

# UCare resources for Prepaid Medical Assistance Program (PMAP) and MinnesotaCare

## Health Promotion Programs

Questions? Contact **UCare Customer Service** at **1-800-203-7225** (TTY **1-800-688-2534**).

Members can find out what they are eligible for and order health promotion kits through their online member account at [member.ucare.org](https://member.ucare.org). After logging in, members should click on Health & Wellness and go to Wellness, Rewards & Allowance for more info.

### Child & Teen Checkups (CTC) incentives

- \$50 reward for eligible members who have six CTC visits by 15 months
- \$25 reward for eligible members who have two CTC visits between 16 months and 30 months
- \$25 reward each year for eligible members 3 – 21 who have a CTC exam

### LivingWell Kid Kits

Wellness kits designed to help kids 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.

### Management of Maternity Services (MOMS) program with incentives

- \$75 reward for eligible members for early prenatal care
- \$75 reward for eligible members who have a timely postpartum visit
- \$25 reward 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 member 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 the **Pregnancy Advisor Nurse Line**, call **612-676-3326** or **1-855-260-9708** (TTY **711**).

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.

### Fitness benefits

Members have [fitness and wellness](#) options to stay active and well, such as Health Club Savings for eligible members 18 and older.

### SEATS Program

Members who are pregnant (starting at 7 months gestation) and children under 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 6 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.

### 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.

### Quit smoking and vaping program

Available to UCare members 13 and older at no charge. Includes [help to quit smoking](#), vaping or chewing tobacco through coaching over the phone, online or on the mobile app. Members can call the tobacco and nicotine quit line at **1-855-260-9713** or visit [myquitforlife.com/ucare](https://myquitforlife.com/ucare). The tobacco and nicotine quit line is available 24 hours a day, seven days a week.

## Disease management

Members can call the **UCare Disease Management Line** at **612-676-6539** or **1-866-863-8303** for more information about disease management programs.

**Asthma:** Members 5 – 64 with an asthma diagnosis may participate in our Asthma Education Program. Members receive asthma education and support through telephone calls with an asthma educator. Members are eligible to receive a reward for program participation.

**Asthma or diabetes:** Enrolled members receive scheduled Interactive Voice Response or text messaging chronic condition education.

**Diabetes and heart failure:** Members with a diabetes or heart failure diagnosis 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.

**Migraine:** Members 18 and older with a migraine diagnosis can work one-on-one with a health coach over the phone to learn more about migraine management, set goals for self-management and receive expert support through the program. Migraine management tools including a headache management book and migraine action plan are provided to participating members.

**General wellness, diabetes or hypertension:** Brook Health Companion app helps members manage their general wellness, diabetes, hypertension or other chronic condition from their smartphone. Members can engage with an app that assists members with education, healthy lifestyle, meal planning, accountability, health coaching within the app and medication reminders. Additional programs to assist in maintaining and improving health are available, including Boost for Better Health (building healthy habits), Boost for Better Blood Sugar (support for Type 2 diabetes), Boost for Better Blood Pressure and Stress Management. Visit [ucare.org/brook](http://ucare.org/brook) for access information.

## Mental health

Members have coverage for [mental health and substance use disorder services](#). County staff may call **UCare Customer Service** at **612-676-3200** or **1-800-203-7225** for provider information.

UCare has a **Mental Health and Substance Use Disorder Triage Line**, **612-676-6533** or **1-833-276-1185**, available Monday – Friday, 8 am – 5 pm for all UCare members, providers, tribes, counties and care coordinators. This line includes an option for scheduling, help finding providers and after-hours support.

Contact Annie Halland, MPH, County, Tribal and Public Health Manager, with questions: [ahalland@ucare.org](mailto:ahalland@ucare.org) or 612-676-3317

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## Heart failure at-home monitoring program

Provides remote monitoring designed to help manage Congestive Heart Failure (CHF). 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 health plan care team or physicians as necessary to assist members with their chronic condition.

## Dental health

Eligible members can earn a \$25 reward 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**.

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.

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** (TTY **1-800-627-3529**).

## Transportation

Members can call the **UCare Health Ride** transportation program to arrange transportation to and from medical and dental clinic appointments at **1-800-864-2157**.

## Interpreter services

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.

## Billing questions

Contact the **UCare Provider Assistance Center** with billing questions at **612-676-3300** or **1-888-531-1493**.

