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Message from UCare CEO Mark Traynor

I wanted to reach out, on a personal note, to express our deep gratitude for your work during COVID-19. Your dedication and commitment to ensuring our communities have access to health insurance, social services and public health programs during this unprecedented time does not go unnoticed. Thank you for all you are doing to contain the spread of the virus and care for our members and our state.

We promise to do our part to support communities throughout the state however we can. UCare employees are working hard to support your work and our members. We continue to be at your service — by phone, online and virtual meetings.

Please do not hesitate to reach out to our County Team — Sharon Crawford and Annie Halland — at ucarecountyrelations@ucare.org with questions or requests to meet.

Thank you again! Take care, stay safe. Please let us know what else we can do to support your life-saving efforts in the coming days, weeks and months.



Coronavirus (COVID-19) – UCare update

UCare is committed to protecting our members and the community from the spread of COVID-19. The situation is changing quickly, and we are monitoring changes closely. To assist our members and their support teams in navigating this changing situation, UCare created a [COVID-19 information page](#) on our website.

Topics include:

- COVID-19 coverage
- Contact information
- Helpful resources
- Access to medication
- Information in other languages

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We also have a [COVID-19 information page](#) for providers with important billing information, including telehealth guidelines.

During this very fluid situation, UCare will update these sites with additional information as it becomes available. We recommend visiting the sites regularly for the latest information.

UCare is responding to COVID-19 related challenges with community giving. The [UCare Foundation](#) is providing \$500,000 in short-and long-term assistance to benefit Minnesotans impacted by

COVID-19. The funds support needs related to social isolation, telehealth, food insecurity and personal protective equipment. UCare's President & CEO Mark Traynor is donating 20 percent of his salary through the remainder of the year for additional Foundation funding of future supports to help during this unprecedented time. "It was the right thing to do, with so much of our community struggling right now," he said. "I wanted to support the community and our members' mental and physical health, and their ability to receive care in safe ways."

UCare Disease Management news

The UCare Disease Management (DM) team focuses on asthma education and health coaching for members with diabetes, heart failure and migraine. In addition, DM partners with UCare Mental Health and Substance Use Disorder (MH-SUD) staff to provide health coaching for members with both a mental health diagnosis and one or more of the following conditions: back pain, chronic pain, chronic obstructive pulmonary disease (COPD), fibromyalgia, heart disease, obesity, sleep apnea and uncontrolled hypertension. Members eligible for this program include those enrolled in UCare's Minnesota Senior Health Options (MSHO) (HMO D-SNP), Minnesota Senior Care Plus (MSC+), MinnesotaCare and Prepaid Medical Assistance Program (PMAP).

Asthma education

Our asthma educators provide education, resources and referrals to support members and their children in managing asthma. The goal of this program is to reduce flare-ups, minimize hospital visits and give members tools to help them better understand and effectively manage their condition. We achieve these results through home visits and phone calls with children and caregivers.

Health coaching

Our health coaches help members set health goals and provide support, education and resources to achieve these goals. Health coaches connect with members over the phone.

Referrals are always welcome, so if you are working with a member who will benefit from one of UCare Disease Management's programs, please send them our way.

[Referral forms and program eligibility information are available.](#)

Questions? Please reach out to us at disease_mgmt2@ucare.org or 612-676-6539.

Migraine management pilot program

UCare DM staff enrolled 357 members since starting the migraine management pilot program in fall 2018. Currently, three UCare health coaches provide support to our members.

We identify members for our migraine management program by analyzing claims and pharmacy utilization, then send them a letter and/or make a call inviting them to participate. Through participant feedback, we heard that participants make significant improvement in their headache management by discovering their triggers and learning to take action to better manage them. Members eligible for this pilot program include those enrolled in MSC+, MinnesotaCare, PMAP, UCare Connect (SNBC) and UCare Connect + Medicare (HMO D-SNP).

UCare Foundation awards 25 Community Health Grants across Minnesota

In December 2019, the UCare Foundation has awarded more than 25 grants throughout Minnesota for health improvement initiatives benefitting underserved populations. The grants fund programs addressing prevailing health disparities. They also provide needed resources for counties and providers. The UCare Foundation is a community-directed initiative focused on supporting innovative services, education, community outreach and research.

“We reached out to our community stakeholders to understand where UCare could have the greatest impact on closing gaps in care and improving social risk factors affecting the health of our members,” said Ghita Worcester, Senior Vice President of Public Affairs and Chief Marketing Officer. “The resulting grants exemplify how we work with counties, community organizations and providers to make a real difference in improving the health of our members and their communities.”

The following is a sample of UCare-sponsored programs across Minnesota:

Local needs

- U Health & Learning Express mobile service in Carver County to provide holistic health care and learning opportunities for vulnerable residents where they live
- Community Paramedic home visit programs with Fairview Health System and North Memorial Health addressing gaps in care for patients not served effectively through traditional primary care
- Crisis Funding for Open Cities Health Center in St. Paul to enable this safety net clinic to continue providing needed services to UCare and community members in Ramsey County

Mental health and substance use

- Maternal mental health and substance use projects, including a postpartum depression support group in Duluth offering a safe, supporting space for pregnant and postpartum women to connect socially and receive education and referrals; and enhanced peer recovery services for pregnant women using substances through Hennepin County’s Project Child

- Promoting mental health and health equity in Dakota County through funding for school projects addressing substance use, physical activity, nutrition, suicide prevention and first aid training
- Medication assisted treatment and mental health services to reduce opioid use and address underlying mental health conditions among underserved and incarcerated populations in Ramsey, Scott and Washington counties
- Mental health redesign at Allina Health to bolster suicide prevention, follow up and safety planning for patients admitted with suicidal urges

Health equity

- Health equity training programs at Children’s Minnesota to educate employees about inclusive and equitable patient care, and at Park Nicollet to assist staff with managing bias, identifying social risk factors and exercising cultural humility
- Criminal justice involved families initiative with Anoka County to reduce negative impacts for children of parents who are part of the criminal justice system by offering parenting skills training and school-based support
- Housing and wellbeing fund for homeless or at-risk individuals in St. Louis County to reduce barriers and support people in getting housing and support for mental health needs
- Twin Cities Mobile Market, a Wilder Foundation program bringing affordable fresh and healthy foods to Twin Cities neighborhoods where there is a scarcity of grocery stores

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Immigrant health

- Somali Circles of Health & Wellbeing program in Minneapolis and Rochester to support Somali women and families' whole health through customized resources and education around cooking, exercise, nutrition and accessing health care
- Bridge funding to Portico Healthnet to support capacity to offer culturally competent health care enrollment services in response to community needs
- Somali Community Resettlement program in Olmsted County to improve the overall health of seniors, adults and children with culturally appropriate care

Aging

- Lutheran Social Service Senior Companion Services provide companionship to UCare Medicare members and funding to assess impact of the program on member loneliness, health and independence
- Thriving Minds and Healthy Aging initiative in Carlton County to increase community awareness, empower individuals with dementia and their support caregivers

UCare Behavioral Health Services changes name to Mental Health and Substance Use Disorder Services

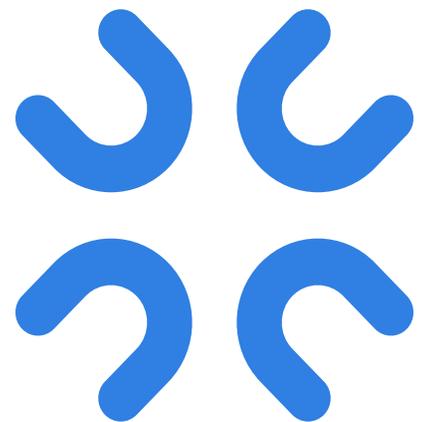
The department previously known as UCare Behavioral Health Services is now UCare Mental Health and Substance Use Disorder Services (MH-SUD).

UCare decided to change the name after hearing

concerns from advocacy groups, members and others about people being described as having behavioral problems or challenges. The new name recognizes the preferred way of referring to the category of diagnosis rather than behavior.

Reminder: UCare's Healthy Savings program can help save money on healthy food

Through our Healthy Savings program, members receive special discounts on healthy foods at the grocery store such as milk, eggs, fruits, vegetables and more. In 2019, UCare members saved over \$37,000 at over 180 grocery stores across Minnesota, including Walmart, Cub Foods and Hy-Vee. To learn more about the Healthy Savings program, visit healthysavings.com/ucare.



UCare Connect (SNBC) expands to Todd, Wadena and Morrison counties

UCare Connect, our Special Needs BasicCare (SNBC) plan for people eligible for Medical Assistance with a certified disability, is expanding to Todd, Wadena and Morrison counties. Plan coverage starts June 1, 2020.

UCare Connect gives members all the benefits of regular Medical Assistance (MA), plus all of UCare's added benefits and services, including:

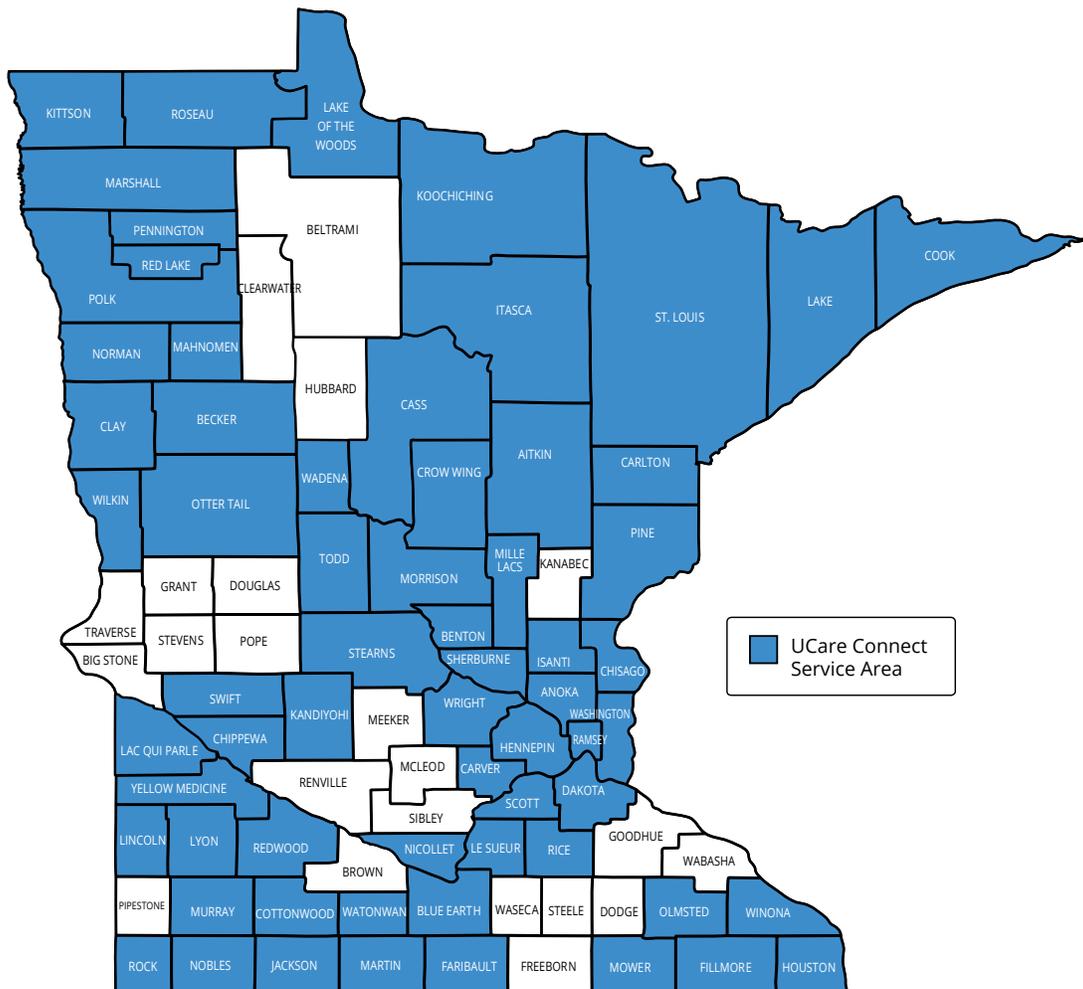
- Free SilverSneakers Fitness gym membership
- Enhanced dental coverage including extra exam and help scheduling appointments
- Care navigation and care coordination if needed
- No-cost at-home fitness and wellness kits
- Up to \$50 a week in savings at participating grocery stores with Healthy Savings

In May, people with disabilities who 1) live in Morrison, Todd and Wadena counties, 2) meet the age criteria, and 3) have Medical Assistance fee-for-service (FFS) coverage will receive a letter from DHS

explaining their options. This letter will also ask them to either enroll in an SNBC health plan or not enroll to stay in FFS coverage. DHS will also mail a letter to the people that have previously opted out of SNBC to inform them of the new SNBC health plan choices available in their county.

In addition, UCare mailed information about the expansion to our current Prepaid Medical Assistance Program (PMAP) members who are eligible to enroll in UCare Connect and live in these three counties. The information we sent included partially pre-filled enrollment applications to make it easier for SNBC-eligible PMAP members to enroll. Individuals can also find information [online](#) or by calling UCare's licensed experts at 800-707-1711.

Enrolling in UCare Connect is voluntary, so PMAP members who wish to stay with UCare's PMAP don't need to do anything.



2020 Summer Camps for young UCare members

UCare is partnering with summer camps to pay for the cost of camp for young members with asthma and diabetes. Young Prepaid Medical Assistance Program (PMAP) and MinnesotaCare members with asthma will receive a call and, upon request, information in the mail on camp and registration details. Young members with Type 1 Diabetes can attend virtual camp this year. Campers must be

UCare members at the time of registration and the time of camp to be eligible for the program.

If you know of a young UCare member who is diagnosed with asthma or diabetes and would like to learn more, please direct them to call the number on the back of their UCare member ID card or the contact listed below for the camp.

UCare's camp partners include:

Camp Superkids - American Lung Association YMCA Camp Ihduhapi, Loretto, MN	Ages 7-14 with asthma	June 21-26, 2020	Contact: Val Haga, 651-268-7591, val.haga@lung.org
ADA Imagine Camp - American Diabetes Association (ADA) Online	Ages 5-7 with type 1 diabetes	June 8-July 3, 2020 & July 13, August 7, 2020	More information Register for the free virtual camp at www.diabetes.org/imaginecamp

Camps are subject to change due to COVID-19.

Nicotine/tobacco cessation services for UCare youth (ages 13-17)

Services through UCare's nicotine/tobacco quit line program (Quit for Life) are now available to youth members, ages 13-17. As youth nicotine use rates continue to rise in Minnesota due to an increase in vaping/e-cigarette-use, we hope that this expansion in cessation services will better support our young members in making positive decisions towards health.

- Youth members (ages 13-17) do not need parental consent to receive services from the quit line program
- To engage, the member will need to know his/her UCare member ID number
- Youth will have 24/7 access to a phone Quit for Life coach (1-on-1 support), online live-chat with a coach, and access to the interactive Quit for Life website
- Youth will not have access to the free nicotine replacement therapy (NRT) starter kit and texting program. For tobacco cessation aids, youth will need to contact their health care provider

To engage in UCare's tobacco quit line program, visit www.myquitforlife.com/ucare or call 1-855-260-9713, 24 hours/7 days a week.

LivingWell Kid Kits

Children are impacted by additional stress and worries during this COVID-19 public health emergency. UCare offers fitness and wellness Kid Kits to help kids feel well and be well. The fitness and de-stress kits are ideal for kids who must stay home with few physical and emotional outlets. The dental kits promote self-care at a time when preventive dental services are largely unavailable due to social

distancing guidelines. Kits are available for our Prepaid Medical Assistance Program (PMAP) and MinnesotaCare members age 17 or younger.

Each kit includes engaging tools to help improve health and wellness – at no cost. Members may call the number on the back of their UCare member ID card to order the kit. Members may choose one of the following kit options each year:



Kit 1: Fitness Fun Kit

- Fitness tracker
- Frisbee
- Fitness dice
- Hacky sack



Kit 2: Youth De-stress Kit

- Coloring book
- Colored pencils
- Fidget toys



Kit 3: Child Dental Kit

- Child-sized toothbrush
- Floss picks
- Toothpaste
- Timer
- Dental care tracker
- Curious George book



Kit 4: Tween/Teen Dental Kit

- Electric toothbrush
- Toothpaste
- Floss picks
- Kit bag