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 Clinical Services Member Assistance**
612-676-6622 or 1-877-903-0062
TTY 1-800-688-2534
8 am – 4:30 pm, Monday – Friday
ucare.org/dentalconnection

**UCare Dental Connection**
651-768-1415 or 1-855-648-1415
TTY 711
7 am – 7 pm, Monday – Friday
ucare.org/mdc

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

Not sure where to start? Call MSC+ 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

**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 our health care programs.
612-676-3200 or 1-800-203-7225
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
24 hours a day, seven days a week
myquitforlife.com/ucare

**Senior LinkAge Line®**
This is a state program that gets money from the Federal government to give free local health insurance counseling to people with Medicare in Minnesota.
1-800-333-2433
TTY 711
mn.gov/senior-linkage-line
Welcome to UCare!

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

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

UCare MSC+ offers many opportunities for you to improve your health. We hope you’ll take advantage of all the 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.

612-676-3200 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 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.

Plan name
The name of your specific plan.

Contact information
Numbers to know, including customer service and 24/7 nurse line numbers.

FOR PROVIDER USE – For emergency care go to the nearest hospital or call 911.

UCare 24/7 Nurse Line: 612-676-6810 or 1-800-203-7225, TTY: 612-676-6810 or 1-800-888-2534.

Provider Assistance Center: 612-676-3300 or 1-888-531-1493

Express Scripts Help Desk for Pharmacies: 1-800-922-1557

FOR MEMBER USE - For emergency care go to the nearest hospital or call 911.

Customer Service: 612-676-6300 or 1-800-203-7225, TTY: 612-676-6810 or 1-800-888-2534.

UCare 24/7 Nurse Line: 1-800-947-7858 or TTY: 1-855-307-6576

Delta Dental Customer Service: 651-768-1416, TTY users call State Relay 711, 1-855-448-1416

Behavioral Health Services: 612-676-6533 or 1-833-263-1165

Appeals and Grievances: UCare Plan – 612-676-6810 or 1-877-523-1517, fax 612-844-2021 or 1-866-500-2615, TTY: 612-676-6810 or 1-800-986-2534 State of MN - DHS Appeals Unit, P.O. Box 64941, St. Paul, MN 55164 Managed Care Ombudsman - 1-651-431-5860 or 1-800-867-5729, TTY: 711

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: Fulcrum Health, Inc., P.O. Box 981808, El Paso, TX 79988-1908

Provider Assistance Center: 612-676-3300 or 1-888-521-1493

Express Scripts Help Desk for Pharmacies: 1-800-922-1557

Submit all dental claims: Delta Dental of Minnesota, P.O. Box 9120, Farmington Hills, MI 48331-9120

FOR MEMBER USE

Plan name: Minnesota Senior Care Plus

Contact information

secure number unique to you.

The name of your specific plan.

Access the member site and helpful information.
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/mscplus](http://ucare.org/mscplus). Or log into your online member account at [member.ucare.org](http://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](http://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/mscplus](http://ucare.org/mscplus), 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](http://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](http://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 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

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

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

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, heart failure or migraine.

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

Keep Your Coverage Program

It's important to keep your Medicaid (Medical Assistance) eligibility in place so your UCare coverage continues without gaps in health care or services. To remain eligible for Medicaid, paperwork from your county 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
keepyourcoverage@ucare.org
Fitness and wellness benefits

Vaccines
Your plan covers flu, COVID-19 and pneumonia 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. We offer rewards for completing some important health care tests, exams or preventive care screenings. Visit ucare.org/rewards or call customer service to learn about earning rewards for taking care of yourself.

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.

Fall prevention
UCare offers MSC+ members a falls prevention kit to help keep you safe in your home. Talk to your care coordinator to see if these tools may help you.

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.
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

Care coordination

Your membership includes the services of a Care Coordinator to help you get the health care you need. Your Care Coordinator can help you arrange preventive care, find or change your doctor, make referrals for you and find wellness programs and other services.

To learn more, or if you have questions about what your Care Coordinator is, call Clinical Services Member Assistance.

Clinical Services Member Assistance
612-676-6622 or 1-877-903-0062
TTY 1-800-688-2534
8 am – 4:30 pm, Monday – Friday

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.

Your Care Coordinator can help support you. This person will connect with you, your family and providers to review your discharge instructions. He or she 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.
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
Attention. If you need free help interpreting this document, call the above number.

Mلاحظة: إذا أردت مساعدة مجانية لتفسير هذه الوثيقة، اتصل على الرقم أعلاه.

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.

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

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

Dignii. 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
- political beliefs
- medical condition
- health status
- receipt of health care services
- claims experience
- medical history
- genetic information
- 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

DHS_Approved_11/24/2021
Minnesota Department of Human Rights (MDHR)

In Minnesota, you have the right to file a complaint with the MOHR 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 OHS 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