



2021 UCare COVID-19 vaccine drive-thru clinic



Spring 2022

Member Update

**We are UCare —
going the extra mile for you**

We remain focused on keeping our promise to you. That means providing service you expect and helping you access the care you need. We de-complicate, advocate and always go the extra mile to help you, our loyal members. You are at the center of all we do. Know that you can count on us in times of need. We're here for you and can help you understand what you need to do to get vaccinated, stay safe and get the care you need.

In 2021, UCare supported 80 COVID-19 vaccine clinics and administered 8,300 vaccines, holding drive-through clinics at UCare and using the UCare Healthmobile, in partnership with the Stairstep Foundation.

Get your COVID vaccine or booster if you qualify.

Inside this issue

President and CEO letter

UCare by the numbers

Report to the Community

COVID-19 booster facts



people powered health plans

We're here for you.

Dear members,

Welcome spring — a season of renewal, time of change and hope for things to come. In my winter issue letter to you, I introduced myself as Interim President and CEO. I am humbled and honored to announce that I've been selected to permanently serve in this role for UCare. I am inspired and committed to do my best to serve you, our loyal members, and the community overall.

We are grateful you've selected us as your health plan. Whether you've been a member for many years, are new to UCare or anywhere in between, we thank you. I promise to work every day on behalf of UCare's commitment to providing a path to your best health.

I am passionate about UCare's mission and will ensure you receive access to the best possible care when you need it. It's been a tough couple years for many of us. Most have been touched by the impact of COVID-19. Know that we are grateful for your strength and resilience during the pandemic and beyond.

In this issue, we present our 2021 annual report to the community. As you'll see, UCare remains strong and stable in its 38th year of service to you. We want you and your family to be healthy, too. We encourage you to schedule and keep your preventive care visits and screenings, and to get your COVID-19 vaccine or booster if you haven't already done so.

It's an honor to be your health plan and cover your health care needs. For 38 years, you've given us a reason to work hard for you. Here's to many more.



With appreciation,



Hilary Marden-Resnik
President and CEO

UCare 2021, by the numbers

580,000+ members

1,173,809

visits to fitness and activity centers (includes virtual fitness visits)

8,650,626

prescriptions covered

3,233

community education class discounts

2,793

car seats distributed with safety education instructions

41,769

interpreter-assisted phone calls

38,455

members used the over-the-counter benefit for nearly **\$3 million** in savings

39,257

rewards for preventive care and screenings

4,979

pregnant and postpartum members helped via outreach calls

18,088

healthy food discounts were redeemed for a savings of **\$19,475**

Upcoming UCare community events

UCare is excited to be back in the community! Come say hi to some of your friendly UCare de-complicators — and bring home some gifts in our famous UCare tote bags — at any of the following events:

- **Celebrate Northeast Parade**
Tuesday, June 21
Northeast Streets, Minneapolis
- **Twin Cities PRIDE Festival**
Saturday, June 25 – Sunday, June 26
Loring Park, Minneapolis
- **State Fair Stretch & Stroll**
Thursday, Sept. 1
Minnesota State Fairgrounds, St. Paul
- **Made in the Shade: Walk, Run & Roll**
Saturday, Sept. 17
Lake Bde Maka Ska, Minneapolis

Twin Cities Mobile Market

UCare is also proud to support Twin Cities Mobile Market (TCMM), a grocery store on a bus that brings affordable, healthy foods to neighborhoods that don't have access to supermarkets, grocery stores or food shelves. Each year, TCMM serves over 10,000 customers across St. Paul and Minneapolis. Learn more at thefoodgroupmn.org/groceries/twin-cities-mobile-market.



UCare is an independent, nonprofit health plan provider serving more than 580,000 Minnesota and Wisconsin residents. Founded in 1984, UCare serves individuals and families shopping on MNsure, Medicare and Medical Assistance enrollees, and adults with disabilities.



Senior Leadership

Hilary Marden-Resnik

President and Chief Executive Officer

Beth Monsrud

Senior Vice President and Chief Financial Officer

Pat Schmitt

Senior Vice President and Chief Administrative Officer

Julia Joseph-Di Caprio, M.D.

Senior Vice President and Chief Medical Officer

Daniel Santos, Esq.

Senior Vice President and Chief Legal Officer

Ghita Worcester

Senior Vice President of Public Affairs and Chief Marketing Officer

Darin McDonald

Senior Vice President and Chief Information Officer

Board of Directors

James Pacala, M.D., Chair

Myron Frans

Allison O'Toole

James Van Vooren, M.D., Vice Chair

John Gross

Robert Riskin

Patricia (Pita) Adam, M.D.

P. Jay Kiedrowski

William Roberts, M.D.

Jeff Bangsberg

Teresa McCarthy, M.D.

Michael Wootten, M.D.

Charity Bennett

Peter J. Mitsch

Tom DePhillips

Patricia Nelson

Consumer leadership on our board

UCare reserves seats on our Board of Directors for members. Here are members serving in this role.

John Gross was elected to UCare's Board in 2013 and 2016. A former Director of Health Care Policy with Minnesota's Department of Commerce, John is a UCare Medicare member serving on UCare's Senior Member Advisory Committee and the Board's Compensation and Compliance Committees.

Charity Bennett was elected to the Board in 2016. Charity is a UCare Special Needs BasicCare member and advocate for brain injury and disabilities issues. Charity serves on the Board's Governance Committee and is a member of UCare's Disability Advisory Council.

Jeff Bangsberg was elected to the Board in 2020 and serves on the Compliance Committee. He also serves as Board Chair for the Metropolitan Center for Independent Living and Board Member for the Metropolitan Area Agency on Aging. Jeff's lengthy career as a policy expert and advocate for the disability community includes facilitating UCare's Disability Advisory Council.

Patricia Nelson was elected to UCare's Board in 2018. Patricia's health care experience includes management positions at Wyckoff Heights Hospital and Kings County Hospital Center (Addictive Treatment Center), both in Brooklyn, NY. She is a current member of UCare's Medicaid Member Advisory Committee.

Robert Riskin was elected to the Board in 2018. A current UCare Medicare member, Robert joined UCare's Senior Member Advisory Committee in 2016 and also serves on the Compensation Committee. He has held several leadership roles in business throughout his career and is a contributing writer to national publications.

P. Jay Kiedrowski served as UCare's At-Large Director from 2009 to 2019 and became a consumer director in 2019. He is a senior fellow at the University of Minnesota's Humphrey School of Public Affairs, and currently sits on UCare's Executive and Finance & Audit Committees, and serves as Chair of the UCare Foundation Council.

2021 Annual Report

UCare Summarized Statement of Revenue and Expenses

	2021	2020
Revenues		
Premiums Earned	\$4,994,598,190	\$4,176,922,987
Investment Income and Other	46,309,129	49,860,904
Total Revenues	\$5,040,907,319	\$4,226,783,891
Expenses		
Medical and Hospital Services	\$4,549,723,151	\$3,715,237,513
Administrative Expenses	424,760,041	378,330,549
Total Expenses	\$4,974,483,192	\$4,093,568,062
Revenue Over Expenses	\$66,424,127	\$133,215,829

UCare Summarized Balance Sheet

	2021	2020
Assets		
Cash and Investments	\$1,017,252,933	\$1,064,870,898
Receivables, Net	443,422,482	255,396,002
Prepaid Expenses	7,281,462	11,066,201
Property and Equipment, Net	106,872,669	94,791,258
Restricted Assets	58,012,581	58,006,550
Other	1,829,373	1,801,332
Total Assets	\$1,634,671,500	\$1,485,932,241
Current Liabilities and Net Assets		
Claims and Settlements Payable	\$631,384,610	\$545,068,597
Trade Payable and Other	31,933,308	47,789,627
Accrued Taxes and Assessments	20,251,988	16,715,940
Accrued Compensation	17,002,245	16,279,980
Unearned Premiums	17,909,408	11,497,425
Total Current Liabilities	\$718,481,559	\$637,351,569
Long Term Liabilities	29,276,684	28,091,542
Net Assets	886,913,257	820,489,130
Total Liabilities and Net Assets	\$1,634,671,500	\$1,485,932,241

years ended December 31, 2021 and 2020

One Pass fitness program

One Pass is a fitness membership for your body and mind, available at no extra cost.* You'll get access to fitness locations nationwide. Plus brain training and social activities to support your fitness goals — all with the convenience of a single membership.

Your One Pass membership includes:

- More than 800 fitness locations in Minnesota and 20,000 fitness locations nationwide
- More than 20,000 on-demand and live-streaming fitness classes
- Workout builders to create your own workouts and walk you through each exercise

- A home fitness kit, for members who are physically unable to visit or who reside at least 15 miles outside a participating fitness location
- An online brain-training program to help improve memory, attention and focus

*Does not include Prepaid Medical Assistance Program (PMAP), Individual & Family Plans and MinnesotaCare members.

Find your gym or for more information, call 1-877-504-6830, TTY 711, 8 am – 9 pm, Monday – Friday or visit [ucare.org/onepass](https://www.ucare.org/onepass).

Community education discounts

Community education classes are a great way to try something new. You can learn a new skill while meeting individuals with similar interests in your community. It's all part of leading a healthy, well-balanced life. UCare members can get up to a \$15 discount on most community education classes offered in Minnesota.

In 2021, 1,048 UCare members took 3,233 classes and saved over \$37,000!

Check a local community education catalog or contact your local school district for class times and locations.

For more information, visit [ucare.org/fitness](https://www.ucare.org/fitness).

Get rewarded for taking care of your health

As a UCare member, you can earn rewards for taking care of your health. Depending on your plan, you can get rewards for completing your annual wellness checks, dental visits and important health screenings. Preventive care and screenings are vital to your long-term health. Annual screenings can help detect health problems early, when they're easier to treat.

You can find out what rewards you may be eligible for and redeem preventive care awards online. Sign in or create an account at member.ucare.org. Click on *Health & Wellness*, then select *Rewards & Allowance* for more information.

Reward vouchers apply to current members only. Members must be enrolled in an eligible UCare plan at the time of the exam, test or screening and at the time of redemption.

The date of service must be completed during the year listed on the voucher. Limit one reward per program per calendar year. If you're not sure what your plan is called, check the front of your member ID card and look for your "care type."

Learn more at [ucare.org/rewards](https://www.ucare.org/rewards).



COVID-19 booster facts



As we enter our third year of the pandemic, it's more important than ever to get the COVID-19 vaccine and booster. The Centers for Disease Control and Prevention (CDC) recommends vaccines for everyone age five and older. Boosters are recommended for age 12 and older when you are eligible.

All about boosters

- **If you got Johnson & Johnson:** People 18 and older who got the Johnson & Johnson vaccine should get a booster shot at least two months after their single dose. The CDC recommends Pfizer or Moderna for your booster, rather than Johnson & Johnson.
- **If you got Moderna:** People 18 and older who got the Moderna vaccine should get a booster at least five months after their primary series of vaccine.
- **If you got Pfizer:** People 12 and older who got the Pfizer vaccine should get a booster shot at least five months after their primary series of vaccine. If you are age 12 – 17 and getting a booster, you must receive a Pfizer booster shot.

Should you get a second booster?

As of April 2022, the CDC advises that people 50 and older can get a second booster dose of either Moderna or Pfizer four months after their first booster. This also applies to people 12 – 49 with certain health conditions, and people 18 and older who received a Johnson & Johnson vaccine and booster shot.

Get the latest on vaccines, coverage and how to get free over-the-counter COVID-19 tests

Visit ucare.org/covid19. You can also call the UCare vaccine hotline at 1-833-951-3189, TTY 1-800-688-2534.

Interested in sharing your voice? Help power UCare.



You can help us build better health plans. We're looking for UCare members to join an advisory council meeting up to three times per year. **Participants receive a \$55 stipend and lunch.**

2022 UCare Advisory Committee schedule

- **MinnesotaCare (MnCare) and Prepaid Medical Assistance Program (PMAP):** July 21, October 27
- **UCare Connect (SNBC) and UCare Connect + Medicare (HMO D-SNP):** June 2, October 13
- **UCare Medicare:** June 9, September 29
- **Individual & Family Plans Advisory Committee:** Dates to be determined and listed at ucare.org/getengaged

Dates subject to change.

Open comment time held at each meeting for members and their caregivers. Please call in or email your comment or question at least one week in advance.

Learn how you can get involved at ucare.org/getengaged or email getengaged@ucare.org.

Mental health and substance use disorder help

UCare's Mental Health and Substance Use Disorder Triage and Access lines offer:

- Help during a crisis
- Substance use assessment and referrals to treatment
- Referrals to Mental Health and Substance Use Disorder Case Management
- Connections to community resources
- A listing of in-network mental health and substance use providers
- Assistance scheduling an appointment with a mental health and/or substance use provider

Call 1-833-276-1185, TTY 1-800-688-2534
8 am – 5 pm, Monday – Friday.

If you leave a message outside of business hours, a UCare representative will call you back the next business day.

UCare provides free language assistance. Call the phone number located on the back of your member identification card for assistance.

UCare ofrece servicios gratuitos de asistencia de idiomas. Llame al número de teléfono que aparece en el reverso de su tarjeta de identificación de miembro para obtener ayuda.

يوكير يقدم مساعدة لغوية مجاناً اتصل بالرقم الذي تجده خلف بطاقة الهوية الخاصة بك للمساعدة

UCare muab kev pab cuam txhais lus dawb. Hu rau tus naj npawb xov tooj nyob rau sab nraum qab ntwam koj daim npav Txheej Tus Kheej Rau Tswv Cuab rau kev pab.

UCare deeggarsa afaanii bilisaa ni qopheessa. Deeggarsaaf lakkoofsa bilbilaa dugda kaardii Eenyummeessaa Miseensaa keessanii irratti argamu irratti bilbilaa.

UCare предоставляет бесплатную языковую помощь. Для получения помощи позвоните по номеру телефона, указанному на обратной стороне вашей идентификационной карточки участника.

UCare waxay bixisaa caawimaada xaga luuqada ah oo bilaash ah. Wac lambarka taleefanka ku qoran dhabarka danbe ee kaarkaaga Aqoonsiga Macmiilka si lagu caawiyo.

UCare cung cấp dịch vụ hỗ trợ ngôn ngữ miễn phí. Hãy gọi số điện thoại ghi ở mặt sau Thẻ Hội viên của quý vị để được hỗ trợ.

UCare ផ្តល់ជំនួយផ្នែកភាសាដោយឥតគិតថ្លៃ។ ហៅទៅលេខទូរសព្ទ ដែលមាននៅលើផ្នែកខាងក្រោយនៃកាតសម្គាល់សមាជិករបស់អ្នកសម្រាប់ជំនួយ។

UCare 免费提供语言帮助。如需帮助，请拨打位于会员卡背面的电话号码。

UCare fournit gratuitement une assistance linguistique. Pour obtenir de l'aide, veuillez appeler le numéro de téléphone figurant au dos de votre carte de membre.

UCare ໃຫ້ຄວາມຊ່ວຍເຫຼືອດ້ານພາສາໂດຍບໍ່ເສຍຄ່າ. ໂທໄປທີ່ເລກໝາຍໂທລະສັບ ທີ່ຢູ່ດ້ານຫຼັງບັດປະຈຳຕົວສະມາຊິກຂອງທ່ານ ເພື່ອຂໍຄວາມຊ່ວຍເຫຼືອ.

Civil Rights Notice

Discrimination is against the law. UCare does not discriminate on the basis of any of the following:

- race
- color
- national origin
- creed
- religion
- sexual orientation
- public assistance status
- age
- disability (including physical or mental impairment)
- sex (including sex stereotypes and gender identity)
- marital status
- political beliefs
- medical condition
- health status
- receipt of health care services
- claims experience
- medical history
- genetic information

Auxiliary Aids and Services

UCare provides auxiliary aids and services, like qualified interpreters or information in accessible formats, free of charge and in a timely manner, to ensure an equal opportunity to participate in our health care programs. Contact UCare at 612-676-3200 (voice) or 1-800-203-7225 (voice), 612-676-6810 (TTY) or 1-800-688-2534 (TTY).

Language Assistance Services

UCare provides translated documents and spoken language interpreting, free of charge and in a timely manner, when language assistance services are necessary to ensure limited English speakers have meaningful access to our information and services. Contact UCare at 612-676-3200 (voice) or 1-800-203-7225 (voice), 612-676-6810 (TTY) or 1-800-688-2534 (TTY).

Civil Rights Complaints

You have the right to file a discrimination complaint if you believe you were treated in a discriminatory way by UCare. You may contact any of the following agencies directly to file a discrimination complaint.

U.S. Department of Health and Human Services' Office for Civil Rights (OCR)

You have the right to file a complaint with the OCR, a federal agency, if you believe you have been discriminated against because of any of the following:

- race
- color
- national origin
- age
- disability
- sex
- religion (in some cases)

Contact the OCR directly to file a complaint:

U.S. Department of Health and Human Services'
Office for Civil Rights
200 Independence Avenue SW
Room 515F
HHH Building
Washington, DC 20201
Customer Response Center: Toll-free: 800-368-1019
TDD 800-537-7697
Email: ocrmail@hhs.gov

Minnesota Department of Human Rights (MDHR)

In Minnesota, you have the right to file a complaint with the MDHR if you believe you have been discriminated against because of any of the following:

- race
- color
- national origin
- religion
- creed
- sex
- sexual orientation
- marital status
- public assistance status
- disability

Contact the MDHR directly to file a complaint:

Minnesota Department of Human Rights
540 Fairview Avenue North, Suite 201
St. Paul, MN 55104

651-539-1100 (voice)
800-657-3704 (toll free)
711 or 1-800-627-3529 (MN Relay)
651-296-9042 (Fax)
Info.MDHR@state.mn.us (Email)

Minnesota Department of Human Services (DHS)

You have the right to file a complaint with DHS if you believe you have been discriminated against in our health care programs because of any of the following:

- race
- color
- national origin
- creed
- religion
- sexual orientation
- public assistance status
- age
- disability (including physical or mental impairment)
- sex (including sex stereotypes and gender identity)
- marital status
- political beliefs
- medical condition
- health status
- receipt of health care services
- claims experience
- medical history
- genetic information

Complaints must be in writing and filed within 180 days of the date you discovered the alleged discrimination. The complaint must contain your name and address and describe the discrimination you are complaining about. After we get your complaint, we will review it and notify you in writing about whether we have authority to investigate. If we do, we will investigate the complaint.

DHS will notify you in writing of the investigation's outcome. You have the right to appeal the outcome if you disagree with the decision. To appeal, you must send a written request to have DHS review the investigation outcome. Be brief and state why you disagree with the decision. Include additional information you think is important.

If you file a complaint in this way, the people who work for the agency named in the complaint cannot retaliate against you. This means they cannot punish you in any way for filing a complaint. Filing a complaint in this way does not stop you from seeking out other legal or administrative actions.

Contact DHS directly to file a discrimination complaint:

Civil Rights Coordinator
Minnesota Department of Human Services
Equal Opportunity and Access Division

P.O. Box 64997
St. Paul, MN 55164-0997
651-431-3040 (voice)
or use your preferred relay service

UCare Complaint Notice

You have the right to file a complaint with UCare if you believe you have been discriminated against in our health care programs because of any of the following:

- medical condition
- health status
- receipt of health care services
- claims experience
- medical history
- genetic information
- disability (including mental or physical impairment)
- marital status
- age
- sex (including sex stereotypes and gender identity)
- sexual orientation
- national origin
- race
- color
- religion
- creed
- public assistance status
- political belief

You can file a complaint and ask for help in filing a complaint in person or by mail, phone, fax, or email at:

UCare
Attn: Appeals and Grievances
PO Box 52
Minneapolis, MN 55440-0052

Toll free: 1-800-203-7225
TTY: 1-800-688-2534
Fax: 612-884-2021
Email: cag@ucare.org

American Indians can continue or begin to use tribal and Indian Health Services (IHS) clinics. We will not require prior approval or impose any conditions for you to get services at these clinics. For elders age 65 years and older this includes Elderly Waiver (EW) services accessed through the tribe. If a doctor or other provider in a tribal or IHS clinic refers you to a provider in our network, we will not require you to see your primary care provider prior to the referral.

UCare's MSHO (HMO D-SNP) is a health plan that contracts with both Medicare and the Minnesota Medical Assistance (Medicaid) program to provide benefits of both programs to enrollees. Enrollment in UCare's MSHO depends on contract renewal.

