Your 2023 guide to UCare Connect + Medicare
(SNBC) (HMO D-SNP)
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 Pregnancy Advisor Nurse Line
612-676-3326 or 1-855-260-9708
TTY 711
9 am – 5 pm, Monday – Friday

UCare Clinical Services
Member Assistance
612-676-6502 or 1-877-903-0062
TTY 1-800-688-2534
8 am – 4:30 pm, Monday– Friday

UCare Dental Connection
651-768-1415 or 1-855-648-1415
TTY 711
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
612-676-6930 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

Not sure where to start? Call UCare Connect + Medicare customer service and they will help answer your questions.
612-676-3310 or 1-855-260-9707
TTY 1-800-688-2534
8 am – 8 pm, seven days a week

UCare Keep Your Coverage Program
612-676-3438 or 1-855-307-6978
TTY 612-676-6810 or 1-800-688-2534
8 am – 5 pm, Monday – Friday

 UCare’s Health Ride
612-676-6930 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
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Welcome to UCare!

We’re very happy to have you as a UCare Connect + Medicare member.

This guide will help you learn how to use the benefits and features of your UCare Connect + Medicare plan. Read it carefully, keep it handy and refer to it often.

UCare Connect + Medicare offers many opportunities for you to improve your health. We hope you’ll take advantage of all the helpful wellness benefits and programs 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 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
- View coverage updates and important health and wellness information
- Do a health assessment to understand your health
- Check your eligibility for wellness services, products and more
- 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 health care providers understand your 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
- Show your member ID card when you get 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

Your UCare Connect + Medicare plan. Read it carefully, keep it handy and refer to it often.

This UCare Connect + Medicare group number Card shows information to health care providers.

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.

One Pass fitness program

This One Pass Fitness image shows you’re eligible for this benefit.

Other health care providers can help you understand your coverage.

For more information about the Plan, you can contact:

Delta Dental of Minnesota, P.O. Box 9120, Farmington Hills, MI 48333-9120
Dental: 1-800-922-1557

Express Scripts help desk for Pharmacies:

Provider Assistance Center:

Fulcrum Health, Inc., P.O. Box 981808, El Paso, TX 79998-1808

Prescription drug claims must be submitted electronically to Express Scripts.

MN primary claims must be submitted electronically.

For outside MN submit claims to UCare, P.O. Box 70, Minneapolis, MN 55440-0070.

For emergency care go to the nearest hospital or call 911.

Delta Dental Customer Services:

Express Scripts help desk for Pharmacies:

Provider Assistance Center:

Fulcrum Health, Inc., P.O. Box 981808, El Paso, TX 79998-1808

Prescription drug claims must be submitted electronically to Express Scripts.

MN primary claims must be submitted electronically.

For outside MN submit claims to UCare, P.O. Box 70, Minneapolis, MN 55440-0070.

For emergency care go to the nearest hospital or call 911.
Understand your coverage

Access your member materials

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

- **Evidence of Coverage** — 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, medical school attended, residency completed and board certification status
- **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 Evidence of Coverage, Summary of Benefits, Provider and Pharmacy Directory and List of Drugs (Formulary) from ucare.org/connectplus. 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 drug benefits are an important part of your health care coverage. Details on your prescription drug coverage can be found online at ucare.org/connectplus, including:

1. Full details on prescription drug coverage in your Evidence of Coverage
2. Searchable list of prescription drugs covered by your plan — click “Search the 2023 UCare Connect + Medicare List of Covered Drugs (Formulary).” The list is updated monthly.

**Filling prescriptions**

When your doctor prescribes a drug, you have three 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
3. You enroll in the convenient and cost-saving mail-order program through Express Scripts

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. Ask your doctor to write a 90-day supply. Then search for your prescription and search the pharmacy network to find the pharmacies that offer 90-day fills.

**Pharmacy network**

To find a network pharmacy or a pharmacy that offers 90-day fills:

1. 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.
2. Enroll in the Express Scripts mail-order program by calling Express Scripts at 1-877-567-6320, TTY 1-800-716-3231, 24 hours a day, seven days a week, or log in to express-scripts.com and follow the prompts to enroll.
Where to get care

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

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.

Telehealth options
Many doctors and clinics are also meeting with patients online or over the phone. If you are experiencing a non-emergency illness or condition, you can call your doctor or clinic to find out how they can meet with you or get a no-cost e-visit through one of our partners:
- virtuwell.com
- cvs.com/minuteclinic
- mhealthfairview.org/evisits

Walk-in clinic and urgent care
Care for non-emergency injury or illness that needs immediate attention.
- Retail locations
- Minute Clinic
- Urgent care centers

Hospital emergency room
Emergency care for life-threatening symptoms that may require hospital admission.

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. In case of emergency call 911.

UCare Health Ride
1-800-864-2157
TTY 1-800-688-2534
7 am - 8 pm, Monday – Friday
ucare.org/healthride

Transportation options

Public bus or Light Rail
For members who live on a participating bus or light rail line. Call to request passes 14 business days in advance. Monthly passes for qualifying members.

Taxi or volunteer driver
For members who do not live on a bus or rail line. Call Health Ride at least two days before your appointment to schedule.

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 two 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 talk about reimbursement options.

Care coordination
Your membership includes the services of a Care Navigator who can help you access health care you need. A Care Navigator can help you arrange preventive care, find or change your doctor, make referrals for you, and find wellness programs and other services.

You may be offered care coordination services. Care coordination services can help you get health care, arrange transportation, make sure your medications are filled correctly, work with your health care providers and any other support you need. To learn more, or if you have questions about who your Care Navigator is, call:

Clinical Services Member Assistance
612-676-6502 or 1-877-903-0062
TTY 1-800-688-2534
8 am – 5 pm, Monday – Friday

It’s easy to find a doctor in our network and your prescription drugs
Go to ucare.org/searchnetwork, select your plan 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

Prescriptions
Covered drugs and limits/restrictions
One Pass Fitness Program

One Pass is a complete fitness solution for your body and mind, available to you at no additional cost. You’ll have access to more than 20,000 participating fitness locations nationwide, plus:

- 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 available to members who are physically unable to visit or who reside at least 15 miles outside a participating fitness location
- Personalized, online brain training program to help improve memory, attention and focus
- Nearly 30,000 social activities, community classes, and events available for online or in-person participation

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

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.

Take a class, get a discount

You can receive 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.

WW (formerly Weight Watchers) local workshop vouchers

- Access to 13 consecutive weeks of local (and virtual) WW Workshops
- 14 weeks of access to WW digital tools
- No meeting registration fee required
Call UCare customer service or contact your Care Navigator to order your WW meeting vouchers.

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 health care tests, exams or preventative care screenings. Visit ucare.org/rewards or call customer service to learn about earning rewards for taking care of yourself. The Mastercard funds will expire upon UCare plan termination.
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 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
To access these services, call:
612-676-6533 or 1-833-276-1185
TTY 1-800-688-2534
8 am – 5 pm, Monday – Friday

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 aids (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 Evidence of Coverage. These benefits include many diagnostic, preventive and restorative services.

UCare Dental Connection
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.

Mobile Dental Clinic appointment line
1-866-451-1555
TTY 1-800-627-3529
8 am – 4:30 pm, Monday – Friday
ucare.org/mdc

Disease management support
Members with certain health conditions can get help from our disease management programs. UCare offers Health Coaching services to members with a history of or are at risk for chronic conditions such as diabetes, asthma, migraine or heart failure.

UCare Disease Management line
612-676-6539 or 1-866-863-8303
TTY 612-676-6810 or 1-800-688-2534
**Care setting transitions**

Changes in health and care needs can happen any time. If you need to move from one care setting (such as your home, hospital or nursing home) to another, we want to make sure you have everything you need for a successful experience.

If you have a care coordinator, he or she will help support you. This person will connect with you, your family, and providers to review your discharge instructions. Your care coordinator will also assess your understanding of your medicines, make sure you know who to call with questions, and help you with follow-up appointments and other needs.

If you do not have a care coordinator, call the Care Navigator Assistance Line for help with service coordination related to your transition.

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**Keep Your Coverage Program**

It’s important to keep your Medicaid (Medical Assistance) eligibility in place so your UCare Connect + Medicare coverage continues without gaps in health care or services. To remain eligible for Medical Assistance, paperwork from your county of residence must be completed and sent in on time. You may also need to report certain changes during the year, like if you move or get a new job.

If you need help, UCare’s Keep Your Coverage team is here for you.

**UCare Keep Your Coverage help line**
612-676-3438 or 1-855-307-6978
TTY 612-676-6810
8 am – 5 pm, Monday – Friday
snbckeepcoverage@ucare.org

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**Ask your UCare Care Navigator**

UCare offers several additional items to help you stay healthy and manage your medications. A Care Navigator can help you find out what is available to you. If you want to talk with a Care Navigator, call 612-676-6502 or 1-877-903-0062.

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**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 eight 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.

**UCare Pregnancy Advisor Nurse Line**
To access these services, call:
612-676-3326 or 1-855-260-9708
TTY 711
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.
Connect to Wellness Kit

**Take care of yourself**
For your convenience, UCare offers fitness and wellness kits to help you improve your health — at no cost to you. Select one option and mail the order form to UCare.

Kit contents are subject to change. Must be a current member at the time of the order. Only one kit per member per calendar year.

If you have questions, call customer service.

Allow 4 – 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 A: Fitness**
  - Activity Tracker watch
  - Resistance Band
  - Extendable Massage Roller

- **Kit B: Sleep Aid**
  - Aromatherapy Diffuser w/sound machine and night light
  - Essential Oil

- **Kit C: Stress Relief**
  - Therapy Lamp
  - Putty
  - Push pop

- **Kit D: Dental**
  - Electric toothbrush
  - Toothpaste
  - Floss picks
  - Kit bag

- **Kit E: Amazon Echo**
  - Amazon Echo Flex Dot (3rd generation)

- **Kit F: Weighted Blanket**
  - Stress-reducing weighted blanket

To order a kit, complete the form or sign in / create an account

**To complete online**
Visit member.ucare.org. Click on Health & Wellness and go to Wellness, Rewards & Allowance to place your kit order.

**To complete form by mail**
Fill out the form below. Please use black ink. All fields required.

- UCare Member ID Number
- UCare Member Date of Birth
- 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 the enclosed envelope.
Dental Kit

Take care of your smile!

Choose one:

☐ Dental Kit:
Get the tools you need to take great care of your teeth
(Limit one per member every 3 years)
• An electric toothbrush and charger
• Two replacement brush heads
• Toothpaste
• Dental floss

☐ Dental Refill Kit:
(Not eligible the year you receive the complete dental kit)
• Two replacement brush heads
• Toothpaste
• Dental floss

Kit contents are subject to change. Must be a current member at the time of the order. Only one kit per member.

If you have questions, call customer service.
Allow 4 – 6 weeks for kit delivery. Benefits may change each year. Incomplete or ineligible forms will be returned.

To order a kit, complete the form or sign in / create an account

To complete online
Visit member.ucare.org. Click on Health & Wellness and go to Wellness, Rewards & Allowance to place your kit order.

To complete form by mail
Fill out the form below. Please use black ink. All fields required.

UCare Member ID Number ___________________________ UCare Member Date of Birth __________

UCare Member Name _____________________________________________

Please tell us where to send the Dental Kit:

Name (first and last) _____________________________________________

Mailing Address _________________________________________________

City ________________________ State _______ ZIP ______

Phone ________________

To remove this form at perforation and return in the enclosed envelope.
Mask & Sanitizer Kit

Keep the germs away
Mask & Sanitizer Kit contains:
• UCare branded mask
• 16 oz hand sanitizer
• Box of gloves
• Disinfectant wipes (3 packs x 15 count)

Kit contents are subject to change. Must be a current member at the time of the order. Only one kit per member.

If you have questions, call customer service.
Allow 4 – 6 weeks for kit delivery. Benefits may change each year. Incomplete or ineligible forms will be returned.

To order a kit, complete the form or sign in / create an account
To complete online
Visit member.ucare.org. Click on Health & Wellness and go to Wellness, Rewards & Allowance to place your kit order.

To complete form by mail
Fill out the form below. Please use black ink. All fields required.

UCare Member ID Number ______________________  UCare Member Date of Birth ____________

UCare Member Name _________________________________________________________________

Please tell us where to send the Dental Kit:
Name (first and last) ________________________________________________________________
Mailing Address _________________________________________________________________
City __________________________ State _____ ZIP ____________
Phone ____________________________________________________________________________
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
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

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 also 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:

DHS_Approved_11/24/2021
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

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)
UCare Connect + Medicare (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 Connect + Medicare depends on contract renewal.