



Your 2024 guide to UCare MinnesotaCare

 **Ucare**[®]
people powered health plans

Quick reference

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.org/mhsudtriage

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

Nurse Line

1-800-942-7858

TTY 1-855-307-6976

Maternal and Child Health Program Line

612-676-3326 or 1-855-260-9708

TTY 711

9 am – 5 pm, Monday – Friday

UCare 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

ucare.org/healthride

In case of a medical emergency: 911

Quit Smoking and Vaping Program

1-855-260-9713

TTY 711

24 hours a day, seven days a week

myquitforlife.com/ucare

Not sure where to start?

Call UCare MinnesotaCare Customer Service and they will help answer your questions.

612-676-3200 or 1-866-599-2490

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

MinnesotaCare 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. We're glad you are here. Now let's get started!

Everything you need to know to start using your plan

Your secure online member account

Set up your secure online member account at member.ucare.org.

Once you're setup, you'll be able to:

- See, print and order your member identification (ID) card
- See your UCare plan materials to find out what is covered
- Send and receive secure messages with customer service and a web nurse
- 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

Customer service

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

612-676-3200 or 1-866-599-2490

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.

Using your member ID card

Your member identification (ID) card is key to helping you get the care you need. This important tool helps health care providers understand your coverage.

Member ID number

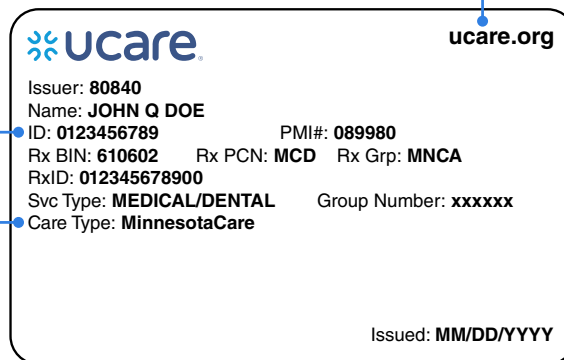
Secure number unique to you.

UCare 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 Nurse Line numbers.



Health Club Savings

Health Club Savings logo shows your program eligibility.

Tips for using your card

Check your new member ID card to make sure your information is correct. Here are a few other tips:

- Always carry your card with you
- Discard your old member ID card
- Provide your current health care providers and pharmacies with your new member ID card information
- Have your card handy whenever you call us
- If your card is lost, download or request a replacement through your online member account or call customer service

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, languages spoken, ADA accessibility, new patient availability, 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*, *Provider and Pharmacy Directory* and *List of Covered Drugs (Formulary)* from [ucare.org/member-documents](https://www.ucare.org/member-documents). Or log into your online member account at member.ucare.org.

Request printed materials two ways:

1. Online — Log into your member account at member.ucare.org and send us a request
2. Phone — Call customer service

Drug benefits

Check your drug coverage

Keep your costs low by making sure your prescription drugs are on the plan's drug list (also called a formulary). You can always check the drug list at search.ucare.org. Select "Drug List" from the menu at the top of the page and choose your specific plan from the "Pick your plan" menu. The drug list is updated monthly.

If you have a prescription for a drug that's NOT on the drug list, the price may be higher, so talk to your doctor about which drugs are covered and the prescriptions you need.

Filling prescriptions

You can choose from three ways to fill your prescription:

- Have your doctor send your prescription to a pharmacy in your plan network
- Take the written prescription to a pharmacy in your plan network
- Use Costco Mail Order Pharmacy

Costco Mail Order Pharmacy

Save time with free home delivery from Costco Mail Order Pharmacy and you don't need to be a Costco member to use this service. To learn more, visit ucare.org/pbm.

Save more when you use a network pharmacy

Fill your prescriptions nationwide at one of our 63,000 network pharmacies and pay less for your drugs. To find a network pharmacy near you, use the search network tool at search.ucare.org.

Where to get care

Use this guide to ensure you get the right level of care at the right time.

Nurse Line



Speak with a nurse, available 24/7, for:

- Reliable health information
- Advice on what level of care is needed

Call 1-800-942-7858 (TTY 1-855 307-6976), 24 hours a day, seven days a week

Primary care



The best choice for most of the care you need, like:

- Preventive (checkups, vaccines and immunizations)
- New symptoms or long-standing (chronic) conditions

Online care



Available 24/7 for common conditions like:

- Acne
- Allergies
- Cold, cough and flu
- Pink eye
- Bug bites
- Ear pain

Online care is provided by:

- [virtuwell.com](https://www.virtuwell.com)
- [cvs.com/minuteclinic](https://www.cvs.com/minuteclinic)
- [mhealthfairview.org/evisits](https://www.mhealthfairview.org/evisits)

Urgent care



Immediate but non-life-threatening care for things like:

- Back pain, migraines and headaches
- Broken bones, sprains and strains
- Minor burns, cuts, lacerations, rashes and infections
- Asthma, bronchitis and respiratory infections

Convenience care



Walk-in or virtual visits to convenience clinics, often in retail stores, grocery stores and pharmacies, for common injuries and illnesses like:

- Ear infections
- Sinus infection and congestion
- Vaccinations
- Strep throat
- Small blisters and cuts
- Urinary tract and bladder infections

Emergency care



Go to the nearest emergency room or call 911 for life-threatening situations like:

- Heart attack symptoms (chest pain, shortness of breath or loss of consciousness)
- Head trauma or sudden confusion
- Major burns, open wound fractures and heavy bleeding
- Stroke symptoms (slurred speech, sudden weakness, vision loss and dizziness)

Searching through your coverage

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

Go to search.ucare.org to browse through the online directory. Use this online tool to find:



People

Doctors, specialists, chiropractors and other kinds of care



Places

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



Pharmacies

Retail pharmacies in network



Drug list

Covered prescription drugs and restrictions

Online search tool FAQs

Why do I start by choosing a plan?

We want to make sure that members who use the tool are viewing only people, places and pharmacies that provide services for their plan.

What if I don't know my plan?

There are three ways you can quickly get your plan name:

- Member ID card: The name of your specific plan is listed under "Care Type."
- Online member account: Sign in at member.ucare.org. Once you have logged into your secure online member account, click on the "My Policy" section on the dashboard. Your UCare health plan is listed under "Plan Name."
- Customer service: Call us. We're always happy to help!

When entering a location, do I need to select one of the options that appears in the resulting drop-down box?

Yes — this tool uses Google location technology. You'll get the best results by selecting one of the location options presented.



Member programs and resources

Transportation to covered services

UCare Health Ride provides no-cost transportation to and from covered medical, dental and pharmacy visits for pregnant members and children. All members can get rides to colonoscopy and mammogram screenings as well as rides to the county or tribal office or MNSure Navigator agency. In case of emergency call 911.

Call the UCare Health Ride line at 1-800-864-2157 (TTY 1-800-688-2534), 7 am – 8 pm, Monday – Friday, or visit 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

Call the UCare Mental Health and Substance Use Disorder Triage line at 612-676-6533 or 1-833-276-1185 (TTY 1-800-688-2534), 8 am – 5 pm, Monday – Friday.

Quit Smoking and Vaping Program

Learn how to stop smoking, vaping or chewing tobacco. UCare members can get help at no charge to quit through the tobacco and nicotine quit line. Nicotine patches, gum or lozenges are also available to eligible UCare members.

Get help to kick the habit from the comfort of your own home:

- Call the tobacco and nicotine quit line 1-855-260-9713 (TTY 711), available 24 hours a day, seven days a week
 - Visit myquitforlife.com/ucare
 - Download the Rally Coach Quit For Life mobile app
-

Disease management support

Members with certain health conditions can get help from our disease management programs. UCare offers health coaching services to members with conditions like chronic obstructive pulmonary disease, chronic kidney disease, asthma, diabetes, migraine or heart failure.

Call the UCare disease management line at 612-676-6539 or 1-866-863-8303 (TTY 612-676-6810 or 1-800-688-2534).

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

Call the UCare Dental Connection line at 651-768-1415 or 1-855-648-1415 (TTY 612-676-6810 or 1-800-688-2534), 7 am – 7 pm, Monday – Friday, or visit ucare.org/dentalconnection.

UCare Mobile Dental Clinic

UCare offers dental check-ups, cleanings and basic restorative care aboard the UCare Mobile Dental Clinic. Call to find out when the clinic will be near you or go to ucare.org/mdc for scheduled dates and locations.

Schedule your appointment by calling 1-866-451-1555 (TTY 1-800-627-3529), 8 am – 4:30 pm, Monday – Friday.

Pregnancy resources

Car seat program

You may be eligible for a free car seat through UCare's Seats, Education and Travel Safety (SEATS) program. Eligible UCare members who are either pregnant, or children under age 8 can get a car seat with safety education. Call customer service to find the name and phone number of a partnering agency near you.

Maternal and Child Health Program Line

Call the Maternal and Child Health Program Line for help with basic information and resources during pregnancy or after delivering your baby.

The Maternal and Child Health team can support you with:

- Referrals to pregnancy, postpartum or NICU Care Management services
- UCare resources for during and after pregnancy
- Connections to community resources such as WIC and the home visitation program

To reach the Maternal and Child Health Program Line, 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.



Fitness and wellness benefits

Take a class, get a discount

Members get up to a \$15 discount on most community education classes in Minnesota. Check a local community education catalog or contact the local school district for class times and locations. To get your discount, simply show your UCare member ID card when enrolling in a class.

Your plan includes unlimited yearly discounts (one per class enrollment).

Health Club Savings

Join a class, work with weights, swim some laps or try something new. Health Club Savings offers the variety you want and the flexibility you deserve. Visit the health club at least 12 times per calendar month and you can receive a reimbursement of up to \$20 in your monthly health club membership fees. Bring your UCare member ID card to your health club to sign up. To see a full list of participating health clubs, visit ucare.org/fitness.

LivingWell Kids Kits

UCare offers fitness and wellness kits to help kids feel and be well. Each kit includes engaging tools to help improve health and wellness — at no cost to you. LivingWell Kids Kits are for current MinnesotaCare or Prepaid Medical Assistance Program (PMAP) members aged 17 or younger when ordering.

Choose from one of the following kit options:

- Fitness Fun Kit
- Youth De-stress Kit
- Child Dental Kit
- Teen/tween Dental Kit

There are three ways to order a kit*:

1. Fill out the form in the back of this guide
2. Order through your online member account at member.ucare.org. Go to Health & Wellness, then Wellness, Rewards & Allowance to place your order.
3. Call UCare Customer Service at the number on the back of your member ID card

Grocery discounts

You can save on healthy foods like milk, whole-grain bread, lean meat, eggs, yogurt, fruits, vegetables and more at participating grocery stores. Weekly discounts are pre-loaded onto your UCare Healthy Benefits+ Visa® card. Simply scan your Healthy Benefits+ card when paying to access your discount.

To register your card and learn more, visit healthybenefitsplus.com/ucare or call 1-833-862-8276 (TTY 711).

Healthy Benefits+ Visa® card

Your UCare Healthy Benefits+ Visa card offers the flexibility and convenience of one card for:

- Grocery discounts
- Rewards and incentives

Your Healthy Benefits+ Visa card is reloadable each year and is valid until the expiration date or you're no longer a UCare member. Be sure to keep your card, as you won't be sent a new one each year. The card won't work if you're not a UCare member. Allowance amounts and expiration dates vary by program.

To learn more, register your card or check your card balance, visit healthybenefitsplus.com/ucare or call 1-833-862-8276 (TTY 711). This phone number is also on the back of your Healthy Benefits+ Visa card.

*Must be an eligible UCare member at the time of the order. Limit one kit per year per member. Kit contents may be subject to change. Please allow 4 – 6 weeks for delivery.

LivingWell Kids Kit order form

Choose one

Kits are for current members who are age 17 or younger at time of order. One kit per member per calendar year. Kit contents are subject to change.

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.

Fitness Fun Kit

- Hacky sack
- Fitness tracker
- Fitness dice
- Frisbee

Youth De-stress Kit

- Coloring book
- Fidget toys
- Coloring pencils

Child Dental Kit

- Book
- Toothbrush
- Timer
- Kit bag
- Toothpaste
- Tracker
- Floss picks

Teen/tween Dental Kit

- Floss picks
- Spin toothbrush
- Kit bag
- Toothpaste

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 _____

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 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



500 Stinson Blvd
Minneapolis MN 55413

612-676-3200 | 1-800-203-7225
TTY 612-676-6810 | 1-800-688-2534
8 am – 5 pm, Monday – Friday

[ucare.org](https://www.ucare.org)

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