



people powered health plans



**Diana**  
UCare de-complicator

paid actor

Winter 2021

## 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.

**Get your COVID vaccine, take care and be well.**

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Dear members,

It continues to be our honor to be selected as your health plan — helping you stay safe and healthy, especially during the pandemic.

I am pleased to introduce myself as UCare's Interim President and CEO. Mark Traynor, UCare's former President and CEO, has moved on to become a secondary school social studies teacher. We are proud of Mark for following his heart and grateful for all he did for our members during his 22 years with UCare.

In my new role, I will carry on UCare's vision and commitment to providing a path to your best health. I've been at UCare since 2010 as Senior Vice President and Chief Administrative Officer, overseeing areas such as operations, technology and human resources. I have a Master of Arts degree in Human Resources Management as well as a law degree, and a passion for mission-driven workplace cultures like ours.

I am so grateful to work with UCare's experienced, people powered senior leaders and Board of Directors. Together with our talented workforce, we will continue serving you high-quality, affordable and best-in-class health coverage — like our 2022 UCare Medicare Plans that have earned a 5 out of 5-Star quality rating from Medicare\* — placing us among the top 16% of Medicare plans nationally.

Positive member experience and your satisfaction helped produce these amazing results. Thank you for giving us a reason to come to work for you every day. Please read on for year-end 2021 highlights.

We wish you happy holidays and a healthy new year.



With appreciation,

Hilary Marden-Resnik  
Interim President and CEO

\*Every year, Medicare evaluates plans based on a 5-Star rating system.



## 2021 UCare awards

- **Dr. Julia Joseph-Di Caprio**, Senior Vice President and Chief Medical Officer was selected by the *Minneapolis/St. Paul Business Journal* as one of their 2021 Women in Business honorees. She was also honored by the University of Minnesota School of Public Health with a 2021 Alumni Award of Merit.
- **Margie Lindberg**, Vice President of Marketing, Sales and Product Management, was named a Notable Executive in Marketing by *Twin Cities Business* for her ability to create significant, positive and measureable results.
- **Daniel Santos**, Senior Vice President and Chief Legal Officer, was selected by *Minnesota Lawyer* to receive its In-House Counsel Award for his contributions to the legal profession.
- **Annie Halland**, County, Tribal and Public Health Manager received the 2021 Albert Justus Chesley Award from The Minnesota Public Health Association (MPHA).
- UCare earned top honors in the **2021 Aster Awards** for two marketing campaigns. UCare's "Diverse Communities Outreach Campaign" and "Adapting Creative for COVID TV Ads" each won a Gold Award.
- For the 12th straight year, UCare was named a **Star Tribune Top 175 Workplace**.

## 2021 UCare highlights

### COVID-19 support

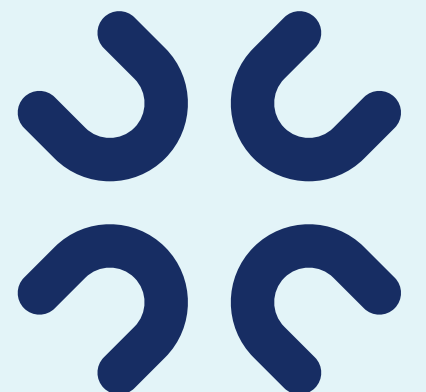
- UCare was the first Minnesota health plan to offer an **incentive for COVID-19 vaccines to Medicaid members**, who received a \$25 reward card. In response to accessibility barriers faced by many of our members, UCare's community outreach team also proactively called unvaccinated members to help them find the vaccine in their community, get signed up for the Minnesota COVID-19 Vaccine Connector or answer questions about the vaccine.
- On the ground, UCare joined a national effort to **vaccinate 2 million high-risk seniors in 100 days**. We embarked on an ambitious plan to help as many eligible members as possible receive their COVID-19 vaccine. The plan included working with trusted community leaders from diverse communities to engage UCare members and build confidence in the COVID-19 vaccine. 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.

### Community support and health equity

- UCare funded more than **20,000 meals** for Minnesotans to **Second Harvest Heartland**. Since the onset of the pandemic, 1 in 8 Minnesotans have experienced hunger (up from 1 in 11 prior to COVID-19). To offset this hungry winter, UCare is supporting the Minnesota Central Kitchen and winter markets. The state's leading hunger relief organization Second Harvest Heartland notes that no one can grow, maintain good health or reach their full potential if they are hungry.
- UCare and Stratis Health enhanced the online **Culture Care Connection center** with timely tools, resources and training about social drivers of health and cultural inequities.
- UCare hired Associate Vice President of Equity and Inclusion, **Joy Marsh**, to build on our long-standing commitment to diversity. Marsh leads UCare's Diversity, Equity and Inclusion (DEI) initiatives increasing our accountability and leadership of these efforts.
- UCare and GEDWorks partnered to provide UCare members a second chance to earn their **GED® (General Educational Development) credentials**.

### Health plan news

- **Hilary Marden-Resnik** was appointed to the role of Interim President and CEO of UCare, succeeding Mark Traynor who moved on to become a secondary school social studies teacher after 22 successful years at UCare.
- UCare strategically invested in **Lifespark's** industry leading senior care technology platform and care model to serve Minnesota seniors holistically. This provides a window into our members' whole life, allowing us to understand what matters to them.



# COVID-19 vaccine facts

It's important to get the COVID-19 vaccine to protect you, your family and loved ones. We're here to focus on the facts and keep you informed about COVID-19.

"We know that the most important step we can take to end this pandemic is to get every eligible person vaccinated," says Dr. Scott Kammer, UCare Medical Director. "Thank you for making the very important decision to do so. In addition to improving your own health, getting vaccinated helps those family, friends, and community members around you."

## Children

The Centers for Disease Control and Prevention (CDC) recommends everyone age five and older get a COVID-19 vaccination. It's important for children to get vaccinated to help keep them in school, sports and other activities they love. Once vaccinated, they don't have to stay home if exposed to COVID-19 (unless they're showing symptoms) and don't have to get tested as often.

## Pregnant or thinking about having kids

You're more likely to get a severe case of COVID-19 if you are pregnant compared with those who are not pregnant. The CDC strongly recommends you get the COVID-19 vaccine if you are pregnant, breastfeeding or trying to get pregnant. Also, the CDC has seen no evidence that the vaccines affect having kids in the future.

## Vaccine eligibility

The Pfizer vaccine has Food and Drug Administration (FDA) emergency use authorization among children ages 5–15 and has FDA approval for people 16 and older. The Moderna and Johnson & Johnson vaccines have authorization for emergency use for everyone 18 and older.

You can visit the Minnesota Department of Health website to find vaccination sites closest to you. You can also get help from UCare in making an appointment by calling 1-833-951-3189 (TTY users call 1-800-688-2534), including help with transportation or translation.

## Booster shots

If you got the Johnson & Johnson vaccine, you should get a booster shot at least two months after the first dose.

If you received a Moderna vaccine, you should get a booster shot at least six months after the second dose if you are 18 and older. If you got the Pfizer vaccine and are 16 or older, you should get a booster shot at least six months after the second dose.

Officials have authorized the "mixing and matching" of COVID-19 boosters for those over 18. This means you can get any of the three booster shots, Pfizer, Moderna or Johnson & Johnson, no matter what vaccine you originally received. If you are 16 or 17 and getting a booster, you must receive a Pfizer booster shot. The booster shot is covered at no cost to you.

## Don't forget the flu

Remember, when scheduling your vaccine or booster shot, you can schedule your flu shot as well to stay protected. You can even get your flu shot in the same visit as your COVID-19 vaccine.

## Additional questions?

Check out our online resource where you can learn all the latest on COVID-19 vaccines, testing, coverage and more. Visit [ucare.org/covid19](https://ucare.org/covid19).

With a member account, you can also:

- Pay your premium online
- View invoices and payment history
- Access health plan forms and documents
- Look up, print and order copies of your member ID card

# Keep up with preventive care

It's important to visit your doctor regularly for preventive care to stay healthy. Preventive care helps your doctor catch health problems before you feel sick, when many conditions are easier to treat. Your UCare health plan helps you take control of your health with important preventive care, like routine exams, screenings and vaccines. UCare covers 100% of these services.

## Preventive services include:

- Annual exams
- Blood pressure checks
- Certain vaccines
- Dental visits
- Lab tests
- Screenings for certain cancers

Talk with your doctor about what health screenings are right for you. Be sure to schedule your preventive care visits today. There is no additional cost to you when you visit an in-network doctor or clinic. To find an in-network doctor or clinic, visit [ucare.org](https://ucare.org).

## Questions about covered services or costs?

We have answers. Call the Customer Service number on the back of your member ID card.

# Expanded fitness options with One Pass

One Pass fitness program is available at no additional cost to most UCare members.\*

We take member feedback seriously. Members like you told us they wanted more flexible fitness options. We listened. In 2022, you're getting a fitness upgrade to One Pass — the complete fitness solution for your body and mind.

## How to get started

On January 1, 2022, you can start using your new One Pass membership. To get your One Pass member code, visit [ucare.org/onepass](https://ucare.org/onepass) or call 1-877-504-6830 (TTY 711), 8 am – 9 pm, Monday – Friday. Bring this code to a participating fitness location to set up your 2022 membership.

If you need help or have questions after January 1, 2022, you can call One Pass customer service at the phone number listed above.

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



## More locations

Access to more than 800 participating locations in Minnesota and more than 20,000 nationwide.



## More choices

Try out new exercises with more than 20,000 on-demand and livestream fitness class options. Build a routine that's right for you with the online workout builder tool.



## More focus

Keep your mind agile with personalized online brain training. Exercises can help improve memory, attention, focus and speed.



## More connections

Access to social activities, community classes and online and in-person events in your area.

**Home fitness kits are available to members who are physically unable to visit or who reside at least 15 miles outside a participating fitness location.**

# The easy answer to your plan questions

Have a question about your UCare plan? Getting an answer is easier than ever with the secure messaging feature in your member account. You can quickly connect with the customer service team by sending a message in the "Support" section.

To sign up, go to [ucare.org](https://ucare.org) and click "Log in". All you'll need is an email address and your UCare member ID number.

# Managing care, pharmacy benefits and coverage decisions

**Complex Case Management** – UCare provides short term/intensive medical case management services for UCare Medicare, Individual & Family Plans and PMAP/MnCare members with more than one complex health condition. We typically work with members who have a new critical medical event, multiple medical diagnoses with challenges or frequent/long admissions. We want to help members improve their health and quality of life, and to be involved in managing their health care.

In addition to our medical case management services to UCare members, we provide complex case management to support pregnant members with high risk medical complications and/or multiple risk factors impacting pregnancy and the birth of their child. We want to support all of our members to have the healthiest pregnancy possible.

UCare's Complex Case Managers are Registered Nurses who provide education, support the provider treatment plan, assist with transitions of care, help access services, remove barriers, and is a partner in developing a member's UCare care plan. We encourage members or caregivers to contact us to learn if a member qualifies for this program. If members do not meet complex case management program criteria, we may refer them to one of our disease management programs or a community program to meet our member's needs.

UCare Medicare and Individual & Family Plans: 612-676-6538

PMAP/MnCare: 612-676-6512

Maternal & Child Health/High Risk Pregnancy: 612-676-3326, option #1 or email [maternitynotification@ucare.org](mailto:maternitynotification@ucare.org)

**Pharmacy Benefits** – Members enrolled in a plan with a pharmacy benefit receive coverage for drugs included in that plan's list of covered drugs or formulary. We develop these lists with a team of health care providers. Each plan list includes medications believed to be a necessary part of a quality treatment program. Members must use network pharmacies to get prescribed medications.

For the most current drug lists and benefit information, see the plan resources link at the top of our website, find the member's plan, and click Formulary. Included is drug tier and cost share information as well as limits or restrictions, such as prior authorization, quantity limit and step therapy requirements. Also included is generic substitution information and how to request a formulary exception.

**Utilization Management** – This function supports our goal to provide the right care at the right time to our members. Members can access utilization management staff Monday – Friday, 8 am – 5 pm. If a UCare staff member does not answer, members can leave a voicemail. Voicemail is available after business hours and UCare staff will respond the following business day. Interpreter services are available 24 hours a day, seven days a week by calling Customer Service at 612-676-3600 or 1-877-523-1515 toll free.

Medical and Pharmacy Utilization Management: Call 612-676-6705 or 1-877-447-4384 toll free. Fax to 612-884-2499. TTY users call 612-676-6810 or 1-800-688-2534 toll free.

Mental Health and Substance Use Disorder Utilization Management: Call 612-676-6533 or 1-833-276-1185 toll free. Fax to 612-884-2033. TTY users call 612-676-6810 or 1-800-688-2534 toll free.

**Care Management** – UCare offers care management services to eligible members at no cost. Eligibility for care management may be due to the product in which you are enrolled or based upon need as evidenced by UCare claims data. If you are eligible for care management services, you should have received a welcome letter with contact information from your care coordinator or case manager. Care management is voluntary.

Go to [ucare.org/important-coverage-information](https://ucare.org/important-coverage-information) or call Customer Service at the number on the back of your UCare ID card.

## Care Management services

Plan	Who do I contact?	Eligibility for services	Service provided
UCare Medicare Advantage	CCM Phone Line 612-676-6538	Identified through claims	Case Management – partner with a Registered Nurse via telephone to discuss concerns about your health, gaps in care and social needs. Your Case Manager will do an assessment to help identify your needs. Your Case Manager can help locate resources for you. A plan of care is developed with you to help you achieve your goal(s) toward health and wellness. Your Case Manager will be able to share information about accessing a variety of wellness programs available to you.
EssentiaCare	Your clinic or primary care provider		
UCare Medicare with M Health Fairview & North Memorial Health			
Prepaid Medical Assistance Program (PMAP)	PMAP Phone Line 612-676-6512		
MinnesotaCare (MnCare)	CCM Phone Line 612-676-6538	All members eligible	Care Coordination – meet in person with a care coordinator to determine your care coordination needs, develop a plan of care to meet your needs, create a service plan showing the services you will receive, and talk about and coordinate any preventive care needs you have.
Individual & Family Plans	Your clinic or primary care provider		
Individual & Family Plans with M Health Fairview			
MN Senior Health Options (MSHO)	Your Care Coordinator		
MN Senior Care Plus (MSC+)			
UCare Advocate Choice and Advocate Plus (I-SNP)		Members who are not open to a waiver, ACT services or Targeted Case Management are offered a health risk assessment	Care Coordination – a care coordinator will complete a health assessment, develop a care plan that meets your current health care needs, and help you understand your benefits, access services and learn about health and wellness.
UCare Connect	Care Navigator Line 612-676-6502		
UCare Connect + Medicare	Care Navigator Line 612-676-6502	All members offered a health risk assessment	Care Coordination – a care coordinator will help connect you to services, complete an assessment and develop a care plan, and provide services that will keep you as healthy and independent as possible.

Please reach out to the appropriate representative in the grid above if you have questions about care management services or would like to opt out of care management services.

# Connecting members with mental health resources

We're here for you. Get the care you need when you need it with our UCare Access Line.

Our Access Line is staffed by experienced and caring individuals who can assist members in need of appointments.

UCare members can use the Access Line to get help with:

- Scheduling your same- or next-day visits
- Scheduling your telehealth appointments
- Scheduling and confirming your visits
- Determining your appointment needs

Call the Access Line 8 am – 5 pm, Monday – Friday at 612-676-6811 or 1-833-276-1191 (TTY users call 1-800-688-2534). If calling after hours, you can either be transferred to a clinician if in a crisis or you can leave a message for a call back next day.

The Access Line is provided by UCare's Mental Health and Substance Use Disorder Team to help our members get the appropriate care and support needed to get back to health and wellness.

## Help power UCare — join one of our advisory committees

You can help us build better health plans. Many UCare members participate on member advisory committees, fill out surveys or volunteer with us.

Open comment time is 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](https://ucare.org/getengaged) or email [getengaged@ucare.org](mailto:getengaged@ucare.org).

### 2022 UCare advisory committee schedule

- MinnesotaCare (MnCare) and Prepaid Medical Assistance Program (PMAP): March 24, July 21 and Oct. 20
- UCare Connect (SNBC) and UCare Connect + Medicare (HMO D-SNP): Feb. 3, June 2 and Oct. 13
- UCare Medicare: Feb. 17, June 9 and Sept. 29
- Individual & Family Plans advisory committee dates to be determined and listed at [ucare.org/getengaged](https://ucare.org/getengaged)

Dates subject to change. Meetings to be held virtually until further notice.

### 2021 Annual Election of Consumer Directors results

- Robert Riskin: 8581
- Patricia Nelson: 8833
- Blank/abstaining: 159
- Write-ins: 49

Robert and Patricia are two of the six Consumer Directors on the UCare Board of Directors.

### 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

You have the right to file a discrimination complaint if you believe you were treated in a discriminatory way by UCare. You can file a complaint and ask for help filing a complaint in person or by mail, phone, fax, or email at: UCare, 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](mailto:cag@ucare.org)

### 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 four 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:

Office for Civil Rights, U.S. Department of Health and Human Services

Midwest Region

233 N. Michigan Avenue, Suite 240 Chicago, IL 60601

Customer Response Center: 800-368-1019, TTY: 800-537-7697

Email: [ocrmail@hhs.gov](mailto:ocrmail@hhs.gov)

#### Minnesota Department of Human Rights (MDHR)

In Minnesota, you have the right to file a complaint with the MDHR if 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 800-627-3529 (MN Relay), 651-296-9042 (fax)

[Info.MDHR@state.mn.us](mailto: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
- religion (in some cases)
- age
- disability (including physical or mental impairment)
- sex (including sex stereotypes and gender identity)

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. 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 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

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) and UCare Connect + Medicare (HMO D-SNP) are 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 and UCare Connect + Medicare depends on contract renewal.

UCare Minnesota and UCare Health, Inc. are HMO-POS plans with Medicare contracts. Enrollment in UCare Minnesota and UCare Health depends on contract renewal.

EssentiaCare is a PPO plan with a Medicare contract. Enrollment in EssentiaCare depends on contract renewal. EssentiaCare is a registered trademark of Essentia Health non-profit corporation.

**Toll free 1-800-203-7225, TTY 1-800-688-2534**

**Attention. If you need free help interpreting this document, call the above number.**

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ملاحظة: إذا أردت مساعدة مجانية لترجمة هذه الوثيقة، اتصل على الرقم أعلاه.

**သတိ။ ဤတွဲရက်စာတမ်းအားအခမဲ့ဘာသာပြန်ပေးခြင်း အကူအညီလိုအပ်ပါက၊ အထက်ပါဖုန်းနံပါတ်ကိုခေါ်ဆိုပါ။**

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**請注意，如果您需要免費協助傳譯這份文件，請撥打上面的電話號碼。**

**Attention. Si vous avez besoin d’une aide gratuite pour interpréter le présent document, veuillez appeler au numéro ci-dessus.**

**Thov ua twb zoo nyeem. Yog hais tias koj xav tau kev pab txhais lus rau tsab ntaub ntawv no pub dawb, ces hu rau tus najnpawb xov tooj saum toj no.**

ဟ်သူဉ်ဟ်သးဘဉ်တက့ၢ်. ဝဲန့ၢ်လိဉ်ဘဉ်တၢ်မၤစၢၤကလိလၢတၢ်ကကျိးထံဝဲဒၣ်လံာ် တီလံာ်မိတခါအံၤန့ၢ်,ကိးဘဉ် လိတဲစီနီၢ်ဂံၢ်လၢထးအံၤန့ၢ်တက့ၢ်.

**알려드립니다. 이 문서에 대한 이해를 돕기 위해 무료로 제공되는 도움을 받으시려면 위의 전화번호로 연락하십시오.**

**ໂປຣດຊາບ. ຖ້າຫາກ ທ່ານຕ້ອງການການຊ່ວຍເຫຼືອໃນການແປເອກະສານນີ້ພຣີ, ຈົ່ງ ໂທໂປໂຫຍໄປທີ່ໝາຍເລກຂ້າງເທິງນີ້.**

**Hubachiisa. Dokumentiin kun tola akka siif hiikamu gargaarsa hoo feete, lakkoobsa gubbatti kenname bilbili.**

**Внимание: если вам нужна бесплатная помощь в устном переводе данного документа, позвоните по указанному выше телефону.**

**Digniin. Haddii aad u baahantahay caawimaad lacag-la’aan ah ee tarjumaadda (afcelinta) qoraalkan, lambarka kore wac.**

**Atención. Si desea recibir asistencia gratuita para interpretar este documento, llame al número indicado arriba.**

**Chú ý. Nếu quý vị cần được giúp đỡ dịch tài liệu này miễn phí, xin gọi số bên trên.**



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 [instagram.com/ucarehealthplan](https://instagram.com/ucarehealthplan)

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