



2021 UCare Resources for PMAP/MinnesotaCare

UCare health and wellness programs help members use and enjoy quality health care and services.

Health Promotion Programs

Health Promotion Program questions?

Contact UCare Customer Service at 1-800-203-7225
TTY 1-800-688-2534

Child & Teen Checkups (CTC) incentives

- \$50 gift card for eligible members who have six CTC visits by age 15 months
- \$25 gift card for eligible members who have 2 CTC visits between age 16 months and 30 months
- \$25 gift card each year for eligible members age 3-21 who have CTC exam

LivingWell Kid kits

Wellness kits designed to help kids age 17 and younger live well and feel well. Members may call the Customer Service number on the back of their member ID card to request.

MOMS (Management of Maternity Services) Program with incentives

- \$75 gift card for eligible members for early prenatal care
 - \$75 gift card for eligible members who have a timely postpartum visit
 - \$25 gift card for eligible pregnant smokers for initial phone assessment
- A **MOMS Handbook** is sent to pregnant women

Breast pumps: After baby is born, members may call the Customer Service phone number on the back of their ID card to order a breast pump.

Expert advice and support: The MOMS program includes Pregnancy Advisor nurses who offer expert advice, support, answers to your pregnancy questions, and referrals to additional resources. To contact a Pregnancy Advisor Nurse, call 612-66-3326 or toll free 1-855-260-9708.

UCare contacts members identified as pregnant to conduct a risk assessment and provide resources to support their pregnancy. Members determined to be high risk will have access to our high-risk perinatal nurse program for ongoing support.

SEATS Program

Members who are pregnant (starting at 7 months gestation) and children under age 8 are eligible for free car seats and car seat education. Limits apply. Details are on the **SEATS** web page.

Parents' Guide

UCare sends a free booklet on child safety and health at each stage of development to parents of newly enrolled members ages birth to six months. For more information please visit the **UCare Caring for Your Baby** web page.

Healthy Savings

Members are eligible to save up to \$50 a week on pre-qualified healthy foods including milk, lean meats, eggs, fruits and vegetables. Members can get the free app and scan at check-out to get instant discounts. Check out the **Healthy Savings** website to learn more.

Community Education

Up to a **\$15 discount** per class through school district programs.

Fitness Benefits

Members have **fitness and wellness** options to stay active and well, such as health club savings for eligible members age 18 and older.

UCare 24/7 Nurse Services

Available to all UCare members at no charge online or over the phone. Members can get **advice from experienced nurses** on what to do and where to go for any health concern.

WholeHealth Living™ Choices

Access to discounts for brand-name health products and services not covered by our plan.

Tobacco Quit Line

Available to UCare members age 13 and older at no charge. Includes **help to quit smoking** or chewing tobacco, including e-cigarettes and vaping, through coaching over the phone, online or on the mobile app. Members can call the quit line at 1-855-260-9713 or visit **myquitforlife.com/ucare**. The Quit Line is available 24 hours a day, seven days a week.



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| Disease Management | <p>Asthma: Members with asthma may participate in our Asthma Action Program. Our asthma team provides an in home visit to assess asthma symptoms followed up with one year of asthma support, education and tools to assist with asthma management. Members receive a gift card for program participation. Call 612-676-6539 or 1-866-863-8303 for program enrollment information.</p> <p>Diabetes and Heart Failure: Members 18 and older can work one-on-one with a health coach over the phone to learn more about their chronic condition, set goals for self-management and receive expert coaching support throughout the program.</p> <p>Migraine: Members in our migraine management program receive regularly scheduled health coaching calls with a UCare health coach. The coach partners with the member to discover their barriers and vision for the future, establishes short- and long-term behavior change goals, and empowers members to achieve their goals. Health coaches use active listening, motivational interviewing and behavior change techniques. Migraine management tools including a headache management book and migraine action plan are provided to participating members.</p> |
| Chronic Condition At-Home Monitoring Program | <p>Offers an at-home monitoring program designed to help manage complex, chronic co-morbid conditions including CAD, CHF, COPD, diabetes and hypertension. The program includes the following components: daily health check monitoring via tablet technology; RN outreach to members to encourage engagement, care plan compliance and health coaching; alert based intervention as needed; and outreach to health plan care team or physicians as necessary to assist members with their chronic condition or at risk for hospitalizations.</p> |
| Dental Health | <p>Eligible members can earn a \$25 gift card for dental visits. UCare sends vouchers to eligible members with no dental visits in the last 12 months. County staff working with UCare members should call the Delta Dental Government Programs Access Unit at 651-994-5198 or 1-866-303-8138.</p> <p>Members should call the UCare Dental Connection at 651-768-1415 or 1-855-648-1415 if they need help managing their dental care, coordinating transportation and/or interpreter services for dental appointments, or if they have other dental questions. This number is also on the back of the member ID cards for easy reference.</p> <p>Members may also access the UCare Mobile Dental Clinic for dental check-ups, cleanings and simple restorative care. Check the schedule to see where the Mobile Dental Clinic visits. Members may call the University of Minnesota School of Dentistry to make an appointment at 1-866-451-1555 or TTY 1-800-627-3529.</p> |
| Mental Health | <p>Members have coverage for mental health and substance abuse services. County staff may call UCare Customer Services at 612-676-3200 or 1-800-203-7225 for provider information.</p> <p>UCare has a Mental Health and Substance Use Disorder Triage Line Triage Line, 612-676-6533 or 1-833-276-1185, available Monday – Friday, 8:00 am – 5:00 pm for all UCare members, providers, counties and care coordinators. This line includes an option for scheduling and after hours support.</p> |
| Transportation | <p>Members can call the UCare Health Ride Transportation program to arrange for transportation to and from medical and dental clinic appointments 1-800-864-2157.</p> |
| Interpreter Services | <p>Clinics can call UCare contracted interpreter service agencies (list is in the UCare Provider Manual, Chapter 28) to arrange for interpreter services for UCare members who need them.</p> |
| Billing Questions | <p>Contact the UCare Provider Assistance Center with billing questions 612-676-3300 or 1-888-531-1493.</p> |

Contact Annie Halland, MPH, County Manager, UCare, with questions: ahalland@ucare.org or 612-676-3317. County reference use only. Not for member distribution.

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