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UCare’s County and Tribal Relations Team is here for you

UCare’s County and Tribal Relations Team continues to work remotely and is available by phone, email, virtual or in-person meetings. We recently reached out to county leaders asking about meeting frequency and virtual or in-person preferences. We’re available to meet as often as your agency wants. Please contact the County and Tribal Relations Team representative assigned to your county ([see map](#)) or email ucarecountyrelations@ucare.org. We’re happy to answer questions and discuss opportunities to serve the community.



Annie Halland
County, Tribal and
Public Health Manager



Heather Dodd
County and Tribal Liaison



Sharon Crawford
County Coordinator

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The end of continuous enrollment: restarting Medicaid (Medical Assistance) and MinnesotaCare redeterminations

Per federal legislation, redeterminations are no longer tied to the COVID-19 Public Health Emergency and will resume sometime this spring. The Minnesota Department of Human Services (DHS) will be sharing more information and a timeline when it is available.

UCare has a multipronged plan to support our members now and during the resumption of renewals. Our goal is to help members maintain their coverage by providing timely reminders, accurate information and application assistance when needed, while lessening the workload of our county partners.

Working with DHS and counties

UCare has been working closely with DHS, counties and other health plans over the past year to align our understanding of regulatory guidance, the redetermination timeline, member communications and processes.

DHS developed [communication toolkits](#) that community partners can use to communicate the need to update contact information and the restart of redeterminations. The toolkit includes materials for social media, postcards, letters, emails and phone scripts. UCare will use the toolkit in our direct member communications and at community events.

As part of the newly renamed MN Medicaid Equity Partnership, a continuation of the COVID-19 collaboration between DHS, health plans and Federally Qualified Health Centers, we're strategizing how to best reach communities who are most at risk for gaps in coverage. We're actively engaging community stakeholders and providers to develop partnerships and strategies to ensure the message reaches all Medicaid members.

UCare member communications

In coordination with the DHS communications timeline and toolkits, UCare will deploy a robust member communications and outreach campaign. The goal is to reach members in advance of their renewal period, so they can anticipate and prepare for the process.

UCare will send a letter and email to members the month prior to receiving their paperwork. The letter will let them know what to look for in the mail, what documents to gather in advance and who to contact if they need further assistance. We'll follow up with reminder calls during their renewal period to reinforce this message and provide a connection to application assistance.

Updating member contact information

Health plans can update member contact information prior to and during the 14 months of the resumption of redeterminations. We're excited about this process change to make it easier for members to update their contact information. Having updated contact information, especially mailing address, will be crucial to the redetermination process to ensure our members receive their paperwork.

DHS talked with health plans and county representatives to develop a process in which health plan staff can capture member contact information and submit an electronic form that will route directly to the appropriate county to make the update. The information must be captured directly from the member or authorized representative, and the form cannot be distributed to members. UCare is ready to implement this process with our customer service and other member-facing teams.

Application assistance now available for all members

No matter how a member connects with us, UCare staff are ready to help. Member-facing staff will be trained on the renewal process, be able to answer standard questions and have a process to refer members who need additional assistance. UCare has staff to help members with the renewal process:

Keep Your Coverage team for all Special Needs Plan (SNP) members

A dedicated UCare team helps members avoid disruptive lapses in health care and services for UCare Connect (SNBC), UCare Connect + Medicare (SNBC) (HMO D-SNP), UCare's Minnesota Senior Health Options (MSHO) (HMO D-SNP) and Minnesota Senior Care Plus (MSC+).

The Keep Your Coverage team:

- Contacts members to remind them to complete Medicaid renewal forms and Account Validation Services (AVS) release forms
- Collaborates with county eligibility staff and case managers
- Connects members with questions to appropriate county resources
- Directs members to health program resources
- Educates members about benefits and the provider network

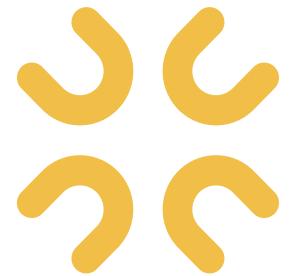
We're here to help. Let UCare's Keep Your Coverage team do the work with fewer calls to your office and fewer lapses in care. Email us at keepyourcoverage@ucare.org or give us a call at 612-676-3438 or 1-855-307-6978, Monday – Friday, 8 am – 5 pm.

Prepaid Medical Assistance Program (PMAP) and MinnesotaCare member application assistance

UCare is excited to be able to offer application assistance for our PMAP and MinnesotaCare members. We are contracted with the MNsure Navigator, Portico Healthnet, to support our members throughout the renewal process. Portico can answer eligibility and renewal questions, assist with completing the application and have secure applications for members to upload the necessary documentation. Portico staff speak English, Spanish, Hmong, Vietnamese and Somali and use a language line for additional languages. Portico's direct number for UCare members is 651-603-4360.

Additionally, we will work with another partner to outreach with letters and reminder calls. The calls will include the option for members to directly connect to live application assistance (also available in multiple languages). The goal is to provide technical assistance to members who need it throughout the entire process.

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Application assistance now available for all members (continued)

Partnerships with providers

Anticipating a significant impact on Minnesotans enrolled in Medicaid once continuous coverage expires on Mar. 31, UCare is proactively providing grants to 16 Minnesota care systems, community organizations and community clinics serving Medicaid members. UCare funding touches all regions of the state including providers such as CentraCare, Essentia Health, Mayo Clinic and Olmsted Medical Center. The grants fund comprehensive coverage retention programs, outreach to update member contact information and help navigating the redetermination process.

UCare's funding accelerates provider programs such as Allina Health's robust communication and outreach activities for Medicaid members. Another example is a grant to CAPI to help their immigrant, refugee and people of color clients navigate the redetermination and renewal processes. At North Point and Minnesota Community Care, UCare funds support culturally responsive outreach to educate the community on Medicaid eligibility changes. North Memorial Health is developing a customer communication/notification process and establishing a dedicated point of contact for all questions. UCare funding supports hiring additional program liaison staff at North Memorial, bolstering its IT platform capabilities for customer identification and notification opportunities and certifying team members as MNSure Navigators.

Elderly Waiver provider resources

UCare created provider resources about Elderly Waiver and how to work with UCare. Next time an Elderly Waiver provider reaches out with questions about working with UCare and/or how to get enrolled, please direct them to the [UCare Provider page](#). Under "Policies & Resources" in the "Training" drawer under the "Elderly Waiver" title, we posted the following resources:

- [Frequently Asked Questions](#)
- [Provider Key Contact List](#)
- [Training PowerPoint](#)

If an Elderly Waiver provider requests on-site or virtual training and education on UCare specific operations, please direct them to Samantha Rue, EW Provider Relations Liaison at srue@ucare.org or 651-323-7894.

For all other questions, please have the Elderly Waiver provider contact the UCare Provider Assistance Center at 612-676-3300 or 1-888-531-1493 (toll free), 8 am – 5 pm, Monday – Friday. The provider can also email the Provider Assistance Center within the Provider Portal Message Center in the UCare Portal.

Health Promotion Programs 2023 updates

UCare offers several programs to help our members lead healthier lifestyles. Please see the descriptions below for additional information on programs that can assist your UCare member clients.

New benefits

Grandpad

This electronic tablet is offered to UCare's MSHO members diagnosed with depression. It's specially designed to help members stay connected with others and feel less isolated. Grandpad comes with everything needed to support members' connection with caregivers and family.

Grandpad members can:

- Contact caregivers and family through voice or video calls without the need of Wi-Fi
- Tune into their favorite AM/FM station or search for their favorite songs
- Type messages or send hassle-free voice-recorded messages to loved ones
- Connect with a Grandpad customer service specialist to answer their questions

Members should contact their care coordinator for eligibility and additional information or call UCare Customer Service at the number on the back of their member ID card.

Healthy Savings food allowance

New for UCare's Connect + Medicare members with eligible chronic conditions in 2023.



Eligible populations:

- UCare's MSHO members with congestive heart failure, ischemic heart failure, diabetes or hypertension
- UCare Connect + Medicare members with diabetes, hypertension or a lipid disorder

Eligible members receive a monthly allowance on their Healthy Savings® card to be used toward the purchase of approved healthy foods and produce. Approved items like fruit, vegetables, healthy grains, dairy, beans and more can be purchased at participating retailers such as Cub, HyVee and Walmart simply by scanning their Healthy Savings card at checkout.

This benefit becomes effective the first day of each month and does not roll over into the next month. Learn more at healthysavings.com/ucare or call 1-855-570-4740 (toll free), TTY users call 711.

Healthy Savings is a registered trademark of Solutran, Inc.

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Health Promotion Programs 2023 updates (continued)

New benefits

Stress and Anxiety Kit

UCare's MSHO members can order a free Stress and Anxiety Kit to help improve health and wellness. Each kit includes engaging tools to alleviate stress.

Members may choose one of the following kit options:

Kit 1: Sleep Aid Kit

- Aromatherapy diffuser with sound machine and night light
- Essential oil

Kit 2: Stress Relief Kit

- Therapy lamp
- Putty
- Push pop

Kit 3: Amazon Echo Kit

- Amazon Echo Dot (3rd generation)

Members can order a kit through their online [member account](#), by calling UCare Customer Service at the number on the back of their member ID card or by asking their care coordinator to order the kit for them.

Members must be an eligible UCare member at the time of the order. Limit one kit per year per member. Kit contents may be subject to change. Please allow 4 – 6 weeks for delivery.

Existing benefits

Connect to Wellness Kit

UCare's Connect and UCare Connect + Medicare members can order a free Connect to Wellness Kit to help improve their health and wellness.

Members may choose one of the following kit options:

Kit A: Fitness Kit

- Activity tracker watch
- Extendable massage roller
- Resistance band

Kit B: Sleep Aid Kit

- Aromatherapy diffuser with sound machine and night light
- Essential oil

Kit C: Stress Relief Kit

- Therapy lamp
- Putty
- Push pop

Kit D: Dental Kit

- Electric toothbrush
- Kit bag
- Toothpaste
- Floss picks

Kit 3: Amazon Echo Kit

- Amazon Echo Dot (3rd generation)

Members can order a kit through their online [member account](#) or by calling UCare Customer Service at the number on the back of their member ID card.

Members must be an eligible UCare member at the time of the order. Limit one kit per year per member, and note that kit contents are subject to change. Members should allow 4 – 6 weeks for delivery.

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Health Promotion Programs 2023 updates (continued)

Existing benefits

One Pass fitness program

Eligible plans include UCare Connect, UCare Connect + Medicare and UCare's MSHO.



One Pass is a complete fitness solution for body and mind, available to members at no additional cost. Members have access to more than 23,000 participating fitness locations nationwide, plus:

- More than 32,000 on-demand and live-streaming fitness classes
- Workout builders to create their own workouts and walk them through each exercise
- A home fitness kit for members who are physically unable to visit or who live at least 15 miles away from a participating fitness location
- Personalized, online brain training program to help improve memory, attention and focus
- More than 30,000 social activities, community classes and events available for online or in-person participation

Members can find participating locations at ucare.org/onepass or they can call 1-877-504-6830 (toll free), 8 am – 9 pm, Monday – Friday. TTY users call 711.

Activity tracker plus Personal Emergency Response System (PERS) device

This easy-to-use activity tracker or smartwatch plus PERS device is for eligible UCare's MSHO members. Members should contact their care coordinator to find out if they're eligible. Features include:

- 24/7 emergency call-for-help to a support agent directly through the watch
- Step and heart rate tracking to help members reach their health goals
- Built-in GPS to support members both inside and outside the home

The smartwatch is ready to use out of the box and doesn't require pairing to a phone or Wi-Fi.

New for 2023: UCare's MSHO members with a diagnosis of hypertension who use the smartwatch are eligible for a blood pressure monitor.

Updated benefits

UCare Rewards Benefit Mastercard

We've updated the rewards program for the UCare Rewards Benefit Mastercard because as of Jan. 1, 2023, the federal government no longer allows Walmart, Amazon and Target to be approved retailers for the rewards program. The UCare Rewards Benefit Mastercard won't work for in-store or online purchases at these three stores. In December, all members with \$5 or more in reward dollars received a letter from UCare notifying them of the change.

Members can still spend their reward dollars at other retailers including grocery stores, clothing stores, gas stations and more. The rewards program change won't affect other Rewards Benefit Mastercard allowances. As members continue to earn rewards in 2023, UCare will include information about where reward dollars can be spent.

Members can login or create an account on member.ucare.org to see what rewards they are eligible for. Click on Health & Wellness and go to Wellness, Rewards & Allowance.

Reminder: Health and wellness supports are available for all UCare Minnesota Health Care Program members. UCare offers a broad array of incentives and benefits for families and children to support their health and wellness. These range from healthy food discounts to car seats to health club savings. Check out all our [Health Promotion Programs](#).

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UCare's Disease Management Program

Asthma Education Program

UCare's Asthma Education Program is designed to help our members ages 5 – 64 living with asthma. The program includes one-on-one phone calls with a registered nurse or respiratory therapist to help members better understand and manage their symptoms.

The goal of this program is to promote healthy living with asthma. Members can learn how to manage their asthma triggers, symptoms and medications. They will gain knowledge in the importance of developing an Asthma Action Plan with their provider and the vital role this plan plays in managing their asthma.

A UCare Asthma Education Program materials folder is sent to members enrolled in the program. Included are valuable tips, tools and resources including an Asthma Trigger Checklist, Asthma Action Plan, Home Environment Checklist and an information book: Living Well with Asthma (adults), or Asthma and Your Child (children).

Health coaching programs

The goal of our health coaching program is to promote healthy living for members living with diabetes, heart failure and migraines. Our health coaches partner with and meet the member where they are at in their health journey. Health coaches help guide members to define their vision for change and set goals. They collaborate with members to explore barriers to making changes and empower them to take small and manageable steps to improve their self-management. Members receive resources and work with their coach to create the best path for change.

Eligible members:

- Diabetes health coaching (all plans)
- Heart failure health coaching (all plans)
- Migraine Management Program (PMAP, MinnesotaCare, MSC+, UCare Connect, UCare Connect + Medicare)

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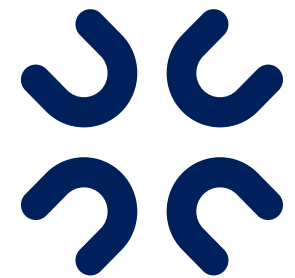
Medtronic telemonitoring program

Medtronic's heart failure program is a remote monitoring program designed to help manage congestive heart failure. The program includes daily health check monitoring via tablet technology, RN outreach to members to encourage engagement and care plan compliance, alert-based intervention and outreach to the health plan care team or physicians as necessary to assist members with their chronic condition.

Interactive Voice Recorded (IVR) education

Members receive automated phone calls, with an option to opt-in to text messages, if they have a diagnosis of either diabetes or asthma. Phone calls occur either weekly or monthly. The outreach provides education and helpful tips for self-management of diabetes or asthma. Members are asked condition-related questions during each outreach and depending on members' responses may result in an alert to the UCare disease management staff for follow-up. Members needing additional support are offered health coaching or asthma education. This program is available in both English and Spanish.

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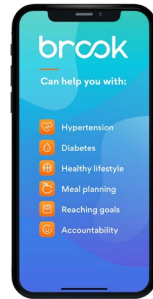


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UCare's Disease Management Program (continued)

Brook Health Companion app

UCare has teamed up with Brook to offer our members Brook's Health Companion program, which helps members manage their general wellness, diabetes, hypertension and other chronic conditions from their smartphone at no additional cost. All members are eligible. The app lets members chat with dietitians and health coaches any day to turn goals into sustainable habits. Members can schedule reminders to take medication and to check their blood sugar and blood pressure. Resources and tools within the app can assist members in reaching their health goals. Additional programs to assist in maintaining and improving health include:



- Boost for Better Health: building healthy habits
- Brook Boost for Better Blood Sugar: support for type 2 diabetes
- Brook Boost for Better Blood Pressure: support for hypertension
- Stress Management: improve stress management skills

Brook is available in the phone app store. More information can be found at ucare.org/brook.

Contact Us

If you have a member who could benefit from any of the above programs or have further questions, please reach out to our UCare Disease Management team:

- Disease Management voice mail: 612-676-6539
- Disease Management email: disease_mgmt2@ucare.org
- Disease Management program information and referral forms: [UCare Disease Management](#)

UCare's health improvement team

UCare remains a leader in serving our members and providing member-centric care to help them meet their individualized needs. Late last year, UCare transitioned our community response team to the health improvement team, providing culturally congruent outreach to members to address social risk factors and health education on the importance of preventive screens. The health improvement team consists of community health workers and engagement specialists from diverse communities who deliver support in a culturally congruent manner.

The team also helps members understand their benefits with the goal to prevent chronic conditions and improve overall health and quality of life. The team contacts members who are overdue for preventive care such as dental visits, well child/child & teen checkup visits, diabetes screens, adult annual wellness visits and preventive screens such as mammograms and colon cancer screening.

Please reach out to ucarecountyrelations@ucare.org if you have any questions about the health improvement team.

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Culture Care Connection information sheets: explore diversity in Minnesota

Cultural congruence is the ability to recognize and understand the role culture plays in health care and adapt strategies to meet patient needs. Information sheets found on the online learning and resource center, Culture Care Connection, help clinical and non-clinical health care professionals learn more about the background, religious and cultural beliefs, communication preferences and common health issues of the predominant minority populations in Minnesota. Here are some fast facts:

- The black immigrant population increased 71% since 2000
- Indigenous people live mostly in urban centers, rather than reservations, and are a heterogeneous group representing hundreds of nations, each with its own cultural practices and history

- Minnesota's Hmong population is second only to California, with St. Paul being home to the largest urban population of Hmong people in the world
- Lesbian, gay, bisexual, transgender and queer (LGBTQ+) people often have limited access to health care services and insurance. In fact, women of color and LGBTQ+ employees have the highest share of unmet basic needs, according to a McKinsey "Health Equity in the Workplace" survey and report released earlier this year.

Explore all the information sheets at [Culture Care Connection](#), funded by UCare.

Department of Human Services' Behavioral Health Fund billing clarifications for Substance Use Disorder (SUD) services in Minnesota jails

The DHS Behavioral Health Fund can cover SUD treatment services provided to individuals in Minnesota jails if the county of financial responsibility determines that the individual is financially eligible and indicates coverage in MN-ITS by using major program code "OO."

The state and health plans are generally not allowed to pay for services provided to incarcerated individuals. However, individuals enrolled in PMAP and MinnesotaCare would be eligible for the Behavioral Health Fund to support payment for SUD services while incarcerated.

The Minnesota Department of Human Services (DHS) recommendation

DHS encourages counties to complete eligibility determinations for the Behavioral Health Fund while an individual is incarcerated. Assisting with comprehensive assessments, peer support and treatment coordination can have significant benefits for the individual, as well as reduce overall costs. The county is responsible for determining financial eligibility for the Behavioral Health Fund and opening a case in MN-ITS with major program code "OO" for individuals seeking SUD support.

If you have questions, email sud.direct.access.dhs@state.mn.us.

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UCare's Mobile Dental Clinic is on the road!

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

February 14 – 18

Forest Lake
Faith Lutheran Church
886 North Shore Drive

February 21 – 25

St. Cloud
Bethlehem Lutheran Church
4310 County Road 137

February 28 – March 3

Eden Prairie
Immanuel Lutheran Church
16515 Luther Way

March 14 – 18

Blaine
Christ Lutheran Church
641 89th Avenue NE

March 22 – 25

North Mankato
Nicollet County Social Services
2070 Howard Drive W

March 28 – April 1

Minneapolis
Minneapolis Salem Lutheran
4150 Dupont Ave N

April 4 – 8

Roseville
Fairview Community Center
1910 County Road B

April 11 – 15

Duluth
First United Methodist Church
230 East Skyline Pkwy

April 18 – 22

Minneapolis
Diamond Lake Church
5760 Portland Ave S

April 25 – 28

West St. Paul
Dakota County Human Services
1 Mendota Road W

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