



## MSC + / MSHO

### 2024 Additional / Supplemental Benefit Summary

(Highlighted = NEW in 2024)

Information on each benefit including instructions on how to obtain: [Benefits, Perks, Resources](#)

Benefit Details		MSHO	MSC+	Eligibility / How to obtain Member / Care Coordinator
<b>Healthy Benefits + Visa</b> (General Information)	<p>Members will no longer use the Healthy Savings card in 2024. They will receive a new card called the UCare Healthy Benefits+ Visa.</p> <p>Members will need to register and activate the UCare Healthy Benefits+ Visa card before using it. Register the card online, in the app or by calling.</p> <ul style="list-style-type: none"><li>• <a href="https://HealthyBenefitsPlus.com/ucare">HealthyBenefitsPlus.com/ucare</a></li><li>• Healthy Benefits+ App</li><li>• 1-833-862-8276</li></ul> <p><b>To Check Card balances:</b></p> <ul style="list-style-type: none"><li>• Log into UCare member portal to view various wallets/balances and transactions.</li><li>• Visit <a href="https://healthybenefitsplus.com/ucare">healthybenefitsplus.com/ucare</a> to view their account.</li><li>• Call 1-833-862-8276 (TTY 711)</li><li>• On the Healthy Benefits+ App.</li></ul>	✓	✓	<p><b>Qualifying Conditions:</b> Vary based on benefit – see benefits below.</p> <p>MSHO members who are eligible for the <u>Healthy Food Allowance</u> benefit will receive a UCare Healthy Benefits+ Visa card during the first month of their plan.</p> <p>All other MSC+ and MSHO members will need to request a UCare Healthy Benefits+ Visa card by calling 1-833-862-8276.</p> <p><b>Lost/stolen card replacement:</b> <b>Care Coordinators:</b> Request a new/replacement card for members by sending email <a href="mailto:wellness@ucare.org">wellness@ucare.org</a></p> <p><b>Members:</b> can report a lost/stolen card on the UCare member portal which will issue/send a replacement. Members can also order new card via <a href="https://HealthyBenefitsPlus.com/ucare">HealthyBenefitsPlus.com/ucare</a>.</p> <p><b>Limitations:</b> Healthy Benefits+ Visa may not be used to purchase tobacco, nicotine</p>

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				replacement products, alcohol, firearms or medical co-pays.
<b>Grocery Discounts</b> <b>Healthy Benefits+ Visa®</b>	<p>Members can save up to \$50 a week on pre-qualified healthy foods at participating stores.</p> <ul style="list-style-type: none"> <li>Healthy foods include milk, whole-grain bread, lean meat, eggs, yogurt, fruits, vegetables and more.</li> </ul> <p>Many weekly specials are pre-loaded onto the UCare Healthy Benefits+ Visa® card.</p>	✓	✓	<p><b>Qualifying Conditions:</b> No. Available to all MSHO and MSC+ members.</p> <p><b>Care Coordinators:</b> To locate participating stores see the <a href="#">Grocery Discounts Program</a>.</p> <p><b>Limitations:</b> This is not a cash benefit. Cannot be used at Target or Amazon.</p>
<b>Healthy Food Allowance</b> <b>Healthy Benefits+ Visa®</b>	<p>Additional benefit that provides MSHO members with a qualifying chronic condition a monthly allowance for purchasing healthy foods. Provides support toward HTN/IHD/DM/CHF goal improvement.</p> <ul style="list-style-type: none"> <li>\$60 / month healthy food allowance for members <b>w/qualifying chronic condition.</b></li> <li>Approved items such as fruits, vegetables, healthy grains, dairy, beans, and more can be purchased at participating retailers such as Cub, Hy-Vee, and</li> </ul>	✓		<p><b>Qualifying conditions:</b> Yes.  <b>Hypertension, ischemic heart disease, diabetes, or congestive heart failure</b> diagnosis documented in UCare claims.</p> <p>MSHO members with a qualifying condition will automatically be sent a welcome letter including the card used to access the benefit.</p> <p>Monthly allowance is loaded on the member's UCare Healthy Benefits+ Visa card which can be used towards the purchase of approved healthy foods and produce, in-store, online, or by phone.</p>

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	Walmart simply by swiping the card at checkout.			<p>This benefit becomes effective the first day of each month.</p> <p>Additional benefit details found on <a href="https://HealthyBenefitsPlus.com/ucare">HealthyBenefitsPlus.com/ucare</a>, Healthy Benefits+ App or by calling 1-833-862-8276, TTY 711.</p> <p><b>Care Coordinators:</b> Participating store locations can be found at <a href="#">Healthy Benefits Store Locator</a>.</p> <p><b>Limitations:</b> Cannot be used at Target or Amazon. Unused account balances do not roll over each month and are forfeited.</p>
<b>Utilities Allowance Healthy Benefits+ Visa®</b>	<p>\$50 monthly Utility Allowance to pay for household utility bills such as:</p> <ul style="list-style-type: none"> <li>• Gas/electric/fuel oil</li> <li>• Water/sanitary/sewer</li> <li>• Internet &amp; telecommunications</li> <li>• Government services / municipalities</li> </ul>	✓		<p><b>Qualifying conditions:</b> Yes. <b>Hypertension, diabetes, congestive heart failure or ischemic heart disease</b> diagnosis documented in UCare claims.</p> <p>Member w/qualifying condition will automatically be sent a welcome letter including the card used to access the benefit.</p> <p>Monthly allowance is loaded on the member's UCare Healthy Benefits+ Visa card which can be used towards the payment of eligible utility bills. This benefit</p>

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				<p>becomes effective the first day of each month.</p> <p>How to pay bills using the allowance:</p> <ul style="list-style-type: none"> <li>• Online at <a href="https://healthybenefitsplus.com/ucare">healthybenefitsplus.com/ucare</a> through bill payer tool</li> <li>• Over the phone by calling Healthy Benefits 1-833-8276, TTY 711</li> <li>• Over the phone or online directly through utility provider</li> </ul> <p>Additional benefit details are available on <a href="https://HealthyBenefitsPlus.com/ucare">HealthyBenefitsPlus.com/ucare</a> Healthy Benefits+ App or by calling 1-833-862-8276, TTY 711.</p> <p><b>Limitations:</b> Unused account balances do not roll over each month and are forfeited.</p>
<b>UCare Health &amp; Wellness Healthy Benefits+ Visa®</b>	Visit <a href="https://ucare.org/healthwellness">ucare.org/healthwellness</a> for information on additional value-added benefits (discount programs, preventive care rewards, pregnancy support and more) available to members.	✓	✓	<p><b>Qualifying conditions:</b> Varies based on reward/incentive program. Available to MSHO and MSC+ members.</p> <p><a href="https://Ucare.org/healthwellness">Ucare.org/healthwellness</a> or log in/create an account on <a href="https://member.ucare.org">member.ucare.org</a>. Click on Health &amp; Wellness and go to Wellness, Rewards &amp; Allowance.</p>

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				<p>Preventive care rewards are loaded on the member's UCare Healthy Benefits+ Visa card.</p> <p><b>NOTE:</b> Members who have not previously received a Healthy Benefits+ Visa will receive their card when they earn initial reward.</p> <p><b>Limitations:</b> Preventative care incentives are only available to members with an identified gap in care.</p> <p>Rewards/Incentives on the UCare Healthy Benefits+ Visa card can be spent anywhere Visa is accepted with some exceptions: cannot be used at Target or Amazon; cannot be spent to purchase alcohol, firearm, tobacco, nicotine replacement products; cannot be used to pay medical co-pays.</p> <p><b>Care Coordinator:</b> Request member incentives to be mailed to the member via <a href="mailto:wellness@ucare.org">wellness@ucare.org</a>.</p>
<b>Over the counter (OTC) benefit through CVS</b>	\$60 quarterly over the counter (OTC) benefit through CVS.	✓		<b>Qualifying conditions:</b> No. Available to all MSHO members.

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	Purchase eligible items like surgical masks, vitamins, allergy medications, first aid supplies, toothpaste and more directly through CVS OTC Health Solutions online or by phone.			<p>MSHO members will be mailed an OTC catalog at the beginning of the year that includes information on how to use the OTC benefit and the items the OTC allowance can be used on.</p> <p>Catalog will be available to Customer Service to view. <a href="#">2024 OTCHS Catalog</a></p> <p>No physical OTC card, funds are <b>not</b> loaded to the Healthy Benefits+ card. Members must order through CVS OTC Health Solutions online or by phone.</p> <p>Additional benefit details are available on <a href="https://www.cvs.com/benefits">cvs.com/benefits</a> or by calling 1-888-628-2770.</p> <p><b>Limitations:</b> Unused account balances do not roll over each month and are forfeited.</p>
<b>Activity Tracker plus Personal Emergency Response System (PERS) Device</b>	<p>Functionality includes: Activity tracker, heart rate monitor, enables weight tracking, PERS.</p> <ul style="list-style-type: none"> <li>Provides two-way call support service, emergency contact (does not require phone or internet).</li> <li>Can support targeted outreach / reminders (activity, medication, care plan reminders)</li> </ul>	✓		<p><b>Qualifying conditions:</b> No. Available to all MSHO members.</p> <p><b>Care Coordinator:</b> Request using <a href="#">REEMO Smartwatch and/or Blood Pressure Monitor Order Form</a> on the <a href="#">Care Coordination Website</a>.</p> <p><b>Limitations:</b> One activity tracker per year.</p>

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	<ul style="list-style-type: none"> <li>Tracked health measures can be monitored by Care Coordinator via online dashboard.</li> <li>Reemo supports user with setup, call center support.</li> <li>The device is ready-to-use out of the box with no set up required or pairing to a cell phone or Wi-Fi.</li> </ul>			
<b>Blood Pressure Monitor</b>	MSHO members with <b>hypertension</b> who use the Activity Tracker plus PERS device are eligible for one blood pressure monitor per year.	✓		<p><b>Qualifying Conditions:</b> Yes. Available to MSHO members with <b>hypertension</b> diagnosis on file with UCare claims <b>and who use the Activity Tracker plus PERS device.</b></p> <p><b>Care Coordinator:</b> Request using <a href="#">REEMO Smartwatch and/or Blood Pressure Monitor Order Form</a> on the <a href="#">Care Coordination Website</a>.</p>
<b>Therapeutic Massage</b>	Up to 6 (60-minutes each visit) therapeutic massage visits per year for members with <b>qualifying condition.</b>	✓		<p><b>Qualifying conditions:</b> Yes. Available to MSHO members with <b>back pain, neck and shoulder pain, headache, carpal tunnel syndrome, osteoarthritis, or fibromyalgia</b> diagnosis.</p> <p><b>Care Coordinator:</b> Therapeutic Massage Provider is responsible for ensuring member has appropriate diagnosis to treat and provide therapeutic massage benefit.</p>

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				<p>See UCare's Provider Search tool to locate in-network Therapeutic Massage providers. Search "Massage" or by provider name.</p> <p><b>Limitations:</b> Limited provider availability. Sessions exceeding 60-minutes (4 units) are member responsibility. May not exceed 6 sessions. Transportation is not available to supplemental therapeutic massage benefit.</p> <p><b>Non-Covered:</b> Massage for the comfort or convenience of the member. Non-network massage providers, including massages provided at spas.</p>
<b>Additional Acupuncture</b>	Up to 12 additional visits of acupuncture per year for members with <b>qualifying condition</b> .	✓		<p><b>Qualifying conditions:</b> Yes. Available to MSHO members with <b>acute low back pain</b> diagnosis on file with UCare claims.</p> <p><b>Acute:</b> Short-term/sudden (a few days or weeks)</p> <p><b>Chronic (not covered):</b> Pain that lasts 12 weeks or longer even after underlying cause has been treated.</p> <p><b>Care Coordinator: Contact</b> UCare Customer Service 612-676-6868 to inquire if member has qualifying condition on file.</p>

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				<p>No authorization required.</p> <p>See UCare's Provider Search tool to locate in-network Acupuncture specialty care.</p> <p><b>Limitations:</b> Transportation is not available to supplemental acupuncture benefit.</p>
<b>Additional Routine Chiropractic</b>	Up to 12 visits /year – includes exams and adjustment of extremities for members with <b>qualifying condition</b> .	✓		<p><b>Qualifying conditions:</b> Yes. Available to MSHO members with <b>musculoskeletal disorder</b> diagnosis..</p> <p><b>Care Coordinator:</b> Chiropractic Provider is responsible for ensuring member has appropriate diagnosis to treat and provide chiropractic benefit.</p> <p>See UCare's Provider Search tool to locate in-network Chiropractic providers.</p> <p><b>Limitations:</b> Transportation is not available to supplemental chiropractic benefit.</p>
<b>Fitness Benefit</b>	One Pass is a complete fitness solution for body and mind, available at no additional cost. Provides support for goals, improving health conditions.	✓		<p><b>Qualifying Conditions:</b> No. Available to all MSHO members.</p> <p>Find participating fitness locations at <a href="https://ucare.org/onepass">ucare.org/onepass</a> or call toll-free 1-877-</p>

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	<p>Members have access to more than 24,000 participating fitness locations nationwide. Additional Fitness Benefits:</p> <ul style="list-style-type: none"> <li>• Thousands of on-demand and live-streaming fitness classes</li> <li>• Workout builders to create workouts and walk through each exercise</li> <li>• Home Fitness Kits available to members who are physically unable to visit or who reside at least 15 miles outside a participating fitness location</li> <li>• Personalized, online brain training program to help improve memory, attention, and focus</li> <li>• Social activities, community classes, online or in-person participation events covered</li> </ul>			<p>504-6830 (TTY:711) 8 am to 9 pm CT, Monday – Friday.</p> <p>Members present their UCare Member ID card to enter participating fitness locations.</p> <p>Member will need to sign up for a One Pass account at <a href="https://ucare.org/onepass">ucare.org/onepass</a> to get access to the online brain training, social activities, and other wellness features.</p> <p><b>Limitations:</b> The home fitness kits are intended for members who cannot attend a physical gym location. One kit per year.</p> <p><b>Transportation:</b> MSHO members can request rides directly from Health Ride 1-800-864-2157 for <b>up to 3 round-trip rides/week</b> available for Juniper classes or One Pass participating health clubs.</p>
<b>Transportation to fitness benefit and Juniper evidence-based health education classes</b>	3 round-trip rides/week to OnePass participating fitness center or Juniper evidence-based health education class.	✓		<p><b>Qualified Conditions:</b> No. Available to all MSHO members.</p> <p>Member can request Fitness and Juniper rides directly from Health Ride: 1-800-864-2157</p>
<b>Transportation to AA/NA</b>	Up to 7 round trip rides/week to AA/NA	✓		<p><b>Qualifying conditions:</b> Yes. MSHO members assessed as having <b>substance use disorder</b>.</p>

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				<p><b>Care Coordinator:</b> Identify need as part of member Support Plan. CC validates need and meeting location.</p> <p>Request rides for member by submitting <a href="#">AA/NA Ride Request Form</a> to health_ride@ucare.org.</p> <p>Bus pass is the preferred option when available (can provide greater flexibility for member).</p>
<b>Transportation to Healthy Food Allowance</b>	Up to one ride per week to participating Healthy Food Allowance grocery store sites for members with <b>qualifying condition</b> .	✓		<p><b>Qualifying conditions:</b> Yes. Available to MSHO members with <b>congestive heart failure, diabetes, hypertension, or ischemic heart disease</b> diagnosis documented in UCare claims.</p> <p><b>Care Coordinator:</b> Minimum of 2 business days in advance, submit Healthy Food Allowance Authorization electronic form in order to validate eligibility and store location. Healthy Benefits+ card must be registered.</p> <ul style="list-style-type: none"> <li>• <a href="#">Healthy Food Allowance Authorization form</a></li> <li>• Validate store location using <a href="#">Healthy Benefits Store Locator</a>.</li> </ul>

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				<p>Once authorized, member or CC may request grocery transportation through UCare's Health Ride at least 3 days in advance. If requesting a bus pass, allow up to 14 days for shipping and handling.</p> <p>A bus pass is the preferred option if available (it can provide greater flexibility for members).</p> <p><b>Limitations:</b> Up to 1 Ride per week. Authorization good for 2 preferred grocery store locations within 30 miles of member address. No same day grocery store requests. Authorization good for up to one year. New authorization required if preferred grocery locations change. Member's UCare must be active. May not use benefit if member has their own vehicle.</p> <p><b>NOTE:</b> Medical transportation may be prioritized over scheduled grocery transportation in the event that providers are limited.</p>
<b>Strong and Stable Kits</b>	Increase balance & prevent falls kit including resistance band strength kit, tub grips, Nightlight, Medication box.	✓	✓	<p><b>Qualifying Conditions:</b> No. Available to all MSHO and MSC+ members.</p> <p>Members can order by calling Customer Service or online by logging in or creating</p>

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				<p>an account on <a href="https://member.ucare.org">member.ucare.org</a>. Click on Health &amp; Wellness and go to Wellness, Rewards &amp; Allowance to place order.</p> <p><b>Care Coordinator:</b> Request using <a href="#">Strong &amp; Stable Kit Order form</a> available on the <a href="#">Care Coordination Website</a></p> <p><b>Limitations:</b> One kit per year. Allow 4-6 weeks for delivery.</p>
<b>Stress and Anxiety Kit</b>	<p>Each kit includes engaging tools to help members living with stress or anxiety. MSHO members may choose one of the following kit options:</p> <ul style="list-style-type: none"> <li>• Kit 1: Sleep Aid kit</li> <li>• Kit 2: Stress Relief kit</li> <li>• Kit 3: Smart home device</li> </ul>	✓		<p><b>Qualifying Conditions:</b> Yes. Available to MSHO members with <b>anxiety or trouble managing stress</b>, based on Care Coordinator assessment.</p> <p>Members can order by calling Customer Service or online by logging on or creating an account on <a href="https://member.ucare.org">member.ucare.org</a>. Click on Health &amp; Wellness and go to Wellness, Rewards &amp; Allowance to place order.</p> <p><b>Care Coordinators:</b> Request using <a href="#">UCare's Stress and Anxiety Kit Order Form</a> available on the <a href="#">Care Coordination Website</a></p> <p><b>Limitations:</b> One kit per year. Allow 4-6 weeks for delivery.</p>
<b>Medication Toolkit</b>	Medication Toolkit includes:	✓		<p><b>Qualifying Conditions:</b> No. Available to all MSHO members</p>

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	<ul style="list-style-type: none"> <li>Pillbox, pillbox alarm, pill splitter</li> <li>Medication tracker and record pad</li> <li>Medication disposal form</li> </ul>			<p>Members can order by calling Customer Service or online by logging on or creating an account on <a href="https://member.ucare.org">member.ucare.org</a>. Click on Health &amp; Wellness and go to Wellness, Rewards &amp; Allowance to place order.</p> <p><b>Care Coordinators:</b> Request using <a href="#">Medication Toolkit Order Form</a> on the <a href="#">Care Coordination Website</a>.</p> <p>Limitations: One kit per year.</p> <p>Allow 4-6 weeks for delivery.</p>
<b>Memory Support Kit</b>	<p>Member and care coordinator will choose appropriate memory support tool(s) depending on plan of care.</p> <p>Examples of tools:</p> <ul style="list-style-type: none"> <li>reminiscence therapy tools (photo albums)</li> <li>reminders / memory aid tools (reminder clocks)</li> <li>safety items (sensor lights for night walking)</li> <li>calming / agitation reduction tools (weighted blanket, twiddle muffs therapeutic doll, or stuffed animal)</li> </ul>	✓		<p><b>Qualifying Conditions:</b> Yes. Available to MSHO members with <b>dementia</b> diagnosis documented in UCare claims.</p> <p><b>Care coordinator:</b> Request using <a href="#">Memory Kit Order Form</a> on <a href="#">Care Coordination Website</a>.</p> <p><b>Limitations:</b> One kit per year for MSHO members with dementia.</p> <p>Allow 4-6 weeks for delivery.</p>

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	music therapy tools (music player, music)			
<b>Adult Dental Kits</b>	<p>Access to electric toothbrush/paste to improve oral hygiene care that can prevent disease:</p> <p><b>Adult Dental Kit:</b></p> <ul style="list-style-type: none"> <li>• One electric toothbrush - Two replacement heads</li> <li>• Toothpaste</li> <li>• Dental floss</li> <li>• 1 kit per member every 3 years</li> </ul> <p><b>Adult Dental Refill kit:</b></p> <ul style="list-style-type: none"> <li>• Two replacement heads</li> <li>• Toothpaste</li> <li>• Dental floss</li> </ul> <p>1 kit per year (not eligible the year you receive a complete dental kit)</p>	✓		<p><b>Qualifying Conditions:</b> No. Available to all MSHO members.</p> <p>No authorization required.</p> <p>Members can order kits by calling UCare Customer Service 612-676-6868 or online by logging on or creating an account on <a href="http://member.ucare.org">member.ucare.org</a>. Click on Health &amp; Wellness and go to Wellness, Rewards &amp; Allowance to place order.</p> <p><b>Care Coordinator:</b> Care coordinator may send secure email to <a href="mailto:wellness@Ucare.org">wellness@Ucare.org</a> to request. Include member details.</p> <p>Allow 4-6 weeks for delivery.</p>
<b>GrandPad</b>	<p>GrandPad has been specially designed to help members stay connected and reduce the impacts of social isolation.</p> <p>GrandPad comes complete with everything needed for members to connect with caregivers, family, and more, and the service to support it.</p> <p>GrandPad offers:</p>	✓		<p><b>Qualifying Conditions:</b> Yes. Available to MSHO members with <b>depression</b> diagnosis on file with UCare.</p> <p><b>Care Coordinators:</b> Review the most recent GrandPad eligibility file from UCare to verify member's eligibility and request using <a href="#">GrandPad Order form</a> available on the <a href="#">Care Coordination Website</a>.</p>

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	<ul style="list-style-type: none"> <li>• <b>Call:</b> stay connected through voice or video calls without the need of Wi-Fi</li> <li>• <b>Radio/Music:</b> tune into your favorite AM/FM station or search for your favorite songs</li> <li>• <b>Email:</b> type messages or send hassle-free voice recorded messages to loved ones</li> <li>• <b>Customer Service:</b> connect with a GrandPad specialist to answer all questions</li> </ul> <p>Tablet will be loaded with condition-specific apps and will facilitate connection to community, care management team and depression resources.</p>			
<b>Vision Care (eyeglass upgrades)</b>	<p>In addition to regularly covered vision care and eyewear, MSHO members may receive:</p> <ul style="list-style-type: none"> <li>• Anti-reflective lens coating (V2750)</li> <li>• Photochromic tinting (V2744)</li> <li>• Tinted lenses (V2745)</li> <li>• Progressive lenses (V2781)</li> </ul>	✓		<p><b>Qualifying Conditions:</b> No. Available to all MSHO members.</p> <p>Members complete an exam from UCare network vision provider. The Provider submits lens order to Eye Kraft. Eye Kraft bills UCare.</p> <p>No authorizations required for lens coating or tinting.</p>

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				<b>Limitations:</b> Available exclusively through Eye Kraft. Each benefit can be used 1 time per year.
<b>Routine Podiatry</b>	One routine foot care visit per month not related to a specific diagnosis already covered by Medicare.	✓		<b>Qualifying Conditions:</b> No. Available to all MSHO members.  No specific diagnosis needed.  Available through UCare network podiatrists.  No authorization required.
<b>Home and Bath Safety Devices</b> (New items in 2024)	\$750/year benefit for bath safety devices for MSHO members not eligible for EW, or at EW budget max with risk/history of falls.	✓		<b>Qualifying Conditions:</b> Yes. Available to MSHO members with <b>risk/history of falls</b> .  <b>Care Coordinator:</b> Request using <a href="#">MSHO Supplemental Benefit form</a> on the <a href="#">Care Coordination Website</a> Indicate if member is at EW max or not. Have provider bill <b>T2029 with U1 modifier</b> .  Use Elderly Waiver extended supplies / equipment providers and / or UCare DME providers.  <b>Allowed Home &amp; Bath Safety Devices:</b> Commode, commode chair with integrated seat lift mechanism/toilet seat lift mechanism, bath/shower chairs or

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				<p>mechanism/toilet seat lift mechanism, bath/shower chairs or tub stools/benches, raised toilet seats, toilet seat safety frames, transfer benches, shower commode chairs, bath lift equipment, handheld shower, grab bars, bathtub wall rails, long-handled scrub brush, non-slip bathmat, <b>toilet safety rails.</b></p> <p><b>Allowed Home Safety Devices:</b> Reacher, sock lifter / dresser, long handled shoehorn, <b>bedrails for non-hospital bed, bedrail transfer handle, stander bed cane, bed risers, hallway rails, in-door attached stair rails, wall bars, non-slip rug pads, floor cord covers</b></p>
<b>Lifeline / PERS (non-EW)</b>	Personal Emergency Response System for <b>members not eligible for EW</b> with history / risk of falls.	✓		<p><b>Qualifying Conditions:</b> Yes. Available to MSHO members <b>not eligible for EW with history / risk of falls.</b></p> <p><b>Care Coordinator:</b> Request using <a href="#">MSHO Supplemental Benefit Form</a> on the <a href="#">Care Coordination Website</a>.</p>
<b>Post-Discharge Medication Reconciliation</b>	Post-discharge prescription reconciliation following discharge from an inpatient stay.	✓		<p><b>Qualifying Conditions:</b> Yes. Available to MSHO members following <b>hospital inpatient discharge.</b></p> <p><b>Care Coordinator:</b> UCare staff coordinate most reviews based on claims data, but Care Coordinators can refer a member to</p>

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				the UCare pharmacist for this service if the member has been discharged from an inpatient stay. Contact UCare Pharmacy Management team at: <a href="mailto:pharmacyliaison@ucare.org">pharmacyliaison@ucare.org</a>
<b>Post-Discharge Meals</b>	Two meals per day for up to four weeks following discharge from an inpatient stay (hospital or SNF).	✓		<p><b>Qualifying conditions:</b> Yes. Available to MSHO members following <b>hospital inpatient discharge (hospital or SNF) not eligible for EW.</b></p> <p><b>Care Coordinator:</b> Request using <a href="#">Mom's Meals MSHO Supplemental Benefit Form</a> on the <a href="#">Care Coordination Website</a></p> <p><b>Limitations:</b> Available through Mom's Meals only.</p>
<b>Post-Discharge Community Health Worker LSS Healthy Transitions Program</b>	Four sessions with Lutheran Social Services (LSS) Community Health Worker following discharge from an inpatient stay focused on safety assessment, follow-up visit coordination, resource coordination (will work with care coordination) – (intended as care coordination extender)	✓		<p><b>Qualifying Conditions:</b> Yes. Available to MSHO members following <b>hospital inpatient discharge.</b></p> <p><b>Care Coordinator:</b> Request using <a href="#">LSS Community Companion Authorization Request Form</a> on the <a href="#">Care Coordination Website</a>.</p> <p><b>Limitations:</b> Available through Lutheran Social Services only.</p> <p>Additional Information on LLS Healthy Transitions.</p>

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<b>Caregiver Support</b>	Plan covers up to 12 visits per year of caregiver support for caregivers of members. Caregiving resources include general caregiving advice, resource information and service referrals to help ease the caregiving burden.	✓		<p><b>Qualifying Conditions:</b> No. Available to all MSHO members. <b>Qualifying conditions removed for 2024.</b></p> <p><b>Care Coordinator:</b> Must confirm designated caregiver. Refer member / caregiver to: M Health Fairview Caregiver Assurance: (612) 672-7996  <a href="http://www.caregiverassurance.com/ucare">www.caregiverassurance.com/ucare</a> (follow MSHO path).</p>
<b>UCare Dental Connection</b>	<p>UCare's Dental Connection helps members manage their dental care with one simple phone call</p> <ul style="list-style-type: none"> <li>• Find a dental provider or dental home.</li> <li>• Schedule dental appointments, including appointments for follow-up and specialty care.</li> <li>• Coordinate transportation to dental appointments.</li> <li>• Coordinate interpreter services for dental appointments.</li> </ul> <p>Answer dental benefit and claims questions.</p>	✓	✓	<p><b>Qualifying Conditions:</b> No. Available to all MSHO and MSC+ members.</p> <p><a href="#">Dental Connection</a> Customer service representatives are available Monday through Friday, from 7 am to 7 pm CST. <b>651-768-1415</b> or <b>1-855-648-1415</b> (toll-free); TTY: 711. Members may use this number to contact Dental Connection.</p> <p><b>Care Coordinator:</b> The Delta Dental Governments Program Access Unit can help Care Coordinators find a dentist and answer dental claims and benefits questions. Care Coordinators may call 651-994-5198 or 1-866-303-8138 toll free. Do not give out this number to members.</p>

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<b>Additional Dental Services</b>	<p>MSHO member may also receive the following through a UCare Delta Dental provider:</p> <ul style="list-style-type: none"> <li>• Crowns – two per year, any tooth</li> </ul> <p>Crown repair (one procedure per year)</p>	✓		<p><b>Qualifying Conditions:</b> No. Available to all MSHO members.</p> <p>Available through <a href="#">Delta Dental</a> network providers.</p> <p>No authorization required.</p>
<b>Juniper evidence-based health education classes</b>	<p>Statewide network of community and evidence-based classes focused on falls prevention, and self-management of arthritis, chronic pain, diabetes, active living, Tai Ji Quan, and more. No cost to UCare MSHO members.</p>	✓		<p><b>Qualifying Conditions:</b> No. Available to all MSHO members</p> <p><b>Care coordinators:</b> Complete referral at Juniper website: <a href="https://yourjuniper.org/">https://yourjuniper.org/</a>.</p> <p>Members can also register at <a href="https://yourjuniper.org/">https://yourjuniper.org/</a>.</p> <p><b>Transportation:</b> MSHO members can request rides directly from Health Ride 1-800-864-2157 for <b>up to 3 round-trip rides/week</b> available for Juniper classes, One Pass participating health clubs.</p>
<b>Community Education Discount</b>	<p>Support for members socialization and skill building goals:</p> <ul style="list-style-type: none"> <li>• Up to a \$15 discount on eligible classes through local school districts.</li> </ul> <p>Unlimited discounts in a calendar year (one per class enrollment).</p>	✓	✓	<p><b>Qualifying Conditions:</b> No. Available to all MSHO and MSC+ members.</p> <p>Check a local community education catalog or contact the local school districts for class times and locations.</p>

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				<p>To get the discount, present UCare member ID card when enrolling in a class.</p> <p><b>Limitations and restrictions may apply.</b> Examples include high-risk classes, 1:1 classes etc.</p>
<b>Other programs and Referral Forms</b>	<a href="#">Intensive Community Based Services (ICBS)</a>	✓	✓	<p><b>Qualifying Dx: Yes.</b> SPMI</p> <p><b>ICBS:</b> Feet on the street case management” provided by various providers throughout the state. They provide intensive case management in the community. ICBS Case Managers will go to the members home, hospital, treatment, or wherever the member is residing.</p>
	<a href="#">Mental Health &amp; Substance Use Disorder Case Management</a>	✓	✓	<p><b>Qualifying Dx: Yes.</b> Member has a <b>mental health condition or substance use disorder</b> and a need for more support is identified or diagnosis of Autism or a related condition.</p>
	<a href="#">Health Connect 360</a>	✓		<p><b>Qualifying Dx: Yes.</b> Cognitive Behavioral Health Solution, Remote Monitoring (Hypertension Remote Monitoring, Pulmonary, Diabetes, weight loss), Drug deactivation and disposal, Pharmacist educational counseling.</p>
	<a href="#">Cecelia Health Virtual Support Program</a>	✓	✓	<p><b>Qualifying Dx: Yes.</b> Member must have a diagnosis of <b>Diabetes, chronic kidney</b></p>

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				<p><b>disease (CKD), Asthma, or COPD</b> to be eligible to participate.</p> <p><b>Care Coordinator:</b> Members are identified by UCare and Cecelia Health provides outreach. If a member has a qualifying conditions and is not involved/declined when provided information, Cecelia Health may be contacted to provide new engagement using the link provided.</p>
	<a href="#">Medication Therapy Management (MTM)</a>	✓	✓	<p>Specially trained UCare or in-network pharmacists will review member's medications to ensure they are safe, effective, affordable, and easy to use. Medication Therapy Management (MTM) is especially helpful if member has multiple chronic health conditions, take several medications multiple times per day, or have high prescription costs or multiple prescribers.</p>
	<a href="#">Diabetes Management</a>	✓	✓	<p>Multiple member resources: Explore how you can take an active role in managing your diabetes</p>

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