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Medical Assistance redeterminations

The first cohort of Medical Assistance redeterminations for the Minnesota Department of Human Services (DHS) and counties has begun! Members with a July 1 renewal date will receive their paperwork in early May. UCare increased our capacity to assist members with questions about the renewal process to support counties during this process.

Member communications

UCare will send out letters, emails, automatic calls and text messages to affected members over their 60-day renewal period. Prepaid Medical Assistance Program (PMAP) members will receive outreach materials from our application assistance partner, Change Health, under the MyAdvocate program. The MyAdvocate program assists members in completing the renewal forms and gathering the required financial documents. They can also do three-way calls with county interviews and verify approvals.

Renewal Application assistance is available for all members

Help for members in UCare's Minnesota Senior Health Options (MSHO), Minnesota Senior Care Plus (MSC+), UCare Connect and UCare Connect + Medicare:

Keep Your Coverage Team

Phone: 612-676-3438 or 1-855-307-6978
(TTY users call 612-676-6810 or 1-800-688-2534)

Monday – Friday, 8 am – 5 pm

keepyourcoverage@ucare.org

Help for members in PMAP and MinnesotaCare:

MyAdvocate

Phone: 1-833-443-5655
(TTY users call 1-855-368-9634)

Monday – Friday, 9 am – 6 pm

Contact Information Updates

DHS just finalized the Managed Care Organizations (MCO) Address Update process. See [Bulletin 23-21-05](#). UCare will be able to update member contact information now that the DHS form is available. Members will be able to call UCare directly to update their contact information, and UCare will submit that information using the DHS form, which will then be sent to the county eligibility assistance agency. Contact Annie Halland with questions about UCare's renewal support or address update process at ahalland@ucare.org or 612-676-3317.

2023 Summer camps for young UCare members

UCare is partnering with summer camps across Minnesota to pay for the cost of camp for young LGBTQ+ members, members with asthma and members with type one diabetes. The camp partners include Camp Superkids, One Heartland Camp True Colors and the American Diabetes Association Camps Needlepoint and Camp Daypoint. Campers must be UCare PMAP or MinnesotaCare members at the time of registration and throughout the duration of the camp to be eligible.

Camp Superkids:

Member eligibility: Ages 7 – 16 with asthma

Dates: June 25 – 30, 2023

Location: YMCA Camp Ihduhapi

Camp True Colors (One Heartland):

Member eligibility: LGBTQ+ youth ages 7 – 17

Multiple camp dates from June 18 – Aug. 11, 2023

Location: One Heartland Camp

Camp Northstar (One Heartland):

Member eligibility: Youth ages 7 – 13 experiencing housing instability

Dates: TBD

Location: One Heartland Camp

Camp Needlepoint and Camp Daypoint (American Diabetes Association):

Member eligibility: Ages 5 – 16 with type 1 diabetes

Camp Needlepoint dates: Aug. 13 – 18 or 20 – 25, 2023

Camp Daypoint dates: Aug. 20 – 25, 2023

Location: YMCA Camp St. Croix

If you know of a young UCare member who would like to learn more, tell them to call the customer service number on the back of their UCare member identification card or they can visit [Summer Camps for Youth | UCare](#) for more information.

Quit Smoking and Vaping Program

UCare members can get help at no charge to quit smoking, vaping or chewing tobacco through the tobacco and nicotine quit line. Nicotine patches, gum or lozenges are also available to eligible UCare members.

Members can get help to kick the habit by:

- Calling the tobacco and nicotine quit line at 1-855-260-9713 (TTY 711), available 24 hours a day, seven days a week.
- Visiting UCare's ["My Quit For Life"](#)
- Downloading the Rally Coach Quit For Life mobile app

Healthy Transitions

The Healthy Transitions program (formerly Community Companion program) offers individualized support, education and resources for eligible UCare's MSHO members during the first critical 30 days after a hospital or short-term rehabilitation center stay. Members returning home from the hospital or rehabilitation center are paired with specially trained and certified community health workers. Community health workers provide two in-home and two phone visits during those 30 days that cover:

- Discharge documentation
- Home safety and fall risks
- Nutrition
- Medications
- Socialization
- Appointment setting and transportation
- Short-term goal setting
- Resources and referrals to other providers
- Additional member considerations

Health benefits for members include staying healthy and independent and staying out of the hospital or emergency room. The benefits for health care partners include filling the support gap between hospital and home and improved outcomes for patients.

UCare's MSHO members who would qualify for the Healthy Transitions service must meet the following criteria:

1. Be enrolled as a UCare MSHO member
2. Have recently been or will soon be discharged from a hospital or skilled nursing facility
3. Will be returning to an independent living environment such as a home or assisted-living facility
4. Can actively participate in the service

Care coordinators first talk to the member to determine their interest in enrolling in the service, and if the member is interested, care coordinators then complete the [Healthy Transitions Post-Discharge CHW Authorization Request Form](#) and send to both CLSintake@ucare.org and HealthyTransitions@lssmn.org.

Minnesota Encounter Alert Services (EAS)

UCare has been working collaboratively with DHS as well as their vendor, Audacious Inquiry (Ai), to enable providers and counties throughout the state to receive member encounter alerts.

Member encounter alerts include real-time information about individuals who have been admitted, discharged or transferred from an EAS-participating hospital, emergency department, long-term care facility or other provider organization.

DHS is covering the cost of receiving alerts for all Minnesota Health Care Programs beneficiaries. This means that there is no cost to your agency for receiving these notifications.

Here is a [list of MN EAS participants](#), which includes counties, hospitals, care centers, etc.

A care coordinator shared their experience working with MN EAS:

“In the past, I often learned of members’ admissions and discharges too late to provide assistance and outreach sometimes felt meaningless. Being able to receive timely information of transitions of care aided me in supporting members’ discharge needs and helped ensure the return to home supports and services were implemented.”

To get started, please reach out to Nick Regier at Audacious Inquiry to request a meeting to learn more: nregier@ainq.com.





UCare's Mobile Dental Clinic is on the road!

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

May 15 – 19

Austin
Our Savior's Lutheran Church
1600 West Oakland Avenue

May 22 – 26

Forest Lake
Faith Lutheran Church
886 North Shore Drive

May 30 – June 2

Minneapolis (North)
Minneapolis Salem Lutheran
4150 Dupont Ave North

June 5 – 9

Eden Prairie
Immanuel Lutheran Church
16515 Luther Way

June 12 – 16

Rochester
Olmsted County Public Health
2100 Campus Drive SE

June 20 – 23

Blaine
Christ Lutheran Church
641 89th Avenue NE

June 26 – 30

Roseville
Anpétu Téča Education Center
(formerly Fairview Community Center)
1910 County Road B