



Your guide to 2022 UCare Prepaid Medical Assistance Program (PMAP)

Numbers to know

UCare Mental Health and Substance Use Disorder Services

For crisis support or ongoing help to manage a mental health or substance use condition.

612-676-6533 or 1-833-276-1185

TTY 1-800-688-2534

8 am – 5 pm, Monday – Friday

UCare Dental Connection

651-768-1415 or 1-855-648-1415

TTY 612-676-6810 or 1-800-688-2534

7 am – 7 pm, Monday – Friday

ucare.org/dentalconnection

UCare Mobile Dental Clinic

1-866-451-1555

TTY 1-800-627-3529

8 am – 4:30 pm, Monday – Friday

ucare.org/mdc

UCare 24/7 Nurse Line

1-800-942-7858

TTY 1-855-307-6976

UCare's Health Ride

612-676-6830 or 1-800-864-2157

TTY 612-676-6810 or 1-800-688-2534

7 am – 8 pm, Monday – Friday

In case of a medical emergency: 911

ucare.org/healthride

UCare Pregnancy Advisor Nurse Line

612-676-3326 or 1-855-260-9708

TTY 711

9 am – 5 pm, Monday – Friday

Other UCare services

(interpreters, accessible format)

612-676-3200 or 1-800-203-7225

TTY 711

24 hours a day, seven days a week

Tobacco and Nicotine Quit Line

1-855-260-9713

TTY 711

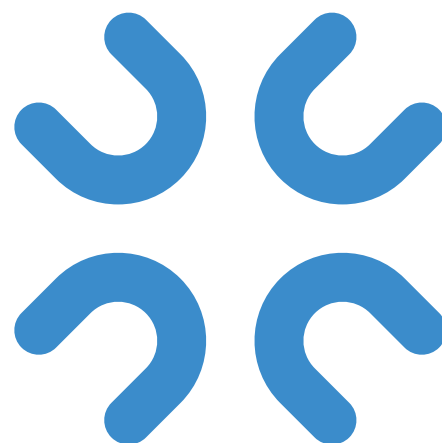
myquitforlife.com/ucare

Not sure where to start? Call PMAP Customer Service and they will help answer your questions.

612-676-3200 or 1-800-203-7225

TTY 612-676-6810 or 1-800-688-2534

8 am – 5 pm, Monday – Friday



Contents

- Welcome! 2**
 - Online member account 2
 - UCare PMAP Customer Service 2
 - Your UCare member identification (ID) card 3

- Understand your coverage 4**
 - Provider and prescription drug online search tool 4
 - Prescription drug benefits 5

- Where to get care 6**

- Make the most of your benefits 7**
 - Transportation options 7
 - Mental Health and Substance Use Disorder Services 7
 - Fitness and wellness benefits 8
 - Pregnancy resources 10
 - Disease management support 10
 - Other services 10
 - Quit Smoking and Vaping Program 10
 - Dental resources 11

- Living Well Kids Kits 13**

Welcome to UCare!

We're very happy to have you as a member of UCare Prepaid Medical Assistance Program (PMAP).

This guide will help you learn to use the benefits and features of your PMAP plan. Review it carefully, keep it handy and refer to it often.

PMAP offers many opportunities for you to improve your health. We hope you'll take advantage of all the wellness benefits and perks that are yours with this plan.

Have questions? Reach out and let us know. We always welcome your thoughts, comments and questions. Thank you for trusting us with your health care coverage needs.

Online member account

Set up your secure online member account at member.ucare.org.

Once you've registered, you'll be able to:

- Send questions securely to Customer Service by clicking on "Message Us"
- See, print and order your member ID card
- See your UCare plan materials to find out what is covered
- Send a secure medical message to our 24/7 WebNurse service
- Receive coverage updates and important health and wellness information
- Do a health assessment to understand your health
- Get access to discounts on wellness services and products
- Keep your contact information up to date



Customer Service

Call our Customer Service representatives for answers to your membership, benefit and service questions.

612-676-3200 or 1-800-203-7225

TTY 612-676-6810 or 1-800-688-2534

8 am – 5 pm, Monday – Friday



Although we understand your family is concerned about you, we cannot release information to family members calling on your behalf, unless you are the parent/guardian and or have a signed Statement of Authorized Representation showing the family member(s) have your consent. Visit ucare.org or call Customer Service to learn more.

Your UCare member identification (ID) card — your key to coverage

Your member ID card is key to helping you get the care you need. This important tool helps providers understand your health care coverage.

Keep these tips in mind:

- Review your member ID card carefully and make sure the information is correct. Let us know if anything is incorrect
- Carry it with you
- Present your member ID card when you seek care
- Have it on hand when you call Customer Service
- Order a new or replacement member ID card through your online member account at member.ucare.org or by calling Customer Service.

Member ID number

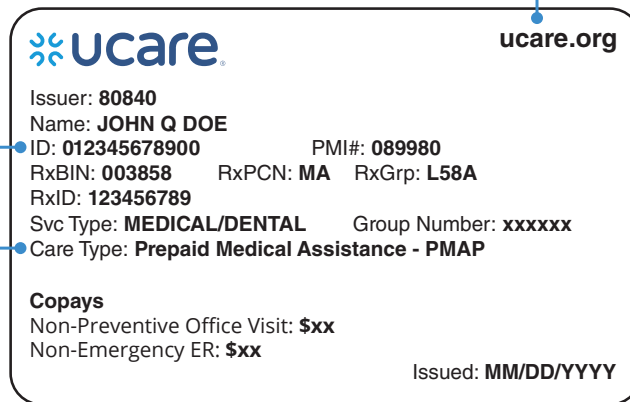
Secure number unique to you.

ucare.org website

Access the member site and helpful information.

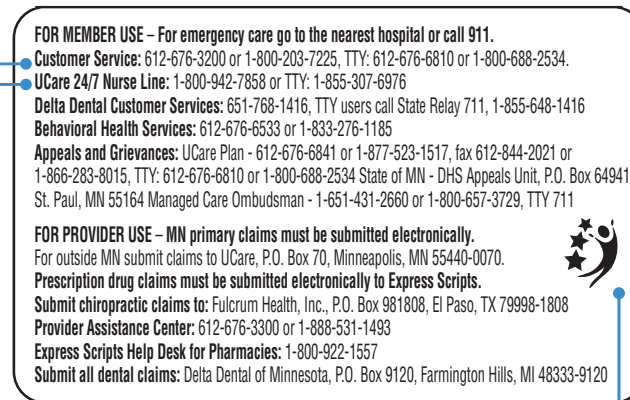
Plan name

The name of your specific plan.



Contact information

Numbers to know, including Customer Service and 24/7 nurse line numbers.



Health club savings

This health club savings icon shows your program eligibility.

Understand your coverage

It's easy to find a doctor and your prescription drugs

Go to ucare.org and click on “search network” at the top of the page. Use this online tool to find:



People

Doctors, specialists, dentists, chiropractors and other kinds of care



Places

Hospitals, clinics, home health care, hospice, urgent care and more



Pharmacies

Community, hospital, clinical and online pharmacies

Get your member materials

It's important to know what's included in your health plan. Here are a few resources that can help:

- **Member Handbook** — Gives you detailed information about what is covered by your plan, including your member rights and responsibilities
- **Provider and Pharmacy Directory** — Lists the doctors, dentists, pharmacies, hospitals and chiropractors in our network, including details on specialty, accessibility, and which providers are at each location.
- **List of Covered Drugs (Formulary)** — Lists what drugs your plan covers

Here's how to get these important member materials:

Online

View or print the Member Handbook, Minnesota Health Care Programs Provider and Pharmacy Directory and Minnesota Health Care Programs List of Covered Drugs (Formulary) from the ucare.org/pmap webpage. Or log into your online member account at member.ucare.org.

Request printed materials

You can ask for printed copies of your plan materials in two ways:

1. **Online** — Log into your member account at member.ucare.org and send us a request
2. **Phone** — Call Customer Service

Prescription drug benefits

Your prescription and over the counter drug benefits are an important part of your health care coverage. Details on your prescription drug coverage can be found online at ucare.org/pmap, including:

1. Full details on prescription drug coverage in your Member Handbook
2. Searchable list of prescription drugs covered by your plan, including certain over-the-counter drugs, can be found at ucare.org/prescriptiondrugs. Updated monthly.



Filling prescriptions

When your doctor prescribes a drug, you have two ways to fill your prescription:

1. Your provider sends your prescription to the network pharmacy you choose
2. You take the prescription to the network pharmacy you choose. Ask your pharmacy if they offer home delivery.

90-day supply prescriptions: To reduce the number of trips to the pharmacy and lower costs, some maintenance drugs can be filled for a 90-day supply at the same copay as a one-month supply. Drugs that can be filled for 90-days are noted in the list of covered drugs. Ask your doctor to write a 90-day supply for your prescription. Then search the pharmacy network to find the pharmacies that offer 90-day fills.

Find a network pharmacy

Go to search.ucare.org and click on “Pharmacies” to search for and find a network pharmacy near you. Remember to bring your member ID card with you to the pharmacy.



Call UCare Customer Service with any questions:

612-676-3200 or 1-800-203-7225

TTY 612-676-6810 or 1-800-688-2534

8 am – 5 pm, Monday – Friday

Where to get care

1

Primary care clinic

Preventive care and minor illnesses at the clinic that knows your health history and long-standing conditions.

2

UCare 24/7 Nurse Line

Expert advice from experienced nurses on what to do and where to go when you have a health concern.

1-800-942-7858, TTY 1-855-307-6976, 24 hours a day, seven days a week

3

Telehealth options

If you are experiencing a non-emergency illness or condition, you can visit Minute Clinic online. For more information, visit [cvs.com/minuteclinic](https://www.cvs.com/minuteclinic). You can also get a no-cost e-visit through [virtuwell.com](https://www.virtuwell.com), an online 24/7 clinic.

Many doctors and clinics are also meeting with patients online or over the phone. Call your doctor or clinic to find out how they can meet with you.

4

Walk-in clinic and urgent care

Care clinics for non-emergency injury or illness that needs immediate attention.

- Retail locations
- Urgent care centers

5

Hospital emergency room

Emergency care for life-threatening symptoms requiring hospital admission.

In an emergency that needs treatment right away, call 911 or go to the nearest emergency room.

Make the most of your benefits

Transportation to covered services

UCare Health Ride provides no-cost transportation to and from your covered medical, dental and pharmacy visits.

1-800-864-2157 | TTY 1-800-688-2534 | 7 am – 8 pm, Monday – Friday. Find out more at ucare.org/healthride. In case of emergency call 911.

Transportation options



Public bus or Light Rail

For members who live on a participating bus line. Call to request passes 14 business days in advance. Monthly passes for qualifying members. Call Health Ride 7 to 10 days before your appointment to order free passes.



Special transportation services

For members who cannot safely use a bus, cab or volunteer driver due to a mental health condition or physical impairment. Call Health Ride at least 2 days before your appointment to schedule.



Taxi or volunteer driver

For members who do not live on a bus line. Call Health Ride at least 2 days before your appointment to schedule.



Mileage reimbursement for driving yourself

If you have your own car, contact your county's department of human services to set up.

Mental Health and Substance Use Disorder Services

Mental health and substance use disorders are treatable health conditions. UCare staff are available to offer support and resources.

Support for members and their families includes:

- Help during a crisis
- Referral to and consultation with Mental Health and Substance Use Disorder Case Management and other services
- Connections to community resources
- Help to find in-network and specialty care mental health and substance use providers
- Approvals and alerts for mental health and substance use services

UCare Mental Health and Substance Use Disorder Triage Line

612-676-6533 or 1-833-276-1185

TTY 1-800-688-2534

8 am – 5 pm, Monday – Friday

Fitness and wellness benefits

Health Club Savings

Join a class, work with weights, swim some laps or try something new. Health Club Savings offers the variety you want and flexibility you want.

UCare members age 18 and older who belong to a participating health club can receive a reimbursement of up to \$20 in their health club membership fees each month.* A minimum of 12 visits is required to qualify for reimbursement. Simply show your UCare member ID card when you sign up at a participating location. Find the current list of participating health clubs at ucare.org/healthwellness.



This icon on your member ID card shows your program eligibility.

*It may take up to two months to begin receiving your health club dues reimbursement.

LivingWell Kid Kits for members age 17 and younger

Choose one of four different fun kits designed for kids. Each kit includes tools that make it easy for you and your family to keep healthy at home. Choose one kit per member, per calendar year.

- Kit 1: Fitness fun
- Kit 2: Youth de-stress
- Kit 3: Dental kit (little kids)
- Kit 4: Dental kit (tweens/teens)

To find out what's included in each kit and to request a kit, complete and mail the form at the back of this guide or call Customer Service. Must be a PMAP member and age 17 or younger at time of order. Kit contents are subject to change. Please allow three to six weeks for delivery.

Take classes and get discounts

You can get up to \$15 off most course fees for community education classes. Choose from cooking, fitness, social activities, painting or other classes that interest you.

Check your area community education catalog or contact your local school district for class times and locations. Show your UCare member ID card when enrolling in a class to get the discount.

UCare Rewards Benefit Mastercard®

The UCare Rewards Benefit MasterCard is a reloadable card that offers flexibility, choice and ease of use. Earn rewards and UCare will reload your card to spend as you choose. We offer rewards for completing some important tests, exams or preventative care screenings. Visit ucare.org/rewards or call Customer Service to learn about earning rewards for taking care of yourself.



Vaccines

Your plan covers flu, pneumonia, COVID-19 and childhood vaccines. Talk with your doctor or other health care provider to see if you need these or other shots.

Preventive health services

Your coverage includes many important preventive screenings to help you be well. They're offered at no cost to you. They include an annual physical exam, diabetes exams, cholesterol tests, mammograms and colon cancer screenings.

Discounts on healthy foods

Save up to \$50 a week on pre-qualified healthy foods including milk, lean meats, eggs, fruits, vegetables and more through the Healthy Savings® program. Download the free app, scan it at check-out at participating locations and get instant discounts. Or use the Healthy Savings card that will arrive in your mail. Learn more at healthysavings.com/ucare or by calling Customer Service.

Pregnancy resources

Car seat program

You may be eligible for a free car seat through UCare's Seats, Education and Travel Safety (SEATS) program. Members under age 8 or pregnant members can get a car seat with safety education. Call Customer Service to find the name and phone number of a partnering agency near you.

UCare Pregnancy Advisor Nurse Line

Nurses can offer expert advice, support, answers to your pregnancy questions and referrals to additional resources over the phone. Call 612-676-3326 or 1-855-260-9708 (TTY 1-800-688-2534). 9 am – 5 pm, Monday – Friday.

Helpful tips and rewards

Learn about rewards, resources, and tips to help you stay healthy during and after pregnancy through our Management of Maternity Services (MOMS) program. Receive information about breast feeding, childbirth and pregnancy education classes. For more information, call Customer Service or go to ucare.org/healthwellness.

Disease management support

Members with certain health conditions can get help from our disease management programs. UCare offers Health Coaching services to members with conditions like asthma, diabetes, chronic kidney disease or heart failure.

UCare Disease Management line

612-676-6539 or 1-866-863-8303
TTY 612-676-6810 or 1-800-688-2534

Other services

UCare provides additional services, such as qualified interpreters or information in accessible formats free of charge to ensure an equal opportunity to participate in our health care programs. Call Customer Service for more information.

Quit Smoking and Vaping Program

Get started on a tobacco and nicotine-free life. UCare tobacco and nicotine quit line coaches help you learn to live without tobacco or nicotine at no charge. Coaches provide online tools, quit aides (such as nicotine patches and gum) and more. Get help over the phone, online or via the Rally Coach Quit For Life mobile app.

UCare Tobacco and Nicotine Quit Line

1-855-260-9713
TTY 711

myquitforlife.com/ucare

Dental resources

You'll find a list of covered dental benefits in your plan's Member Handbook. These benefits include many diagnostic, preventive and restorative services.

UCare Dental Connection

Our UCare Dental Connection can help you:

- Find a dental provider or dental home
- Schedule dental appointments for general, follow-up and specialty care
- Coordinate rides, and interpreter services for dental appointments
- Get answers to dental benefit and claim questions

UCare Dental Connection

651-768-1415 or 1-855-648-1415

TTY 612-676-6810 or 1-800-688-2534

7 am – 7 pm, Monday – Friday

ucare.org/dentalconnection

UCare Mobile Dental Clinic

Members with limited access to quality dental care can receive dental check-ups, cleanings and simple restorative care aboard the UCare Mobile Dental Clinic (MDC). All services are provided by faculty-supervised students from the University of Minnesota School of Dentistry.

The MDC is a specially designed, wheelchair-accessible, 43-foot dentist's office on wheels. It visits several sites in the metro and Greater Minnesota area each year.

Find out when the MDC will be in your area at ucare.org/mdc.



MDC appointment line

1-866-451-1555

TTY 1-800-627-3529

8 am – 4:30 pm, Monday – Friday

ucare.org/mdc



 **Ucare**[®]
people powered health plans

Living Well Kids Kits

Helping kids live well

UCare offers fitness and wellness kits to help kids feel well and be well — all at no cost to you. Choose the kit you want and mail the order form to UCare.

Kits are for current PMAP members who are age 17 or younger at time of order. One kit per member per calendar year.

If you have questions, call Customer Service.

Allow 3 – 6 weeks for kit delivery. Benefits may change each year. Incomplete or ineligible forms will be returned.



Select one kit. If you select more than one kit, a UCare team member will call to find out which one you would like.

Kit 1: Fitness fun

- Fitness tracker
- Frisbee • Fitness dice
- Colored pencils

Kit 2: Youth de-stress

- Color book and pencils
- Fidget spinner
- Tangle • Fidget cube

Kit 3: Dental kit (little kids)

- Toothbrush • Floss picks
- Toothpaste • Timer
- Tracker • Book • Kit bag

Kit 4: Dental kit (tweens/teens)

- Spin toothbrush
- Toothpaste
- Floss picks • Kit bag

To be completed by member

Please use black ink. All fields required.

UCare Member ID Number (child) _____

UCare Member Date of Birth _____

UCare Member Age (must be 17 or younger) _____

UCare Member Name _____

Please tell us where to send the kit:

Name (first and last) _____

Mailing Address _____

City _____ State _____ ZIP _____

Phone _____

Remove this form at perforation and return in one of the enclosed envelopes.



 **Ucare**[®]
people powered health plans



A series of horizontal blue lines spanning the width of the page, providing a template for writing or drawing.

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

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

ያስተውሉ፡ ካለምንም ክፍያ ይህንን ዶኩመንት የሚተረጉምሎ አስተርጓሚ ከፈለጉ ከላይ ወደተጻፈው የስልክ ቁጥር ይደውሉ።

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

သတိ။ ဤတွဲရက်စာတမ်းအားအခမဲ့ဘာသာပြန်ပေးခြင်း အကူအညီလိုအပ်ပါက၊ အထက်ပါဖုန်းနံပါတ်ကိုခေါ်ဆိုပါ။

កំណត់សំគាល់ ។ បើអ្នកត្រូវការជំនួយក្នុងការបកប្រែឯកសារនេះដោយឥតគិតថ្លៃ សូមហៅទូរស័ព្ទតាមលេខខាងលើ ។

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.

ဟ်သုၣ်ဟ်သးဘၣ်တက့ၢ်. ဖဲနမ့ၢ်လိၣ်ဘၣ်တၢ်မၤစၤကလိလၢတၢ်ကကျိးထံဝဲဒၣ်လံာ် တီလံာ်မိတခါအံၤန့ၣ်, ကိးဘၣ် လိတဲစိနီၣ်ဂံၢ်လၢထးအံၤန့ၣ်တက့ၢ်.

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

ໂປຣດຊາບ. ຖ້າທາກ ທ່ານຕ້ອງການການຊ່ວຍເຫຼືອໃນການແປເອກະສານນີ້ຟຣີ, ຈົ່ງ ໂທໂປຣໂປຣໂຮມາຍເລກຂ້າງເທິງນີ້.

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.

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 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:

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 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

Healthy Savings is a registered trademark of Solutran, Inc.



500 Stinson Blvd
Minneapolis MN 55413
612-676-3200 | 1-800-203-7225
TTY 612-676-6810 | 1-800-688-2534
8 am – 5 pm, Monday – Friday
[ucare.org](https://www.ucare.org)