

In this issue:

- [virtuwell](#)
- [UCare's County Team is available](#)
- [New Mental Health and Substance Use Disorder Access Line](#)
- [UCare members to receive in-home test kits](#)
- [UCare County Satisfaction Survey completed — Thank you!](#)
- [New benefits added in 2021 for UCare's MSHO and UCare Connect + Medicare](#)
- [UCare achieves Health Plan Accreditation from the National Committee for Quality Assurance \(NCQA\) for all products](#)
- [2021 Medicare Star Ratings](#)
- [New UCare resource for youth with disabilities transitioning to adulthood](#)
- [UCare Dental Connection](#)
- [UCare's Mobile Dental Clinic](#)

virtuwell

Beginning January 1, 2021, UCare will cover unlimited eVisits, or virtual visits, via [virtuwell](#) at no cost for all UCare Minnesota Health Care Programs plan members:

- Prepaid Medical Assistance Program (PMAP)
- MinnesotaCare
- Minnesota Senior Care Plus (MSC+)
- UCare's Minnesota Senior Health Options (MSHO) (HMO D-SNP)
- UCare Connect (SNBC)
- UCare Connect + Medicare (HMO D-SNP)

eVisits offer a safe alternative for members seeking after-hours care or care without going into a clinic. Members will be able to use virtuwell to initiate care online 24/7. virtuwell can diagnose and treat over 60 conditions including flu, pink eye, skin conditions and urinary tract infections. Members can access care without leaving home and have any prescribed medications sent to their preferred pharmacy.

We will be letting members know their UCare plan is covering virtuwell with an upcoming member communications campaign that will include emails and inserts into new member packets and sales kits for SNP plans.

UCare's County Team is available

UCare employees, including the County Team, continue to work remotely and are available by phone, email and virtual meetings. Please contact the County Team Representative assigned to your county ([see map](#)) or email ucarecountyrelations@ucare.org. We are happy to answer questions and discuss opportunities to serve the community.



Sharon Crawford, County Coordinator, and Annie Halland, County Manager

New Mental Health and Substance Use Disorder Access Line

UCare's Mental Health and Substance Use Disorder Team supports members facing mental health and substance use disorder challenges. Our goal is to provide advocacy and access to appropriate care for members' mental health, substance use and social risk factor needs.

To assist our members with accessing care, effective December 1, we are adding a phone line for members in need of a mental health or substance use disorder appointment. UCare's Mental Health and Substance Use Disorder Access Line is available Monday – Friday, 8 am – 5 pm at 612-676-6811 or 1-833-276-1191. When a member calls after hours

they have the option to either be transferred to a clinician if they are in crisis or they may leave a message for a callback the next day.

UCare's Mental Health and Substance Use Disorder Access Line is available to all UCare members to help with the following:

- Same or next day appointment availability
- Triaging members' appointment needs
- Assistance scheduling and confirming appointments
- Telehealth appointments

UCare members to receive in-home test kits

UCare understands that we are in unprecedented times with COVID-19 and that it is more important than ever for members to stay healthy. We found innovative and safe ways members can stay up to date on important screenings, while making sure time, travel and fear won't get in the way.

This year, we're offering members home testing kits for kidney disease (microalbumin), diabetic blood sugar (A1c) and colorectal cancer screenings. We hope that by increasing the convenience of these tests and addressing barriers like time,

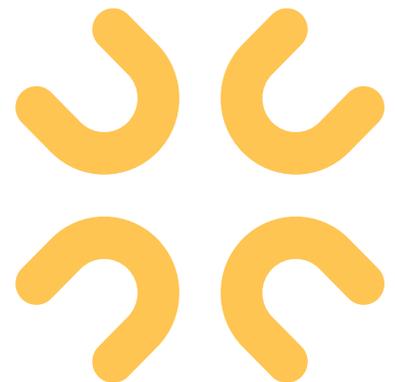
transportation and availability of clinic time, we're providing a safe way for our members to get the care they need, when they need it.

If the member completes the testing and returns the kit to the lab for analysis, both the member and their primary care clinic will receive the lab results from our trusted vendor, BioIQ. There's no extra cost for this test to either providers or members.

If you have questions about this program, please contact ucarequality@ucare.org.

UCare County Satisfaction Survey completed — Thank you!

Thanks to all respondents to UCare's 2020 County Satisfaction Survey. We had 125 respondents this year. Your feedback helps shape our work. We are busy analyzing and sharing county feedback internally. We will identify appropriate action items to improve the work we do with you and the services we provide our members. Look for future articles in this newsletter on actions we will take in 2021. Thank you for your feedback!



New benefits added in 2021 for UCare's MSHO and UCare Connect + Medicare

UCare is always looking for new and innovative ways to better serve members across Minnesota. In 2021 we have exciting changes coming for members enrolled in UCare's MSHO and in UCare Connect + Medicare.

UCare's MSHO

New supplemental benefits in 2021:

- Memory Support Kit for members with dementia — choose from two kits based on cognition
- Reemo Health Personal Independence Smartwatch for activity and health tracking, one-touch call center support and enhanced caregiver connection (one watch every 2 years)
- Respite — up to eight hours per month for caregivers of members with dementia living in the community (applicable for members on the Elderly Waiver who have used their Elderly Waiver budget for other services or for members not on the Elderly Waiver)
- Caregiver training/support for members with dementia, Multiple Sclerosis, Parkinson's or ALS through the M Health Fairview Caregiver Assurance program
- WW (formerly Weight Watchers) — 13 weeks access to vouchers for local and virtual workshops and online apps (including HeadSpace, Aaptiv) (one per year)
- Photochromatic lens tinting (one tinting every two years)
- Up to four hours per month of Independent Living Skills training for up to six months each year for members on the Elderly Waiver
- Up to \$750 annual allowance for bath safety and home safety equipment for members who do not qualify for Elderly Waiver services

Expanded dental benefits:

- Comprehensive oral evaluation (one per year)
- Bitewing x-rays (second set in calendar year)
- Panoramic film (one additional per year)
- Topical fluoride varnish for moderate to high caries risk members (second varnish per year)
- Gross removal of plaque and calculus (one additional removal per year)

UCare Connect + Medicare

New supplemental coverage in 2021:

Transportation to Silver Sneakers health club (three round trip rides per week)

Expanded dental benefits:

- Full mouth series x-ray (one per year in provider clinic)
- Molar Root canal (once per tooth per lifetime)
- Root canal re-treatment (once per tooth per lifetime)
- Periodontal maintenance (up to four visits per year)
- Comprehensive oral evaluation (one per year)
- Bitewing x-rays (second set in calendar year)
- Panoramic film (one additional per year)
- Topical fluoride varnish for moderate to high caries risk members (second varnish per year)
- Gross removal of plaque and calculus (one additional per year)
- Dental sealant (one per year if sealant failed)
- Fluoride varnish (one varnish per year)
- Crown (one per year, any tooth)

UCare achieves Health Plan Accreditation from the National Committee for Quality Assurance (NCQA) for all products

UCare’s full line of Medicaid, Medicare and Individual & Family (commercial) health plans earned Health Plan Accreditation from the [National Committee for Quality Assurance](#) (NCQA)®. This achievement for all health plan products is rare in Minnesota.

NCQA Health Plan Accreditation evaluates how well a health plan manages all parts of its delivery system — physicians, hospitals, other providers and administrative services — in order to continuously improve the quality of care and services provided to its members.

In order to achieve this recognition, UCare partners with health care providers and community

organizations to deliver the highest quality of care and support for our members and the community. Many UCare plans have maintained an Excellent accreditation status since 2014, and the recent expansion of accreditation of all UCare products attests to UCare’s commitment to the highest standards of quality.

“This significant achievement demonstrates that UCare is a health plan dedicated to advancing high quality care, and improving the health and well-being of all members,” said UCare President and CEO Mark Traynor. “The significant effort we put in to accredit all of our products underscores our core commitment to quality.”

2021 Medicare Star Ratings

UCare is pleased to announce that UCare’s MSHO and UCare Connect + Medicare received strong Medicare Star Ratings from the Centers for Medicare & Medicaid Services (CMS) based on care quality and performance. Ranging from 1 to 5 Stars (5 being the highest), these annual ratings help inform Medicare Advantage customers on how plans perform on quality metrics as they shop for a plan this fall.

Additionally, plans that perform well on Star Ratings (4 Stars or higher) receive higher quality bonus payments that are used towards supplemental benefits for members.

Below are the Star Ratings assignments for our dual plans.



UCare achieved high scores in critical areas such as how we handle appeals and grievances, preventive cancer screenings and medication adherence. As we do every year, UCare will continue to strive to improve our plans and operations to ensure the highest quality of care for our members.

New UCare resource for youth with disabilities transitioning to adulthood

When a young person with disabilities transitions to an adult health plan and potentially different providers, it can be confusing and overwhelming for both the individual and the people who care for them. The member will have new choices to make about how to use health care and support services. UCare recognizes the need for support in navigating these transitions.

To help youth with disabilities and their caretakers, UCare created [Planning for adult life](#), an online resource that walks through:

- How to qualify for a health plan

- What to consider and who can help when selecting a health plan
- How to make the most of a health plan

We invite you to share [Planning for adult life](#), located at ucare.org/youth, with individuals with disabilities who may need support in navigating the transition to adulthood. This is a living resource, and we welcome your feedback or thoughts on ways to improve it. Please send your feedback to scrawford1@ucare.org.

UCare Dental Connection

UCare's Dental Connection helps UCare members manage their dental care with one simple phone call. A one-stop shop, the UCare Dental Connection can 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

UCare Dental Connection:

651-768-1415 or 1-855-648-1415

TTY 711

7 am – 7 pm, Monday – Friday

County staff calling on behalf of a member should call the Delta Dental Government Programs Care Coordination Team at 1-866-303-8138.

UCare's Mobile Dental Clinic

The UCare Mobile Dental Clinic (MDC) is a specially designed, wheelchair-accessible, 43-foot "dentist's office on wheels." It has three dental chairs, state-of-the-art instruments, chairside digital radiography and an electronic health record system. It visits several sites in the metro and Greater Minnesota each year.

In 2019, the MDC provided dental care to more than 1,300 UCare members. The MDC offers 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 Mobile Dental Clinic partner.

UCare members can schedule an appointment by calling 1-866-451-1555 Monday – Friday, 8 am – 4:30 pm. For a schedule of the Mobile Dental Clinic visit ucare.org/mdc.