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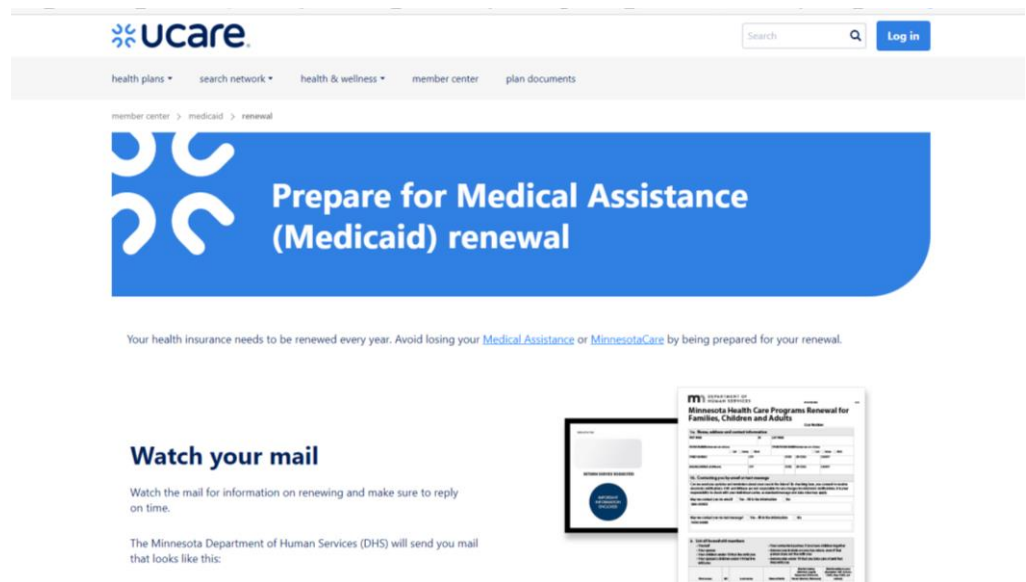
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Medical Assistance redeterminations updates

Since the monthly Medical Assistance redetermination process has resumed, UCare implemented communications and support for members going through renewals. UCare sent the first batch of letters, automated calls and emails mid-May.

Update since the May 2023 [edition](#) of the County News Brief:

Our renewal page is now live! The [website](#) directs our members to DHS and UCare resources, with instructions on how to update member contact information and look up renewal dates. The site also directs members who no longer qualify for Medical Assistance to [MNsure](#). If a UCare member is no longer eligible for Medical Assistance, UCare offers Individual and Family plan options in most Minnesota counties.



Contact Annie Halland with questions about UCare’s renewal support at ahalland@ucare.org or 612-676-3317.

End to COVID-19 Public Health Emergency

The COVID-19 Public Health Emergency (PHE) ended on May 11, 2023. UCare revised our COVID-19 guidance for providers. Review the [UCare® - COVID-19 Information For Providers](#) page for more information regarding the following changes:

Telehealth Services, Billing and Payment Guidelines for COVID-19-Related Services

UCare Minnesota Health Care Programs (MHCP) follow [DHS Telehealth guidelines](#) related to eligible providers and services. On June 2, 2023, DHS updated the MHCP Provider Manual – [Telehealth Services](#) – under the [Overview](#) and [Covered Services](#) headings, extending the date of audio-only communication between the health care provider and the patient to July 1, 2025.

Over-the-Counter (OTC) Testing

MinnesotaCare, Minnesota Senior Care Plus (MSC+), Prepaid Medical Assistance Program (PMAP), UCare Connect, UCare Connect + Medicare and UCare’s Minnesota Senior Health Options (MSHO) now cover up to eight OTC COVID-19 tests per month at a pharmacy with a prescription.

COVID-19 Vaccines and Monoclonal Antibodies

COVID-19 vaccines are still covered with no cost share as a preventive service for all UCare products. Visit [CMS COVID-19 Vaccines and Monoclonal Antibodies](#) for information about COVID-19 vaccines and for the most up-to-date list of monoclonal antibodies that are approved for emergency use or authorized by the FDA. The page also shares the associated codes, effective dates and a list of monoclonal antibodies that are no longer authorized.

UCare in the community

Summer has officially started! UCare is or will be out and about at several community events throughout Minnesota including the Great Minnesota Get-Together (aka the State Fair), St. Cloud Juneteenth Celebration, Moorhead Farmers Market, Mankato Community Connect, Pine County Opioid Forum, Wadena County Fair Community Baby Shower, Pine County Operation Community Connect, Mille Lacs Operation Community Connect, Sherburne County Community Connect, the MinnCAP Conference and more. Stop by to introduce yourself and grab some information and fun trinkets.

UCare is always seeking new community event opportunities, so please reach out at ucarecountyrelations@ucare.org if you have event suggestions.

Stretch & Stroll at the Minnesota State Fair

Thursday, Aug. 31, 2023

Dan Patch Park, Minnesota State Fair Grounds

It's Stretch & Stroll time at the Minnesota State Fair! UCare will host an all-day Stretch & Stroll program at the fair on Seniors Day, Thursday, Aug. 31 in Dan Patch Park. Join us throughout the day for live music from the Pearl Brothers, senior fitness classes, entertainment and giveaways.

UCare transportation – new ride booking software

UCare is in the process of replacing our transportation management software system that is used both internally and with our transportation providers. We anticipate the initial go-live deployment to happen on/after July 28, 2023 with continued enhancements over the next 6 – 12 months.

The new system design considered feedback from members, transportation providers and counties. This software is expected to deliver better service outcomes such as scheduling simplicity, controls to prevent manual errors and reduced customer service wait times.

The software will allow us to communicate with our members in new ways:

- Members will be able to receive reminder notifications by automated phone call, email and SMS (text message) in both English and Spanish. The notification includes the day and time of the ride. No personal health information (PHI) will be included.

Further enhancements will be added after the initial implementation, so stay tuned to this newsletter for more information.

Contact ucarecountyrelations@ucare.org if you have questions.



New programs – Disease Management

Our partnership with Cecelia Health expanded to include asthma, Chronic Obstructive Pulmonary Disease (COPD) and Chronic Kidney Disease (CKD) programs. Member program engagement began in April and May 2023.

Asthma program

Members receive telephonic support from a Cecelia Health Registered Respiratory Therapist (RRT). The asthma support program offers guidance, education, support and resources to help members:

- Understand asthma related medications and how they work
- Understand triggers and allergens to watch out for and refer to local public health for environmental home assessments as needed
- Learn the importance of an asthma action plan
- Recognize the importance of regular doctor visits

Cecelia Health reaches out to eligible members for program enrollment and continued program engagement. Members can register and learn more on UCare's [Cecelia Health asthma support program page](#).

Member eligibility:

- UCare members 5-64 years of age
- Diagnosis of asthma
- Eligible products: UCare Connect, UCare Connect + Medicare, PMAP and MinnesotaCare

Cecelia Health's asthma support program is offered in addition to our Asthma Education Program offered through our Disease Management team with UCare's Asthma Educators. Partnering with Cecelia Health allows us to utilize both teams to assist members with asthma support.

COPD program

Members receive telephonic support from a Cecelia Health RRT. The COPD support program offers guidance, education, support and resources to help members:

- Understand COPD related medications and how they work
- Understand triggers and allergens to watch out for
- Learn how to use a COPD management plan
- Recognize the importance of regular doctor visits

Cecelia Health contacts eligible members for program enrollment and continued program engagement. Members can register and learn more on UCare's [Cecelia Health COPD program page](#).

Member eligibility:

- UCare members 18 years of age or older
- Diagnosis of COPD
- Eligible products: UCare's MSHO, MSC+, UCare Connect, UCare Connect + Medicare, PMAP and MinnesotaCare

CKD program

Members receive telephonic support from a Cecelia Health Registered Dietician. The CKD support program offers guidance, education, support and resources to help members:

- Make healthy food choices to help prevent the progression of kidney disease
- Understand a kidney-friendly diet and how it fits into daily life
- Understand labs related to CKD
- Prevent or slow down the progression of CKD
- Recognize the importance of regular doctor visits

Cecelia Health reaches out to eligible members for program enrollment and continued program engagement. Members can register and learn more on UCare's [Cecelia Health CKD program page](#).

Member eligibility:

- Members 18-74 years of age
- CKD diagnosis
- Eligible products: UCare's MSHO, MSC+, UCare Connect, UCare Connect + Medicare, PMAP and MinnesotaCare

Member questions for all Disease Management programs can be directed to the Disease Management team at 612-676-6539 or 1-866-863-8303. County staff may refer members for any of the above programs using referral forms on [UCare® - Disease Management](#).

Dental access for members

Connecting members to dental care

UCare's Dental Connection helps members manage their dental care in one phone call.

Representatives help members:

- Find a dental provider or dental home
- Schedule dental appointments, including appointments for follow up and specialty care
- Coordinate transportation to dental appointments
- Coordinate interpreter services for dental appointments
- Answer dental benefit and claims questions

Members can contact UCare's Dental Connection 7 am – 7 pm, Monday – Friday, at 651-768-1415 or 1-855-648-1415. TTY users call 711.

Dental Kits

Only available for UCare's MSHO, UCare Connect + Medicare or UCare Advocate Choice/UCare Advocate Plus members.

Members can receive the Adult Dental Kit once every three years. On the years the member does not receive an adult dental kit, they can request the Adult Dental Refill Kit.

To order the kit, eligible members call the UCare Customer Service number on the back of their member identification card.

Adult Dental Kit:

- Electric toothbrush and charger
- Replacement brush heads
- Toothpaste
- Dental Floss



Adult Dental Refill Kit:

- Replacement brush heads
- Toothpaste
- Dental floss



Dental care on the move

The UCare Mobile Dental Clinic (MDC) provides dental check-ups, cleanings and simple restorative care to UCare members who have limited access to quality dental care. All care is provided by faculty-supervised dental, dental hygiene and dental therapy students from the University of Minnesota School of Dentistry, UCare's MDC partner.

The clinic is a specially designed, wheelchair-accessible, 43-foot dental office on wheels. The MDC has three dental chairs, state-of-the-art instruments, chairside digital radiography and an electronic health record system. This clinic on wheels visits several sites in the metro and Greater Minnesota each year.

Any member with a UCare dental benefit may schedule an MDC visit. Members can call to schedule an appointment 8 am – 4:30 pm, Monday – Friday at 1-866-451-1555. TTY users call 1-800-627-3529.

Check our MDC [schedule](#) and note these upcoming dates and locations below:



July 10 - 14

Winona
Pleasant Valley Church
1363 Homer Road

July 17 - 21

Minneapolis (South)
Diamond Lake Church
5760 Portland Ave. South

July 24 - 28

Forest Lake
Faith Lutheran Church
886 North Shore Drive

July 31 – August 4

Minneapolis (North)
Minneapolis Salem Lutheran
4150 Dupont Ave. North

August 7 - 11

St. Cloud
Bethlehem Lutheran Church
4310 County Road 137

August 14 - 18

Eden Prairie
Immanuel Lutheran Church
16515 Luther Way