



Your guide to 2023 UCare Connect

(SNBC)

Numbers to know

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 Mental Health and Substance Use Disorder Triage Line

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 Care Navigator Assistance Line

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

Other UCare 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 your health care coverage.

612-676-3395 or 877-903-0061
TTY 612-676-6810 or 1-800-688-2534
8 am – 5 pm, Monday – Friday

Tobacco and Nicotine Quit Line

1-855-260-9713
TTY 711
Available 24 hours a day, seven days a week
myquitforlife.com/ucare

Disability Hub MN

A free Minnesota resource network that helps you solve problems, navigate the system and plan for your future.
1-866-333-2466
8:30 am – 5 pm, Monday – Friday
disabilityhubmn.org

UCare Pregnancy Advisor Nurse Line

612-676-3326 or 1-855-260-9708
TTY 711
9 am – 5 pm, Monday – Friday

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

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

612-676-3395 or 1-877-903-0061
TTY 612-676-6810 or 1-800-688-2534
8 am – 5 pm, Monday – Friday

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Welcome to UCare!

We're very happy to have you as a UCare Connect member.

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

UCare Connect 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
- Find wellness services, products and more



Customer service

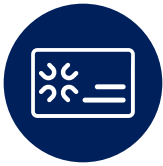
Call our customer service representatives for answers to your membership, benefit and service questions.

612-676-3395 or 1-877-903-0061

TTY 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 without 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

Member ID number

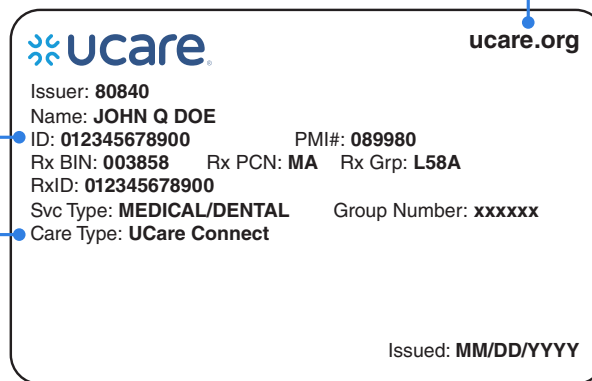
Secure number unique to you.

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 image shows you're eligible for this benefit

Understand your coverage

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, 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 Member Handbook, Minnesota Health Care Programs Provider and Pharmacy Directory and Minnesota Health Care Programs List of Covered Drugs (Formulary) from [ucare.org/connect](https://www.ucare.org/connect). 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/connect](https://www.ucare.org/connect), 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](https://www.ucare.org/prescriptiondrugs). This list is 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.

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.

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



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.

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

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.

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.

Care Navigator Assistance Line

612-676-6502 or 1-877-903-0062

TTY 1-800-688-2534

8 am – 5 pm, Monday – Friday

Keep Your Coverage Program

It's important to keep your Medical Assistance (Medicaid) eligibility in place so your UCare Connect 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

snbckkeepcoverage@ucare.org

Fitness and wellness benefits

Vaccines

Flu, COVID-19 and pneumonia vaccines are fully covered in your plan. 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.

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 create an account on member.ucare.org. Click on Health & Wellness and go to Wellness, Rewards & Allowance to see what you may be eligible to earn. The Mastercard funds will expire upon UCare plan termination.

Connect to Wellness kits

UCare offers kits to help improve your health and wellness. Each kit includes engaging tools and is available at no cost. Select one kit per calendar year.

- Kit A: Fitness
- Kit B: Sleep Aid
- Kit C: Stress Relief
- Kit D: Dental
- Kit E: Amazon Echo

Find out what's included in each kit and request one kit using the form at the back of this guide or create an account on member.ucare.org. Click on Health & Wellness and go to Wellness, Rewards & Allowance. You also can call customer service to request a kit. Kit contents may be subject to change. Please allow 4 – 6 weeks for delivery.

Take a class, get a discount

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.



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.

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 23,000 participating fitness locations nationwide, plus:

- More than 32,000 on-demand and live-streaming fitness classes
- Workout builders to create your own workouts and walk you through each exercise
- Home Fitness Kits 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
- More than 30,000 social activities, community classes, and events available for online or in-person participation

One Pass

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

One Pass™ This icon on your member ID card shows your program eligibility.



Ask your UCare Care Navigator

UCare offers several additional items to help you stay healthy. 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.

Quit Smoking and Vaping Program

Get started on a tobacco and nicotine-free life. UCare quit line coaches help you learn to live without tobacco or nicotine at no charge. Coaches provide support, 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

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 asthma, diabetes, 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 also will 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.



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.

Dental resources

You'll find a list of covered dental benefits in your Member Handbook. 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



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)

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 _____

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။

កំណត់សំគាល់ ។ បើអ្នកត្រូវការជំនួយក្នុងការបកប្រែឯកសារនេះដោយឥតគិតថ្លៃ សូមហៅទូរសព្ទតាមលេខខាងលើ ។

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.

ဟ်သုဉ်ဟ်သးဘဉ်တက့ၢ်. ဝဲနမ့ၢ်လိဉ်ဘဉ်တၢ်မၤစၢၤကလိလၢတၢ်ကကျိးထံဝဲဒဉ်လံာ် တီလံာ်မိတခါအံၤန့ၢ်,ကိးဘဉ်လိတဲစိနီၢ်ဂံၢ်လၢထးအံၤန့ၢ်တက့ၢ်.

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

ໂປຣດຊາບ. ຖ້າຫາກ ທ່ານຕ້ອງການການຊ່ວຍເຫຼືອໃນການແປເອກະສານນີ້ພຣີ, ຈົ່ງ ໂທໂປຣໂປຣໄພາຍເລກຂ້າງເທິງນີ້.

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

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:

- 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: Toll-free: 800-368-1019
 TDD Toll-free: 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 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
- 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

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