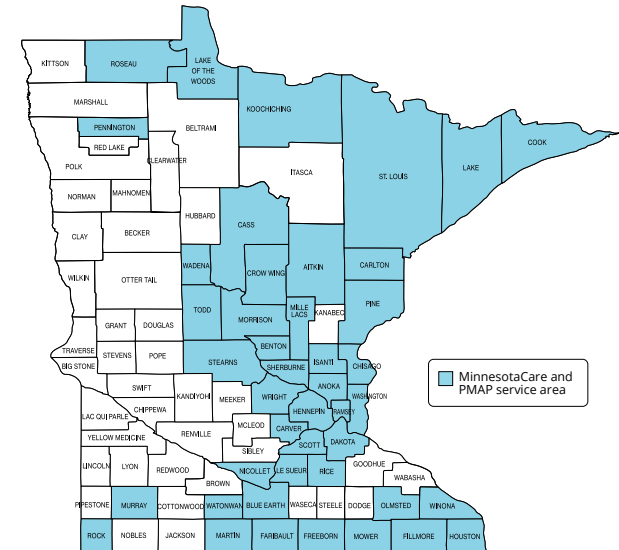


**In this issue:**

- New Prepaid Medical Assistance Program (PMAP) and MinnesotaCare service area
- New Special Needs BasicCare (SNBC) service area
- Minnesota Health Care Programs (MHCP) benefit updates for 2023
- Ucare’s language profile and resources
- Learning to spot implicit bias in health care
- Minnesota Oral Health Coalition fluoride varnish videos
- One Pass
- Combating social isolation through community education class discounts
- Seats, Education and Travel Safety (SEATS) Program
- Ucare County Satisfaction Survey complete — Thank you!
- Centers for Medicare & Medicaid Services (CMS) 2023 Star Ratings
- Ucare network
- Dr. Tenbit Emiru joins Ucare
- Ucare’s Mobile Dental Clinic

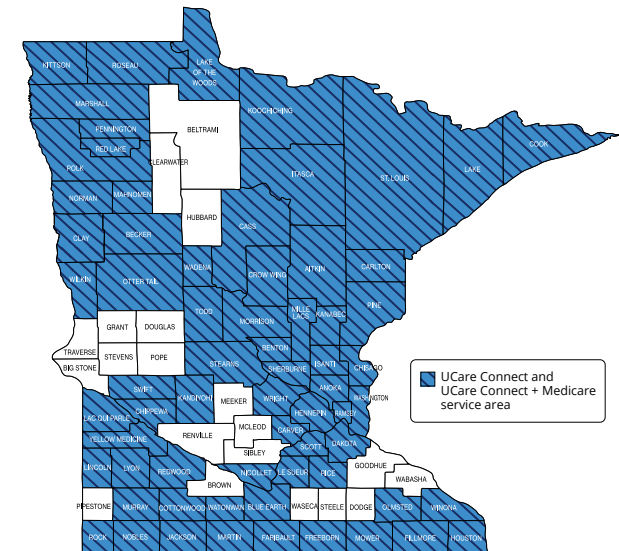
**New Prepaid Medical Assistance Program (PMAP) and MinnesotaCare service area**

UCare’s PMAP and MinnesotaCare products will be serving 44 counties in 2023. We are excited to be in 15 new counties across the state, including in regions we have not been in for these products in several years. We look forward to building new partnerships and participating in local community events and collaborations in coming years.



**New Special Needs BasicCare (SNBC) service area**

We are pleased to add Kanabec and Freeborn counties to our SNBC service area in 2023, increasing our SNBC service area to 67 counties. We will offer both Medicaid-only SNBC (UCare Connect) and integrated Medicare and Medicaid SNBC (UCare Connect + Medicare) coverage. UCare Connect + Medicare combines Medicare, Medicaid and unique supplemental benefits for coordinated support that helps dual-eligible SNBC members achieve and maintain their best health.



[next page >](#)

# Minnesota Health Care Programs (MHCP) benefit updates for 2023

## Changes to MinnesotaCare cost sharing

The Minnesota Department of Human Services (DHS) announced changes to MinnesotaCare cost sharing for those not exempt from cost sharing. Changes include increased copays for brand name drugs to \$35 and generic drugs to \$10; however, the prescription copay max remains \$70 per month. Emergency department visits will now have a \$100 copay, and non-preventive visits (not including mental health or substance use disorder services) will have a \$30 copay. Ambulatory surgery copays were reduced to \$0, and the cost share for Durable Medical Equipment (DME) was also reduced to \$0.

Category	2022 cost sharing	2023 cost sharing
Prescription drugs		
Anti-psychotic drugs	No copay	No copay
Brand name prescription drugs	\$25	\$35
Generic prescription drugs	\$7	\$10
Brand-name multisource drug (preferred status)	\$7	\$10
Copay max	\$70	\$70
Non-preventive visit (not MH or SUD)	\$25	\$30
Non-routine dental	\$15	\$15
Emergency department visit	\$75	\$100
Inpatient hospital	\$250	\$250
Outpatient hospital	\$0	\$0
Ambulatory surgery	\$100	\$0
Radiology service	\$40	\$45
Eyeglass	\$25	\$25
Durable medical equipment	10%	0%

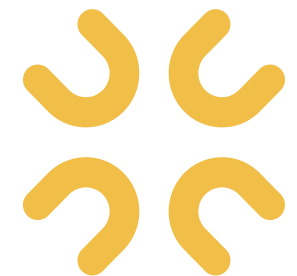
## Virtual visits

In addition to telehealth visits, UCare covers unlimited no cost e-visits (online virtual visits), for our Minnesota Health Care Programs (MHCP) members. In addition to [virtuwell](#), members can now use [M Health Fairview's MyChart](#) to treat common conditions without a trip to the doctor.

## Enhanced Asthma Care services

UCare has implemented the Enhanced Asthma Care benefit that includes home assessments to assess for asthma triggers and allergen-reducing products, such as mattress pads and air filters. The benefit is for PMAP, SNBC members under age 21 and MinnesotaCare members under age 19. UCare does not require County contract amendments in order to provide and bill for these services. See [UCare's Coverage Policy](#) for more information. Please contact Annie Halland, County, Tribal and Public Health Manager, at [ahalland@ucare.org](mailto:ahalland@ucare.org) if you are providing home assessments so we can refer members to you.

*\*Continued on next page*



< previous page

next page >

# Minnesota Health Care Programs (MHCP) benefit updates for 2023 (continued)

## Supplemental benefits

UCare's Minnesota Senior Health Options (MSHO) will continue coverage of 2022 supplemental benefits, and members will receive these additional benefits in 2023:

- Along with the current nutritional food allowance of up to \$60 per month for members with diabetes and congestive heart failure, we are adding hypertension and ischemic heart disease as qualifying diagnoses. Members will receive an allowance card they can use to buy healthy foods at participating grocery stores.
- To reduce the impacts of social isolation and support members with depression, GrandPad, a tablet designed for older individuals focused on easy one-touch operation to connect with doctors and family/friends
- For members with hypertension, diabetes, congestive heart failure or ischemic heart disease, up to 72 hours of Papa Pals, an in-home companion/non-skilled assistant who can help with instrumental activities of daily living needs
- To support members with anxiety, a Stress and Anxiety Kit with sleep aids, stress reduction tools or an Amazon Echo for access to online calming resources



- Caregiver support through Caregiver Assurance expands in 2023 to include members with dementia, cognitive impairment, Parkinson's, chronic renal failure, chronic kidney disease, stroke and primary organ/blood cancer
- A Reemo blood pressure monitor for members with hypertension who use the Reemo smartwatch activity tracker/PERS unit

UCare Connect + Medicare (integrated SNBC) will continue coverage of 2022 supplemental benefits, and members will receive these additional benefits in 2023:

- Members with hypertension, diabetes or lipid disorders will now have a \$30 per month nutritional food allowance. Members will receive an allowance card that they can use to buy healthy foods at participating grocery stores.
- Crown coverage increases to two crowns per year and one crown repair procedure per year
- To support members with substance use disorder, up to one round trip ride per day to Alcoholics Anonymous (AA) or Narcotics Anonymous (NA) meetings

Both UCare's MSHO and UCare Connect + Medicare will offer increased coverage of eyewear upgrades in 2023, including progressive eyewear lenses, anti-glare lens coating and photochromic tinting. Each upgrade is covered once per year, available exclusively from Eyekraft.

To address ongoing COVID concerns, we continue to offer a Mask and Sanitizer Kit including two reusable cloth masks, five N95 masks, hand sanitizer and sanitizer wipes.



No new benefits are being added for UCare's Medicaid-only SNBC product, UCare Connect, or UCare's Minnesota Senior Care Plus (MSG+) plan.

[< previous page](#)

[next page >](#)

## UCare's language profile and resources

UCare integrates data from several distinct data sources to better understand the language needs and preferences of members. According to U.S. Census data, the top languages spoken in Minnesota after English are Spanish, Hmong, Cushite (including Oromo and Somali), German and Vietnamese. UCare's top languages spoken among UCare members after English are Somali (African), Spanish, Hmong, Russian and Vietnamese. As a percentage of membership, the languages spoken by UCare members has remained fairly stable over the last two years. UCare continues to analyze language data to identify any emerging trends or changes in language needs among UCare members.

The following resources are available to support providers in serving UCare's linguistically and culturally diverse members.

### Multilingual resources

[Multilingual Health Resource Exchange](#) is a helpful website to:

- Download translated health education materials
- Learn more about health and race, class, literacy, spirituality, language and culture
- Sign up for free weekly tips and notices about cross-cultural health and language access

### Interpreter services and resources

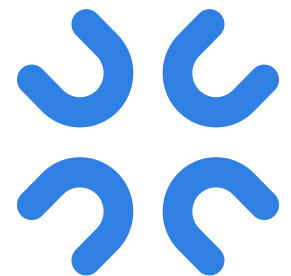
To support UCare providers in providing culturally and linguistically appropriate care, UCare provides information on interpreter services, including training on how to access interpreter services, professional standards for interpreters and how to work with interpreters. Refer to the Interpreter Services chapter in [UCare's Provider Manual](#) for more information.

### Language assistance resources on Culture Care Connection

UCare and HealthPartners worked together to identify a collection of language resources for Minnesota health care providers. The language resources are displayed at Culture Care Connection, an online learning and resource center that supports clinical and non-clinical health care professionals to reduce health disparities and promote health equity.

The collection of language resources is intended to support you in advancing culturally responsive care and to provide the health care community with tools to improve communication with individuals and families who speak a language other than English. The sampling of language resources includes patient-facing communication tools and educational resources. There is a language resource available for each threshold language in the state. Threshold languages are non-English languages spoken by 1,000 or more individuals in a given state, based on U.S. Census data.

In addition, Culture Care Connection offers a variety of training resources for health care professionals on the provision of language services and providing culturally congruent care. Check out these and many other resources at [Culture Care Connection](#).



[< previous page](#)

[next page >](#)

## Learning to spot implicit bias in health care

All people have implicit bias, also called unconscious bias. These positive or negative attitudes, or stereotypes, affect our actions and decisions in an unconscious way, which can result in inequitable care.

A 10-question [Implicit Bias in Health Care Quiz](#) is available at Culture Care Connection to help people gain a better understanding of their own unconscious biases so they can use the knowledge gained to identify action steps and mitigate adverse effects of bias on

patients. The website also offers tools and resources designed to help clinical and non-clinical health care professionals deliver linguistically and culturally appropriate care.

Other information found at [Culture Care Connection](#) helps visitors learn about addressing bias and driving equity, cultural competence for provider and patient interactions and curated data resources and social determinants or drivers of health.

---

## Minnesota Oral Health Coalition fluoride varnish videos

The Minnesota Oral Health Coalition is a statewide, inclusive, membership organization that promotes oral health education, awareness and resources in Minnesota. The Minnesota Oral Health Coalition's YouTube channel is one way of connecting resources to

people and organizations. Check out their provider training and parent videos in seven different languages at [Fluoride Varnish Videos - YouTube](#).

---

## One Pass

One Pass is a complete fitness solution for an individual's body and mind, available at no additional cost for eligible members in UCare's MSHO, UCare Connect and UCare Connect + Medicare. Members have access to more than 23,000 participating fitness locations nationwide, plus:

**One Pass™**

- More than 32,000 on-demand and live-streaming fitness classes
- Workout builders to create their own workouts and walk them through each exercise
- Home fitness kits for members who are physically unable to visit or who reside at least 15 miles outside 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 go to [ucare.org/onepass](https://ucare.org/onepass) or call 1-877-504-6830 (TTY 711), 8 am – 9 pm, Monday – Friday to get their One Pass member code. Members bring their One Pass member code to a participating fitness location to start their free standard membership.

[< previous page](#)

[next page >](#)

## Combating social isolation through community education class discounts

Social isolation, the physical separation from other people, poses many mental and physical health risks. Those experiencing social isolation experience higher risks of high blood pressure, heart disease, obesity, depression, cognitive decline and more.

UCare is working to reduce social isolation among our members by offering discounts on in-person and virtual community education classes to encourage social connection. UCare currently partners with 100+ community education programs across Minnesota. UCare members can receive up to a \$15 discount on classes at a partnering community education program. With this discount, we hope to remove the cost barrier and help our members stay engaged in their communities.

To receive the discount, members show their UCare member ID card when enrolling in the class. Members can check a local community education catalog or contact the local school district for class times and locations.

Do you know a community education class that would like to participate in UCare's discount program? Please have the community education program staff contact UCare at [wellness@ucare.org](mailto:wellness@ucare.org).

To learn more about the UCare community education discount program, visit our [community education classes webpage](#).

---

## Seats, Education and Travel Safety (SEATS) Program

Our SEATS Program provides free car seats along with installation and safety education from certified car seat technicians through our trusted partners. With the pandemic, our partners are taking extra steps to ensure that families receive car seat education safely through in-person visits with extra safety precautions and/or virtual sessions where possible. Please continue to connect UCare members to this program.



Eligible members are those who are pregnant (third trimester) and children age seven and younger in the following programs:

- PMAP
- MinnesotaCare
- UCare Connect
- UCare Connect + Medicare

Members can call the UCare Customer Service number on the back of their UCare member ID card for information on the car seat partner in their area.

Car seat partners can email questions to [seats@ucare.org](mailto:seats@ucare.org).

< previous page

next page >



## UCare County Satisfaction Survey complete — Thank you!

Thanks to all who responded to UCare's 2022 County Satisfaction Survey. We had 98 responses this year. Your feedback helps shape our work. We are busy analyzing and internally sharing county feedback. We will identify appropriate action items to improve the work we do

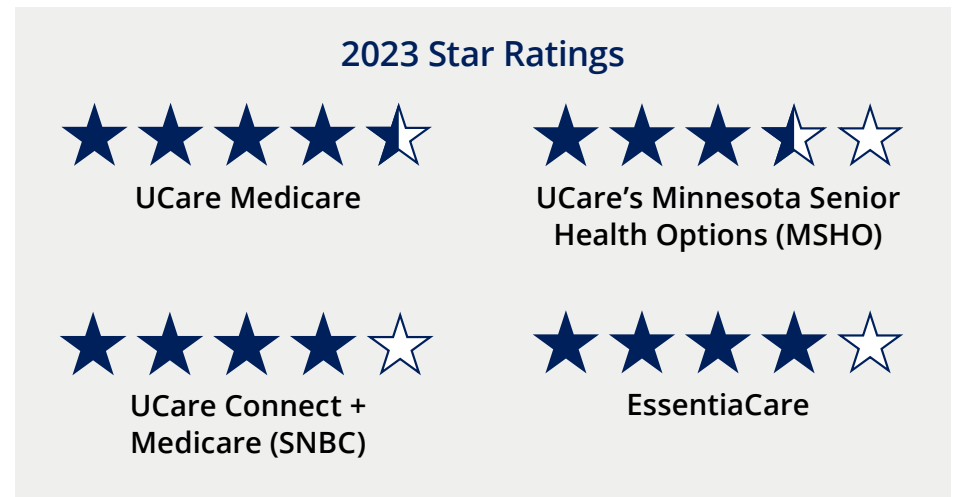
with you and the services we provide our members. Look for future newsletter articles on actions we will take in 2023. Thank you for your feedback!

## Centers for Medicare & Medicaid Services (CMS) 2023 Star Ratings

CMS released the 2023 Star Ratings for our Medicare plans. These ratings help Medicare shoppers compare plans based on quality and performance during the annual fall open enrollment period. Medicare uses information from member satisfaction surveys, plans and health care providers to give overall performance star ratings to plans. A plan receives a rating between 1 and 5 Stars, with a 5-Star rating considered excellent.

CMS considers plans rated 4 Stars or higher to be highly rated plans and rewards those plans with bonus payments used to offer additional benefits to members. UCare can proudly say that the majority of our Medicare plans attained this distinction for 2023!

UCare's Minnesota Senior Health Options (MSHO) received a 3.5 out of 5 Stars, which is a full star drop from the year prior. UCare is working diligently to re-gain this star through collaborative work internally and externally with community partners.



## UCare network

UCare Provider and Pharmacy Directories are available online:

- [PMAP, MinnesotaCare, MSC+](#)
- [UCare's MSHO](#)
- [UCare Connect](#)
- [UCare Connect + Medicare](#)

We also provide an online [provider search tool](#) that allows anyone to search by provider name, provider type, geographic location and more. Search results are printable and can be sent via email. The list includes dental, chiropractic, and pharmacy networks as well as medical facilities and providers.

[< previous page](#)

[next page >](#)

## Dr. Tenbit Emiru joins UCare as Executive Vice President and Chief Medical Officer



UCare hired Tenbit Emiru, MD, PhD, MBA, as Executive Vice President and Chief Medical Officer to lead the community-based, nonprofit health plan's Medical Director team and its Clinical Services, Equity and Inclusion, Mental Health and Substance Use Disorder Services, Pharmacy, and Population Health and Quality Management departments. She joins UCare's Executive Leadership Team in driving the strategic direction for

the organization. Dr. Emiru succeeds Julia Joseph-Di Caprio, MD, who recently departed UCare to open a clinic for young people in a medically underserved area of her home community in St. Paul.

Since 2016, Dr. Emiru has been a Critical Care Neurologist at Hennepin Healthcare (formerly HCMC) in Minneapolis, where she also was the system's Chief of Neurology. She served as a member of the Hennepin Healthcare Finance and Audits/Compliance Committee of the Board. Prior to Hennepin Healthcare, Dr. Emiru was a Medical Director for HealthPartners/Regions Hospital.

Community service is a hallmark of Dr. Emiru's career. She serves on the Board of Directors for the Minnesota Board of Medical Practice and CHC (Creating Healthy Communities). For the past five years, she has also served on the Board of Hennepin Healthcare Foundation. And for the last two years, she has been a member of UCare's Quality Improvement and Advisory and Credentialing Committee (QIACC) of the UCare Board of Directors.

In addition to her professional accomplishments, Dr. Emiru has a well-rounded education in several disciplines. She earned a PhD in Psychology and her MD degree from the University of Minnesota. She also recently completed an Executive Master's in Business Administration (MBA) at the Kellogg School of Management at Northwestern University.

[< previous page](#)



[next page >](#)





## UCare's Mobile Dental Clinic is on the road!

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

### **November 28 – December 2**

Minneapolis  
Diamond Lake Church  
5760 Portland Ave S

### **December 5 – 9**

Roseville  
Anpétu Téča Education Center  
1910 County Road B

### **December 12 – 15**

North Mankato  
Nicollet County Social Services  
2070 Howard Drive W

[< previous page](#)