



Welcome to UCare Medicare Plans 2022

People powered Medicare plans



Important phone numbers and resources

Where to reach us when you need help

We're helpers, and we're here for you when you need us. Feel free to call, make an appointment or visit us online whenever you have questions about your plan or coverage.

Call Customer Service

Our UCare Customer Service team is ready to take your call.

612-676-3600 or 1-877-523-1515
TTY 612-676-6810 or 1-800-688-2534
8 am – 8 pm, seven days a week

Locations

500 Stinson Boulevard NE
Minneapolis, MN 55413

4310 Menard Dr, Suite 600
Hermantown, MN 55811

Visit ucare.org

You can set up your online member account and search for doctors, pharmacies and other providers in your plan network. You can also find important plan documents online — like your Evidence of Coverage and a list of drugs your plan covers. It's all at ucare.org.

Other important numbers and resources

Express Scripts Mail Order

1-877-567-6320
24 hours a day, seven days a week
express-scripts.com

Healthy Savings and Over-The-Counter Benefit

1-833-862-8276, TTY 711
healthysavings.com/ucare

LifeSprk

1-877-345-3319, TTY 711
24 hours a day, seven days a week
lifesprk.com/ucare

Delta Dental

1-855-648-1416, TTY 711
TTY 612-676-6810 or 1-800-627-3529
7 am – 7 pm, Monday – Friday

Tobacco and nicotine quit line

1-855-260-9713, TTY 711
myquitforlife.com/ucare

TruHearing

1-833-725-6518, TTY 711
8 am – 8 pm, Monday – Friday

One Pass

1-877-504-6830, TTY 711
8 am – 9 pm CT, Monday – Friday
ucare.org/onepass

Directories, formularies and other plan documents

You can find out which doctors, hospitals, clinics and pharmacies are in your UCare plan network or which prescription drugs are covered at search.ucare.org. You can also find your Evidence of Coverage and other plan documents online under "Plan Resources."

If you have questions, or would like us to mail a document to you, please send us a message through your online member account at ucare.org. Or call Customer Service.

UCare Medicare Plans

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Welcome to UCare!

Our goal is to help you live well every day. We're the can-doers. A team of go-getters working hard to make sure you get the care and coverage you need, when you need it.

We created this guide with you in mind. It will help you make the most of your plan and the many health and wellness benefits it provides. Keep it as a handy resource as you explore all your UCare Medicare plan has to offer.

Thank you for choosing UCare.



Getting started

Everything you need to know to start using your plan

Setting up your secure online member account

You'll be able to view and manage your health plan information whenever and wherever it's convenient for you.

To set up your account, visit member.ucare.org. Once you've set up your secure online account, you can:

- Send and receive secure messages with Customer Service
- Search your provider and pharmacy network. You can also view your doctors' educational and professional qualifications.
- Search the list of drugs (formulary) your plan covers
- See, print or order a replacement member ID card
- See your plan materials, such as your Evidence of Coverage which includes your member rights and responsibilities
- Get coverage updates and important health and wellness information
- Manage your contact information
- Pay your premium bill online
- View and track your claims and spending

Find out how to give consent to share your health information with family members

We understand that your family cares about your health. If you'd like us to share your health information with them, we need your consent. Go to ucare.org and click on "Plan Resources." Then print the Statement of Representative Form (PDF), complete, and mail back to us. Call Customer Service to learn more.

Paying your monthly UCare premium

There are four ways you can pay your monthly plan premium. When you enrolled in your plan, you chose to either:

1. Get a monthly bill in the mail.
2. Have funds transferred electronically from your bank account.
3. Have your premium deducted from your Social Security check or Railroad Retirement Board fund.*
4. Log in to your member account and pay online.
5. Pay by phone. Call the customer service phone number on the back of your card and follow the prompts.

If you'd like to change the option you chose, call the number on the back of your member ID card or send a message to Customer Service through your online member account.

If you are a Group UCare Medicare Plan member, your plan premium may be paid by your former employer.

**This option is not available to group members.*

Using your member ID card

Your member ID card is key to getting the care you need. Show it whenever you seek care to help your doctors, clinics and pharmacists better understand your health care coverage.

Tips for using your card

Check your member ID card when you receive it to make sure your information is correct. Here are a few other tips to keep in mind:

- Always carry your card with you so you'll have it when you need it.
- Have your card handy whenever you call us.
- If your card is lost, view, print or order a replacement via your member account or call Customer Service.

Traveling within the U.S.

Your UCare Medicare Plan travels with you when you get care from any provider that accepts Medicare. You'll pay your regular copay for primary and specialists office visits, physical therapy and outpatient mental health care.

If you are a Care Wise or Care Core: M Health Fairview & North Memorial plan member, you'll pay a coinsurance when you get care out of network.

See your Evidence of Coverage for details.

Member ID card

Plan name

The name of your health plan.

Member ID number

Your member ID number is unique to you.

ucare

Issuer: **80840**
Name: **JOHN Q DOE**
ID: **123456789**
RxBIN: **003858** RxPCN: **MD**
Svc Type: **MEDICAL/DENTAL**
Group Number: **RICLAB**
Care Type: **UCare Classic**

H2459 021

OV \$xx/SP \$xx/UC \$xx/ER\$xxx

ucare.org

RxGrp: **MNUA**

MedicareRx
Prescription Drug Coverage **X**

Issued: **MM/DD/YYYY**

Copays

The amount you pay when you get care in a doctor's office (OV), specialist (SP), urgent care (UC) or emergency room (ER).

ucare.org website

View plan information and manage your account.

Contact information

Where to call for help and information.

FOR MEMBER USE - For emergency care go to the nearest hospital or call 911.
Customer Service: 612-676-3600 or 1-877-523-1515, TTY: 612-676-6810 or 1-800-688-2534
UCare 24/7 Nurse Line: 1-888-778-8204, TTY: 1-855-307-6976
Delta Dental Customer Services: 651-768-1416, TTY State Relay 711, 1-855-648-1416
Behavioral Health Services: 612-676-6533 or 1-833-276-1185
TruHearing: 1-833-750-5896
Appeals and Grievances: Call UCare: 612-676-6841 or 1-877-523-1517, TTY: 612-676-6810 or 1-800-688-2534

FOR PROVIDER USE - MN primary claims must be submitted electronically.
For outside MN submit claims to UCare, P.O. Box 70, Minneapolis, MN 55440-0070.
Prescription drug claims must be submitted electronically to Express Scripts.
Submit chiropractic claims to: WholeHealth Networks, Inc., Payor ID RP015, P.O. Box 3192 Milwaukee, WI 53201-3192
Provider Assistance Center: 612-676-3300 or 1-888-531-1493
Express Scripts Help Desk for Pharmacies: 1-800-922-1557
Dental: Delta Dental of Minnesota, P.O.Box 9120, Farmington Hills, MI 48333-9120

 **One Pass™**

Health Club Savings

Shows you qualify for credit on monthly fitness club fees.

One Pass fitness program

Shows you have a One Pass fitness benefits.

Plan highlights

Drug benefits*

Prescription drug benefits are an important part of your health care coverage. See your Evidence of Coverage for details so you'll know how to make the most of them.

Filling prescriptions

You can choose from three ways to fill your prescription:

1. Have your doctor send your prescription to a pharmacy in your plan network.
2. Take the written prescription to a pharmacy in your plan network.
3. Sign up for the Express Scripts mail-order program.

Express Scripts mail-order pharmacy

You can save on 90-day supplies of many drugs when you use the Express Scripts mail-order pharmacy. You'll pay just two copays instead of three copays. Call Express Scripts or visit their website to sign up.

**All UCare Medicare Plans include prescription drug coverage except the UCare Value (HMO-POS) and UCare Value Plus (HMO-POS) plans*

Insulin*

Members who take select insulin on our Drug List have a low copay of \$30 to \$35 for a one-month supply through the first three coverage stages of the Part D benefit.

Save more when you use preferred pharmacies

Fill your prescriptions at one of our 23,000+ preferred pharmacies and pay less for your drugs. To find a preferred pharmacy near you, use the Search Network tool at search.ucare.org. Filter by selecting "Preferred pharmacy network."



Vaccines*

Your plan covers flu and pneumonia vaccines with no copay. Other vaccines — like the two-dose shingles vaccine — are covered as a Part D prescription drug so you'll pay a copay. You can get Part D vaccines at an in-network pharmacy, but you may need an appointment. Call your pharmacy to find out.

How to know if a vaccine is Part B or Part D

Medicare codes vaccines under Part B or Part D. The code often depends on the situation. For example, if you step on a nail and need a shot to prevent tetanus, the vaccine falls under Part B, due to the injury. If you have no injury and are due for a booster shot, the vaccine falls under Part D.

Example: How vaccines are covered

Always Part B coverage	Part B or Part D coverage	Always Part D coverage
Flu Pneumonia	Tetanus Hepatitis B	Shingles Hepatitis A

Hearing exams and hearing aids

UCare has partnered with TruHearing® to offer comprehensive hearing care. After a free routine hearing exam, you can get up to two hearing aids each year with a copay per aid. Copay amounts vary by UCare plan. You can control many of the hearing aid models with a smartphone app and even use them as earbuds for phone calls, music and other audio.

Value Plan coverage*

UCare Value and UCare Value Plus plans do not cover Part D drugs or Part D vaccines. If you are a UCare Value or Value Plus member, unless you have coverage through TriCare or similar, you will pay the full cost of Part D drugs and vaccines. This is true whether you receive the vaccine in your doctor's office or at a pharmacy.

Dental coverage

Depending on your plan, you either have an annual allowance to spend on dental care, or your plan includes coverage for dental care, ranging from preventive to restorative. You may also be able to increase coverage for an additional monthly premium. Please see your Evidence of Coverage for full details.

Find a dentist

To find a dentist in Delta Dental National Medicare Advantage network, use the Search Network tool at search.ucare.org.

Mobile Dental Clinic

Our Mobile Dental Clinic offers dental checkups, cleanings and simple restorative services. All care is provided by faculty supervised dental students from the University of Minnesota School of Dentistry. View the schedule or make an appointment at ucare.org/mdc or call the Mobile Dental Clinic at 1-866-451-1555, TTY 1-800-627-3529, 8 am – 4:30 pm, Monday – Friday



Vision coverage

All plans include a yearly routine eye exam, up to two tests each year to determine your prescription strength, and services your doctor recommends to diagnose and treat certain eye problems. Plans also include an annual allowance for glasses or contacts. See your Evidence of Coverage to learn more about your vision benefits.



Preventive care

Your UCare plan covers many preventive screenings and services at no cost to you, including a yearly wellness visit. Be sure to talk with your doctor about which screenings are important for you:

- Bone density test
- Diabetes screening
- Cholesterol test
- Mammogram
- Colon cancer screening

You may be able to earn rewards when you complete certain screenings, tests or exams. Visit ucare.org/rewards to learn more.



Member programs and resources

More ways to improve your health

Keep fit and improve your health with programs and resources that go beyond your covered benefits.

Healthy savings® and over the counter (OTC) savings

Save on healthy foods like milk, whole-grain bread, lean meat, eggs, yogurt, fruits and vegetables. Each week, you'll find savings and specials in your Healthy Savings account. UCare also helps you save on over-the-counter health items at participating stores.

You will receive a Healthy Savings OTC Benefit card in the mail. You can use this card at participating grocery stores for your Healthy Savings discounts. And, your card will be loaded with an OTC spending allowance twice a year on January 1 and July 1 (does not rollover). You can use these funds to buy cough drops, first aid supplies, pain relief, sinus medications, toothpaste and more.

Activate your card at healthysavings.com/ucare or call Healthy Savings.

UCare Rewards Benefit Mastercard®

The UCare Rewards Benefit Mastercard® is a reloadable card that features:

- Flexibility, choice and ease of use
- Access to your preloaded annual eyewear allowance. Use your UCare Rewards Benefit Mastercard to pay at your preferred eyewear retailer.
- Earn rewards and UCare will reload your card to spend as you choose

LifeSprk Senior Care Navigation Service*

LifeSprk offers guidance to help you navigate life. Whether you are wondering about health issues, senior living, or talking with your kids about your wishes, LifeSprk can help.

**LifeSprk is a free service for UCare members and is offered as an added value program. It is not a benefit guaranteed under your UCare plan.*

Get help to quit tobacco and nicotine

Ready to kick the habit? Our tobacco and nicotine quit line can help you give up smoking, vaping or chewing tobacco for good:

- Talk with a coach about proven ways to change your habits
- Request free aids, like nicotine patches, gum or lozenges

Save on classes

Get a discount up to \$15 on most community education classes in Minnesota. Check your local community education catalog or call the local school district for class times and locations. To get your discount, show your UCare member ID card when you enroll. Limit of three discounts in a calendar year (one per class).

Care by phone or online

Telehealth visits are covered for Medicare-approved services. E-visits (online evaluation and diagnosis) are covered for some conditions. See your Evidence of Coverage for more information, available at [ucare.org](https://www.ucare.org).



Connect with us

Together we can build better UCare Medicare Plans

Our online member communities help us build better Medicare Advantage plans for all Minnesotans. Join online at ucare.org or call the Customer Service number on the back of your member ID card.

Become a UCare Champion

Find out how pending changes in federal law could affect your Medicare Advantage plan. Share your story and insights with prominent leaders at a face-to-face meeting for UCare Champions.

UCare ambassadors

Show your support for UCare by joining our sponsored community events and activities. You'll have the chance to share your best member experiences on social media and in your community. You will also receive a UCare ambassador e-newsletter.

Fitness programs

Have fun and stay active

With UCare fitness benefits you can watch your dollars and your waistline. Choose between One Pass fitness or Health Club Savings — depending on the club you prefer.

One Pass

You can exercise your body and mind with your no-cost One Pass membership.

One Pass includes:

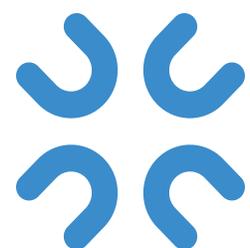
- Access to more than 20,000 fitness locations nationwide
- Access to more than 20,000 on-demand and live stream fitness classes
- Workout builders to create your own workouts and walk you through each exercise
- A Home Fitness Kit especially for members who are physically unable to visit or who reside at least 15 or more miles from a participating fitness location
- Personalized online brain training to help improve memory, attention and focus
- Nearly 30,000 social activities, community classes and events available for online or in-person participation

Show your One Pass member code number whenever you visit the club. To get your member code or other information, call One Pass or visit their website.

If your club isn't in the One Pass network, we can still help you save with the Health Club Savings reimbursement program:

- Get a monthly reimbursement up to \$30 each month.
- Start receiving your credit two months after you sign up.

To enroll, show your UCare member ID card at a participating club. Find participating locations at ucare.org/fitness.



Notice of Nondiscrimination

UCare complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. UCare does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

We provide aids and services at no charge to people with disabilities to communicate effectively with us, such as TTY line, or written information in other formats, such as large print.

If you need these services, contact us at **612-676-3200 (voice)** or toll free at **1-800-203-7225 (voice)**, **612-676-6810 (TTY)**, or **1-800-688-2534 (TTY)**.

We provide language services at no charge to people whose primary language is not English, such as qualified interpreters or information written in other languages.

If you need these services, contact us at the **number on the back of your membership card** or **612-676-3200** or toll free at **1-800-203-7225 (voice)**; **612-676-6810** or toll free at **1-800-688-2534 (TTY)**.

If you believe that UCare has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file an oral or written grievance.

Oral grievance

If you are a current UCare member, please call the number on the back of your membership card. Otherwise please call **612-676-3200** or toll free at **1-800-203-7225 (voice)**; **612-676-6810** or toll free at **1-800-688-2534 (TTY)**. You can also use these numbers if you need assistance filing a grievance.

Written grievance

Mailing Address

UCare

Attn: Appeals and Grievances

PO Box 52

Minneapolis, MN 55440-0052

Email: cag@ucare.org

Fax: 612-884-2021

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services

200 Independence Avenue SW

Room 509F, HHH Building

Washington, D.C. 20201

1-800-368-1019, 1-800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 612-676-3200/1-800-203-7225 (TTY: 612-676-6810/1-800-688-2534).

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 612-676-3200/1-800-203-7225 (TTY: 612-676-6810/1-800-688-2534).

XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 612-676-3200/1-800-203-7225 (TTY: 612-676-6810/1-800-688-2534).

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 612-676-3200/1-800-203-7225 (TTY: 612-676-6810/1-800-688-2534).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 612-676-3200/1-800-203-7225 (TTY: 612-676-6810/1-800-688-2534)。

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 612-676-3200/1-800-203-7225 (телетайп: 612-676-6810/1-800-688-2534).

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 612-676-3200/1-800-203-7225 (TTY: 612-676-6810/1-800-688-2534).

ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶቻችን በነጻ ሊያግዝዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ 612-676-3200/1-800-203-7225 (መስማት ለተሳናቸው: 612-676-6810/1-800-688-2534).

ဟံသုဂ်ဟံသး-နမ့်ကတိံ ကညိ ကျိာအယိ, နမန့် ကျိာအတံမဇာလၢ တလက်ဘျုဂ်လက်စူ နိတံဘျုဂ်သုန့ဂ်လိံ. ဝိ: 612-676-3200/1-800-203-7225 (TTY: 612-676-6810/1-800-688-2534).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 612-676-3200/1-800-203-7225 (TTY: 612-676-6810/1-800-688-2534).

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយភាសាខ្មែរ, រសវាជំនួយវេជ្ជកម្មភាសា ដោយមិនគិតល្មើល គឺអាចមានសំរាប់បម្រើអ្នក។ ចូរ ទូរស័ព្ទ 612-676-3200/1-800-203-7225 (TTY: 612-676-6810/1-800-688-2534)។

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 612-676-3200/1-800-203-7225 (رقم هاتف الصم والبكم: 612-676-6810/1-800-688-2534).

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 612-676-3200/1-800-203-7225 (ATS : 612-676-6810/1-800-688-2534).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 612-676-3200/1-800-203-7225 (TTY: 612-676-6810/1-800-688-2534) 번으로 전화해 주십시오.

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 612-676-3200/1-800-203-7225 (TTY: 612-676-6810/1-800-688-2534).

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

Healthy Savings is a registered trademark of Solutran, Inc.

TruHearing® is a registered trademark of TruHearing, Inc.



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