Welcome to UCare Medicare Plans 2021
People powered Medicare plans
Important phone numbers and resources

Where to reach us when you need help
We're helpers, and we're here for you when you need us. Feel free to call, make an appointment or visit us online whenever you have questions about your plan or coverage.

Call Customer Service
Our UCare Customer Service team is ready to take your call.
612-676-3600 or 1-877-523-1515
TTY 612-676-6810 or 1-800-688-2534
8 am – 8 pm, seven days a week

Locations
500 Stinson Boulevard NE
Minneapolis, MN 55413

4310 Menard Dr, Suite 600
Hermantown, MN 55811

Visit ucare.org
You can set up your online member account and search for doctors, pharmacies and other providers in your plan network. You can also find important plan documents online — like your Evidence of Coverage and a list of drugs your plan covers. It’s all at ucare.org.

Other important numbers and resources

Express Scripts Mail Order
1-877-567-6320
24 hours a day, seven days a week
express-scripts.com

Healthy Savings and Over-The-Counter Benefit
1-833-862-8276, TTY 711
healthysavings.com/ucare

LifeSprk
1-877-345-3319, TTY 711
24 hours a day, seven days a week
lifesprk.com/ucare

Delta Dental
1-855-648-1416, TTY 711
TTY 612-676-6810 or 1-800-627-3529
7 am – 7 pm, Monday – Friday

Tobacco and nicotine quit line
1-855-260-9713, TTY 711
myquitforlife.com/ucare

TruHearing
1-833-725-6518, TTY 711
8 am – 8 pm, Monday – Friday

SilverSneakers®
1-888-423-4632, TTY 711
7 am – 7 pm, Monday – Friday
silversneakers.com

Directories, formularies and other plan documents
You can find out which doctors, hospitals, clinics and pharmacies are in your UCare plan network or which prescription drugs are covered at search.ucare.org. You can also find your Evidence of Coverage and other plan documents online under “Plan Resources.”

If you have questions, or would like us to mail a document to you, please send us a message through your online member account at ucare.org. Or call Customer Service.
UCare Medicare Plans

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Welcome to UCare!

Our goal is to help you live well every day. We're the can-doers. A team of go-getters working hard to make sure you get the care and coverage you need, when you need it.

We created this guide with you in mind. It will help you make the most of your plan and the many health and wellness benefits it provides. Keep it as a handy resource as you explore all your UCare Medicare plan has to offer.

Thank you for choosing UCare.
Getting started
Everything you need to know to start using your plan

Setting up your secure online member account
You’ll be able to view and manage your health plan information whenever and wherever it’s convenient for you.

To set up your account, visit member.ucare.org. Once you’ve set up your secure online account, you can:

• Send and receive secure messages from Customer Service
• Search your provider and pharmacy network. You can also view your doctors’ educational and professional qualifications.
• Search the list of drugs (formulary) your plan covers
• See, print or order replacement member ID card
• See your plan materials, such as your Evidence of Coverage which includes your member rights and responsibilities
• Get coverage updates and important health and wellness information
• Manage your contact information
• Pay your premium bill online
• View and track your claims and spending

Find out how to give consent to share your health information with family members
We understand that your family cares about your health. If you’d like us to share your health information with them, we need your consent. Go to ucare.org and click on “Plan Resources.” Then print the Statement of Representative Form (PDF), complete, and mail back to us. Call Customer Service to learn more.
Paying your monthly UCare premium

There are four ways you can pay your monthly plan premium. When you enrolled in your plan, you chose to either:

1. Get a monthly bill in the mail.
2. Have funds transferred electronically from your bank account.
3. Have your premium deducted from your Social Security check or Railroad Retirement Board fund. *
4. Log in to your member account and pay online.

If you’d like to change the option you chose, call the number on the back of your member ID card or send a message to Customer Service through your online member account.

If you are a Group UCare Medicare Plan member, your plan premium may be paid by your former employer.

* This option is not available to group members.

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Using your member ID card

Your member ID card is key to getting the care you need. Show it whenever you seek care to help your doctors, clinics and pharmacists better understand your health care coverage.

Tips for using your card

Check your member ID card when you receive it to make sure your information is correct. Here are a few other tips to keep in mind:

- Always carry your card with you so you’ll have it when you need it.
- Have your card handy whenever you call us.
- If your card is lost, view, print or order a replacement via your member account or call Customer Service.

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Traveling within the U.S.

Your UCare Medicare Plan travels with you when you get care from any provider that accepts Medicare. You’ll pay your regular copay for primary and specialists office visits, physical therapy and outpatient mental health care.

If you are a Care Core or Care Advantage: M Health Fairview & North Memorial plan member, you’ll pay a coinsurance when you get care out of network.

See your Evidence of Coverage for details.
Member ID card

Plan name
The name of your health plan.

Member ID number
Your member ID number is unique to you.

Issuer: 80840
Name: JOHN Q DOE
ID: 123456789
RxBIN: 003858
RxPCN: MD
Svc Type: MEDICAL/DENTAL
Group Number: RICLAB
Care Type: UCare Classic

H2459 021
OV $xx/SP $xx/UC $xx/ER$xxx

SilverSneakers fitness program
Shows you have SilverSneakers fitness benefits.

Health Club Savings
Shows you qualify for credit on monthly fitness club fees.

Contact information
Where to call for help and information.

FOR MEMBER USE – For emergency care go to the nearest hospital or call 911. Customer Service: 612-676-3600 or 1-877-523-1515, TTY: 612-676-5810 or 1-800-688-2534
UCare 24/7 Nurse Line: 1-888-778-8204, TTY: 1-855-307-6976
Delta Dental Customer Services: 651-769-1416, TTY users call State Relay 711, 1-855-648-1416
Behavioral Health Services: 612-676-6533 or 1-833-276-1185
TruHearing: 1-833-750-5896
Appeals and Grievances: Call UCare: 612-676-5841 or 1-877-523-1517, TTY: 612-676-5810 or 1-800-688-2534

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 981908, El Paso, TX 79998-1808
Provider Assistance Center: 612-676-3300 or 1-888-531-1493
Express Scripts Help Desk for Pharmacists: 1-800-922-1557
Dental: Delta Dental of Minnesota, P.O. Box 9120, Farmington Hills, MI 48331-9120
Plan highlights

Drug benefits*
Prescription drug benefits are an important part of your health care coverage. See your Evidence of Coverage for details so you’ll know how to make the most of them.

Filling prescriptions
You can choose from three ways to fill your prescription:

1. Have your doctor send your prescription to a pharmacy in your plan network.
2. Take the written prescription to a pharmacy in your plan network.
3. Sign up for the Express Scripts mail-order program.

Express Scripts mail-order pharmacy
You can save on 90-day supplies of many drugs when you use the Express Scripts mail-order pharmacy. You’ll pay just two copays instead of three copays. Call Express Scripts or visit their website to sign up.

* All UCare Medicare Plans include prescription drug coverage except the UCare Value (HMO-POS) and UCare Value Plus (HMO-POS) plans

Save more when you use preferred pharmacies
Fill your prescriptions at one of our 23,000+ preferred pharmacies and pay less for your drugs. To find a preferred pharmacy near you, use the Search Network tool at search.ucare.org. Filter by selecting "Preferred pharmacy network."

Over the counter (OTC) savings
UCare helps you save on health items at participating stores. New members will receive a Healthy Savings OTC Benefit Card in the mail. Semi-annually your card will be loaded with a $50 allowance. You can use your card to buy cough drops, first aid supplies, pain relief, sinus medications, toothpaste and more. Activate your card at healthysavings.com/ucare or call Healthy Savings.
Dental coverage

Depending on your plan, you either have an annual allowance to spend on dental care, or your plan includes coverage for dental care, ranging from routine to comprehensive. You may also be able to increase coverage for an additional monthly premium. Please see your Evidence of Coverage for full details.

Find a dentist

To find a dentist in UCare’s Delta Dental Medicare Advantage network, use the Search Network tool at search.ucare.org.

Mobile Dental Clinic

Our Mobile Dental Clinic offers dental checkups, cleanings and simple restorative services. All care is provided by faculty supervised dental students from the University of Minnesota School of Dentistry. View the schedule or make an appointment at ucare.org/mdc or call the Mobile Dental Clinic at 1-866-451-1555, TTY 1-800-627-3529, 8 am – 4:30 pm, Monday – Friday

Vision coverage

All plans include a yearly routine eye exam, up to two tests each year to determine your prescription strength, and services your doctor recommends to diagnose and treat certain eye problems. Plans also include an annual allowance for glasses or contacts. See your Evidence of Coverage to learn more about your vision benefits.
Hearing exams and hearing aids
UCare has partnered with TruHearing® to offer comprehensive hearing care. After a free routine hearing exam, you can get up to two hearing aids each year with a copay per aid. Copay amounts vary by UCare plan. You can control many of the hearing aid models with a smartphone app and even use them as earbuds for phone calls, music and other audio.

Insulin*
Members who take insulin on our Drug List have a low copay of $30 to $35 for a one-month supply through the first three coverage stages of the Part D benefit.

Vaccines*
Your plan covers flu and pneumonia vaccines with no copay. Other vaccines — like the two-dose shingles vaccine — are covered as a Part D prescription drug so you’ll pay a copay. You can get Part D vaccines at an in-network pharmacy, but you may need an appointment. Call your pharmacy to find out.

How to know if a vaccine is Part B or Part D
Medicare codes vaccines under Part B or Part D. The code often depends on the situation. For example, if you step on a nail and need a shot to prevent tetanus, the vaccine falls under Part B, due to the injury. If you have no injury and are due for a booster shot, the vaccine falls under Part D.

Example: How vaccines are covered

<table>
<thead>
<tr>
<th>Always Part B coverage</th>
<th>Part B or Part D coverage</th>
<th>Always Part D coverage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flu</td>
<td>Tetanus</td>
<td>Shingles</td>
</tr>
<tr>
<td>Pneumonia</td>
<td>Hepatitis B</td>
<td>Hepatitis A</td>
</tr>
</tbody>
</table>

Value Plan coverage*
UCare Value and UCare Value Plus plans do not cover Part D drugs or Part D vaccines. If you are a UCare Value or Value Plus member, unless you have coverage through TriCare or similar, you will pay the full cost of Part D drugs and vaccines. This is true whether you receive the vaccine in your doctor’s office or at a pharmacy.
Preventive care

Your UCare plan covers many preventive screenings and services at no cost to you, including a yearly wellness visit. Be sure to talk with your doctor about which screenings are important for you:

- Bone density test
- Diabetes screening
- Cholesterol test
- Mammogram
- Colon cancer screening

You may be able to earn rewards when you complete certain screenings, tests or exams. Visit ucare.org/rewards to learn more.
Member programs and resources

More ways to improve your health

Keep fit and improve your health with programs and resources that go beyond your covered benefits.

Healthy Savings®

Save on healthy foods like milk, whole-grain bread, lean meat, eggs, yogurt, fruits and vegetables. Each week, you’ll find savings and specials in your Healthy Savings account. You will receive a Healthy Savings card in the mail. To get started, visit healthysavings.com/ucare and enter your Healthy Savings card number or call Healthy Savings.
WholeHealth Living Choices®
Get access to alternative care services like acupuncture, massage, Tai Chi and nutrition counseling. Log into your member account at ucare.org to learn more. WholeHealth Living also offers:

- Discounts on name brand health products
- Easy online access to discount certificates
- No referrals, pre-authorizations or claims to file

LifeSprk Senior Care Navigation Service*
LifeSprk offers guidance to help you navigate life. Whether you are wondering about health issues, senior living, or talking with your kids about your wishes, LifeSprk can help.

* LifeSprk is a free service for UCare members and is offered as an added value program. It is not a benefit guaranteed under your UCare plan.

Get help to quit tobacco and nicotine
Ready to kick the habit? Our tobacco and nicotine quit line can help you give up smoking, vaping or chewing tobacco for good:

- Talk with a coach about proven ways to change your habits
- Request free aids, like nicotine patches, gum or lozenges

Save on classes
Get a discount up to $15 on most community education classes in Minnesota. Check your local community education catalog or call the local school district for class times and locations. To get your discount, show your UCare member ID card when you enroll. Limit of three discounts in a calendar year (one per class).
Connect with us

Together we can build better UCare Medicare Plans

Our online member communities help us build better Medicare Advantage plans for all Minnesotans. Join online at ucare.org or call the Customer Service number on the back of your member ID card.

Become a UCare Champion

Find out how pending changes in federal law could affect your Medicare Advantage plan. Share your story and insights with prominent leaders at a face-to-face meeting for UCare Champions.

UCare ambassadors

Show your support for UCare by joining our sponsored community events and activities. You’ll have the chance to share your best member experiences on social media and in your community. You will also receive a UCare ambassador e-newsletter.
Fitness programs

Have fun and stay active

With UCare fitness benefits you can watch your dollars and your waistline. Choose between SilverSneakers fitness or Health Club Savings — depending on the club you prefer.

**SilverSneakers fitness program**

You can enjoy a free, basic fitness membership at more than 16,000 clubs nationwide. Here are just some of the resources the SilverSneakers program provides:

- Classes at convenient locations like parks and recreation centers
- Online tools and prerecorded on-demand classes to help you reach your fitness goals
- Fitness kits to use at home or when you travel

Show your 16-digit SilverSneakers ID number whenever you visit the club. To get your SilverSneakers ID number or other information, call SilverSneakers or visit their website.

**If your club isn’t in the SilverSneakers network, we can still help you save with the Health Club Savings reimbursement program:**

- Get a monthly reimbursement up to $20 each month.
- Start receiving your credit two months after you sign up.

To enroll, show your UCare member ID card at a participating club. Find participating locations at [ucare.org/healthwellness](http://ucare.org/healthwellness).
Notice of Nondiscrimination

UCare complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. UCare does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

We provide aids and services at no charge to people with disabilities to communicate effectively with us, such as TTY line, or written information in other formats, such as large print.

If you need these services, contact us at 612-676-3200 (voice) or toll free at 1-800-203-7225 (voice), 612-676-6810 (TTY), or 1-800-688-2534 (TTY).

We provide language services at no charge to people whose primary language is not English, such as qualified interpreters or information written in other languages.

If you need these services, contact us at the number on the back of your membership card or 612-676-3200 or toll free at 1-800-203-7225 (voice); 612-676-6810 or toll free at 1-800-688-2534 (TTY).

If you believe that UCare has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file an oral or written grievance.

Oral grievance

If you are a current UCare member, please call the number on the back of your membership card. Otherwise please call 612-676-3200 or toll free at 1-800-203-7225 (voice); 612-676-6810 or toll free at 1-800-688-2534 (TTY). You can also use these numbers if you need assistance filing a grievance.

Written grievance

Mailing Address

UCare
Attn: Appeals and Grievances
PO Box 52
Minneapolis, MN 55440-0052
Email: cag@ucare.org
Fax: 612-884-2021

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019, 1-800-537-7697 (TDD)

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