www.cdc.gov/h1n1flu/

www.flu.gov/

www.health.state.mn.us/divs/idepc/diseases/flu/index.html

*UCare's **Provider Assistance Center** is available at **612-676-3300** or **1-888-531-1493 (toll free)**, Monday – Friday, 7 a.m. to 5 p.m., if you have any questions or concerns.*