



## 2024 UCare Connect (SNBC)

A Special Needs BasicCare Plan for Minnesota adults with Medicaid (Medical Assistance) and a certified disability



# Is UCare Connect right for you?

Enroll if you:

- ✓ Are at least age 18 and under age 65
- ✓ Have a certified disability
- ✓ Have Medicaid with or without Medicare Parts A and B
- ✓ Live in the UCare Connect service area

## Counties in the UCare Connect service area

Aitkin	Freeborn	Marshall	Rice
Anoka	Hennepin	Martin	Rock
Becker	Houston	Mille Lacs	Roseau
Benton	Isanti	Morrison	Scott
Blue Earth	Itasca	Mower	Sherburne
Carlton	Jackson	Murray	St. Louis
Carver	Kanabec	Nicollet	Stearns
Cass	Kandiyohi	Nobles	Swift
Chippewa	Kittson	Norman	Todd
Chisago	Koochiching	Olmsted	Wadena
Clay	Lac qui Parle	Otter Tail	Washington
Cook	Lake	Pennington	Watonwan
Cottonwood	Lake of the Woods	Pine	Wilkin
Crow Wing	Le Sueur	Polk	Winona
Dakota	Lincoln	Ramsey	Wright
Faribault	Lyon	Red Lake	Yellow Medicine
Fillmore	Mahnomen	Redwood	

### Join at no cost to you.\*

\*If you have Medicare, Part D copays and Part B premiums will apply.

**You may be eligible to enroll now  
with a Special Election period.  
Call us to learn more.**



## Get more with UCare Connect

UCare Connect provides benefits beyond straight Medicaid like:

- **One Pass fitness program** with access to participating fitness locations nationwide, online classes, at home fitness kits, brain training, no-cost social events, activities and more
- **Save up to \$50 a week** with healthy grocery discounts at participating stores
- **Connect to Wellness Kit** options include Fitness, Stress Relief, Sleep Aid, Dental and smart home device
- Up to \$15 off **community education classes** (limits may apply)
- **Keep Your Coverage team** of specialists that guide you through the Medicaid renewal process so you can avoid gaps in care and services
- **No-cost transportation** to and from covered medical, dental and pharmacy appointments through UCare Health Ride



Call us today and talk with a licensed UCare agent.

**1-800-707-1711**

**TTY 1-800-688-2534**

8 am – 5 pm, Monday – Friday



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

Go to [search.ucare.org](https://search.ucare.org) to look for:



## People

Doctors, specialists, dentists, chiropractors and any type of care you need



## Places

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



## Drugs

Download the complete Formulary or search the list of covered drugs



## Pharmacies

Community, hospital, clinical and online pharmacies

# What's next

## When you enroll by mail, online or in person, here's what happens next:

1. We check to make sure your enrollment form is complete and will let you know if anything is missing
2. We'll send your enrollment form to the Minnesota Department of Human Services (DHS) for review
3. If DHS determines you're eligible for UCare Connect, DHS will send you a letter confirming your enrollment
4. You'll get a UCare member identification (ID) card to access your medical and dental needs. You can use this card at your pharmacy for Medicaid-covered drugs (you will also need your Part D card if you have Medicare). You'll also get a member guide to help you make the most of your coverage.



Scan the QR code to enroll online now

Have questions? We can help.

**1-800-707-1711; TTY 1-800-688-2534**

8 am – 5 pm, Monday – Friday

**[snpsales@ucare.org](mailto:snpsales@ucare.org) | [ucare.org/connect](https://ucare.org/connect)**

# UCare Connect offers more benefits

## UCare Connect (SNBC) and straight Medicaid (Medical Assistance)

Additional benefits to improve your health		UCare Connect	straight Medicaid
Key perks	Medicaid medical and pharmacy benefits	✓	✓
	No premiums*	✓	✓
	Personal Care Assistance (PCA), Home Care Nursing (HCN) services and disability waiver benefits for those who qualify. Paid by the state.	✓	✓
	Care navigation to keep all support resources working together	✓	—
	Care coordination for members with complex health needs	✓	—
	Keep Your Coverage team, which helps members with Medicaid renewal paperwork	✓	—
	Nurse Line	✓	—
	Earn rewards for completing certain preventive screenings, tests or exams	✓	—
Additional coverage	Transportation at no added cost to medical, dental and pharmacy appointments	✓	✓
	Up to a \$15 discount on most community education classes in Minnesota (limits apply)	✓	—
	Dental care coordination — help with finding a dentist and arranging appointments, including access to UCare's Mobile Dental Clinic	✓	—
Fitness and nutritional support	One Pass fitness program with access to participating fitness locations nationwide, online classes, at home fitness kits, brain training, no-cost social events, activities and more	✓	—
	Weekly grocery discounts at participating stores. Discounts are pre-loaded onto your UCare Healthy Benefits+ Visa® card.	✓	—
	Connect to Wellness Kits with at-home activities including fitness, stress relief, sleep aid, dental and smart home device	✓	—

\*If you have Medicare, you must continue to pay your Part B premium unless it is paid by the state.



# Two easy ways to enroll in UCare Connect



## Mail

Fill in the UCare Connect enrollment form provided in this booklet. Then mail it in the postage-paid envelope.



## Online

Visit [ucare.org/connect](https://ucare.org/connect). Click the "Enroll now" link. Complete and submit the online enrollment form.





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

ያስተውሉ፡ ካለምንም ክፍያ ይህንን ዶኩመንት የሚተረጎምሎ አስተርጓሚ ክፈለጉ ከላይ ወደተጻፈው የስልክ ቁጥር ይደውሉ።

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

သတိ။ ဤတွဲရက်စာတမ်းအားအခမဲ့ဘာသာပြန်ပေးခြင်း အကူအညီလိုအပ်ပါက၊ အထက်ပါဖုန်းနံပါတ်ကိုခေါ်ဆိုပါ။

កំណត់សំគាល់ ។ បើអ្នកត្រូវការជំនួយក្នុងការបកប្រែឯកសារនេះដោយឥតគិតថ្លៃ សូមហៅទូរស័ព្ទតាមលេខខាងលើ ។

請注意，如果您需要免費協助傳譯這份文件，請撥打上面的電話號碼。

Attention. Si vous avez besoin d'une aide gratuite pour interpréter le présent document, veuillez appeler au numéro ci-dessus.

Thov ua twb zoo nyeem. Yog hais tias koj xav tau kev pab txhais lus rau tsab ntaub ntauv no pub dawb, ces hu rau tus najnpawb xov tooj saum toj no.

ဟ်သုဉ်ဟ်သးဘဉ်တက့ၢ်. ဝဲနမ့ၢ်လိဉ်ဘဉ်တၢ်မၤစၢၤကလိလၢတၢ်ကကျိးထံဝဲဒၣ်လံာ် တီလံာ်မိတခါအံၤန့ၣ်,ကိးဘဉ်လိတဲစိနီၢ်ဂံၢ်လၢထးအံၤန့ၣ်တက့ၢ်.

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

ໂປຣດຊາບ. ຖ້າຫາກ ທ່ານຕ້ອງການການຊ່ວຍເຫຼືອໃນການແປເອກະສານນີ້ພຣີ, ຈົ່ງ ໂທໂປຣໂປທິໝາຍເລກຂ້າງເທິງນີ້.

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](mailto: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](mailto:ocrmail@hhs.gov)

**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](mailto: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



500 Stinson Blvd  
Minneapolis, MN 55413  
612-676-3554 | 1-800-707-1711 | TTY 1-800-688-2534  
**ucare.org**