

Provider Bulletin



News and Information

July 24, 2023

Medical Assistance and MinnesotaCare Disenrollments Begin Aug. 1

The Minnesota Department of Human Services (DHS) began the Medical Assistance and MinnesotaCare renewal process, and some UCare members are at risk to lose their coverage as early as Aug. 1. Members who didn't renew their coverage, and believe they are still eligible, can still renew their coverage and may be eligible for retroactive coverage.

Members who no longer have coverage as of Aug. 1 will need to contact their county or tribal office if they have not submitted their renewal form or are unsure of their renewal status.

Reference the following resources:

- For county or tribal contact information, visit mn.gov/dhs/health-care/county-tribal-offices.
- For complete information about the renewal application process, visit mn.gov/dhs/renewmycoverage.

Visit the [DHS Materials page](#) to access prescription drug coverage documents and materials for pharmacies to post at their locations.

Renewal Application Assistance Available for UCare Members

Do you know a UCare member who needs assistance or had a lapse in coverage? UCare staff are trained in the renewal process, able to answer standard questions and can refer members who need assistance to complete renewal paperwork.

- **Keep Your Coverage Team**

For members in UCare's Minnesota Senior Health Options, Minnesota Senior Care Plus, UCare Connect and UCare Connect + Medicare plans
612-676-3438 or 1-855-307-6978 (TTY users call 612-676-6810 or 1-800-688-2534)
Monday through Friday, 8 am-5 pm
keepyourcoverage@ucare.org

- **Portico HealthNet**

For members in Prepaid Medical Assistance Program and MinnesotaCare
651-489-2273
Monday through Friday, 8:30 am-4:30 pm
Visit porticohealthnet.org/renew to schedule a phone appointment. Portico will call the member at the scheduled time.

- **UCare Health Ride**

For members who need a ride to the facility to complete their renewal
1-800-864-2157
Monday through Friday, 7 am-8 pm

UCare offers rides to MNsure Navigator Organizations and county or tribal agencies within 90 days of the member's renewal date. Available starting August 1st, 2023.