Important phone numbers and resources

Here are numbers and resources you’ll want to keep handy

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, stop in, or visit us online whenever you have questions about your plan or coverage.

Call Customer Services
Our UCare Customer Services team is ready to take your call at any time.
612-676-3600
1-877-523-1515
TTY: 612-676-6810
or 1-800-688-2534
24 hours a day, 7 days a week

Stop in
Talk with a UCare figure-outer in person to get the help you need.
500 Stinson Boulevard NE
Minneapolis, MN 55413
9 am – 4pm
Monday – Friday

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
1-877-567-6320
7:45 am – 5 pm
Monday – Friday
Express-Scripts.com

Mobile Dental clinic
1-866-451-1555
TTY: 612-676-6810 or 1-800-627-3529
8 am to 4:30 pm
Monday – Friday

Tobacco quit line
1-866-451-1555
TTY: 612-676-6810 or 1-800-627-3529

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

Healthy Savings®
HealthySavings.com/ucare

LifeSprk
1-877-345-3319
TTY: 711
24 hours a day, 7 days a week
lifesprk.com/UCare

Directories, formularies and other plan documents
Provider and pharmacy directories, and drug formularies are updated regularly. To see the most up-to-date information, click on Search our Network at ucare.org. You can also find your Evidence of Coverage and other plan documents online.

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 Services.
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, and welcome to our family.
Getting started

Everything you need to know to start using your plan

Setting up your secure online account

Your member account is your secure, online health resource. You’ll be able to organize and manage your health care information whenever and wherever it’s convenient for you.

Once you’ve set up your secure online account, you can:

• Send and receive secure messages from Customer Services.
• Search the most current provider and pharmacy directory.
• Search the list of drugs (formulary) your plan covers.
• Request a replacement member ID card.
• See your plan materials, including your Evidence of Coverage.
• Get coverage updates and important health and wellness information.
• Manage your contact information and how you pay your monthly premiums.
• 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 enter Statement of Representative in the search tool. Then print and mail your completed form back to us. Call Customer Services to learn more.
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 and clinics 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.
• Your member ID is unique to you — never share it.
• Show your card every time you get care.
• Have your card handy whenever you call us.
• If your card is lost, request a new one at ucare.org or call Customer Services.

Paying your monthly UCare premium

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

1. Have us send you 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 fund.*

If you’d like to change the option you chose, call the number on the back of your member ID card or email Customer Services 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.
Member ID card

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

Plan name
The name of your health plan.

incare.org website
View plan information and manage your account.

Contact information
Where to call for help and information.

FOR MEMBER USE –
For emergency care go to the nearest hospital or call 911.
Customer Services: 612-676-3600 or 1-877-523-1515, TTY: 612-676-6810 or 1-800-688-2534
UCare 24/7 Nurse Line: 1-888-778-8204, TTY: 1-855-307-6976
Appeals and Grievances: Call UCare: 612-676-6841 or 1-877-523-1517, TTY: 612-676-6810 or 1-800-688-2534

SilverSneakers® fitness program
Shows you have SilverSneakers fitness benefits.

Health club savings
Shows you qualify for credit on monthly fitness club fees.
Plan highlights

Drug benefits*

Prescription drug benefits are an important part of your health care coverage. Be sure to see your Evidence of Coverage for details so you’ll know how 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 mail-order pharmacy. You’ll pay just two copays. Call Express Scripts or visit the website to sign up.

*All UCare Medicare Plans include prescription drug coverage except the Value Plan

Save more when you use preferred pharmacies
Fill your prescriptions at one of our 24,000+ preferred pharmacies and pay less for your drugs. To find a preferred pharmacy near you, use the Search Network tool at ucare.org. Preferred pharmacies will show at the top of the search results.
**Dental coverage**

You may have coverage for preventive dental care as part of your UCare Medicare Plan. You can also add more dental benefits up to 30 days after your plan coverage begins — or during the Annual Election Period. Call Customer Services to learn more or to enroll.

<table>
<thead>
<tr>
<th>Optional dental coverage</th>
<th>Classic Choice Dental (for Classic and most Group plan members)</th>
<th>Choice Dental (for Value, Standard and Essentials Rx plan members)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019 monthly premium</td>
<td>$21</td>
<td>$21</td>
</tr>
<tr>
<td>Yearly deductible</td>
<td>$50</td>
<td>$75</td>
</tr>
<tr>
<td>Annual maximum</td>
<td>$1200</td>
<td>$1000</td>
</tr>
<tr>
<td><strong>Covered services:</strong></td>
<td><strong>endodontics, periodontics, oral surgery, major restorative services, prosthetics, implant services</strong></td>
<td><strong>20%-50% coinsurance</strong></td>
</tr>
</tbody>
</table>

**Mobile Dental Clinic**

Do you live in an area where access to quality dental care is limited? 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. To view the schedule or make an appointment, visit [ucare.org/mdc](http://ucare.org/mdc) or call the Mobile Dental Clinic.

**Vision coverage**

Most plans include a yearly routine eye exam, up to two tests each year to determine your prescription strength, and exams your doctor recommends to diagnose eye problems.

Classic and Group plans also include an eyewear benefit. See your Evidence of Coverage to learn more about your vision benefits.
Hearing services
You can see ear, nose and throat doctors and licensed audiologists in the EPIC Hearing Healthcare Network. EPIC prices may be as much as 60% below retail cost, and up to 35% lower than most discount offers. This includes 35% off most discount offers on hearing aids — including brand-name hearing aids.

Vaccines
Your plan covers 100% of flu and pneumonia vaccines with no copay. Other vaccines — like the shingles vaccine — are covered as a Part D prescription drug. So, your prescription copay applies. You can get Part D vaccines at your 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>

Preventive care
Preventive care is an important way to protect your health. 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 tests
- Diabetes screenings
- Cholesterol test
- Mammograms
- Colon cancer screenings
Member programs and resources

More ways to improve your health

Keep fit and improve your health with programs and resources that come with your UCare Medicare Plan.

**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

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**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 to plan members. They are not benefits guaranteed under your UCare plan.*

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**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. To sign up, visit HealthySavings.com/ucare and enter the Healthy Savings card number you’ll receive in the mail.
Get help to quit tobacco

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

- Talk with a counselor 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 a local community education catalog or call the local school district for class times and locations. To get your discount, simply 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 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.

Member feedback community

At UCare, you have a voice. When you join our member feedback community, we’ll email you up to 10 surveys a year to get your opinions. We may also invite you to join a focus group where you’ll share your thoughts on different health care topics. You can choose to opt out at any time.

UCare ambassadors

Show your support for UCare by joining our sponsored community events and activities. You’ll earn rewards and have the chance to share your best member experiences on social media and in your community. You can also stay connected with email messages sent only to UCare ambassadors.
Fitness perks

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 13,000 clubs nationwide, with 500 in Minnesota — including the YMCA and most community centers. In 2019, you can also use your SilverSneakers benefits at Life Time Fitness Bronze and Gold level locations. Here are just some of the resources the SilverSneakers program provides:

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

See a list of participating clubs at ucare.org/healthwellness. Present your SilverSneakers card whenever you visit the club. To print a card or get more information, call SilverSneakers or visit the website.

If your club isn’t in the SilverSneakers network, we can still help you save on your membership:

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

To enroll, simply show your UCare member ID card at a participating club.
Your rights

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 612-676-6500 (voice) or toll free at 1-866-457-7144 (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 612-676-6500 or toll free at 1-866-457-7144 (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 612-676-6500 or toll free at 1-866-457-7144 (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: Complaints, 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/smarstscreen/main.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)


UCare Minnesota is an HMO-POS plan with a Medicare contract. Enrollment in UCare Minnesota depends on contract renewal.

UCare Health, Inc. is an HMO-POS plan with a Medicare contract. Enrollment in UCare Health depends on contract renewal.

This information is not a complete description of benefits. Contact the plan for more information. Limitations, copayments, and restrictions may apply. Benefits, premiums, and/or copayments/coinsurance may change on January 1 of each year. The formulary, pharmacy network, and/or provider network may change at any time. You will receive notice when necessary. You must continue to pay your Medicare Part B premium.

Value-Added Items and Services (VAIS) are items and services that are not plan benefits. VAIS are non-Medicare covered services or items, typically discounts, offered by a VAIS provider to the enrollees of an MA plan.

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Healthy Savings is a registered trademark of Solutran, Inc.


注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 612-676-6500/1-866-457-7144 （TTY: 612-676-6810/1-800-688-2534）。

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 612-676-6500/1-866-457-7144 (телефон: 612-676-6810/1-800-688-2534).

 gestión: ทุกๆ ข้อเบี้ยสงสัย ลาว, กับยี่สิ่งย่อยให้ดับบกประสง, ได้ยิ่งเสี่ยงๆ, แม้มีช่องให้เข้าถึง. โปรด 612-676-6500/1-866-457-7144 (TTY: 612-676-6810/1-800-688-2534).


यानाचे बळणारे भाषेतील गोष्टींची, भाषा अस्पष्टतेची गोष्टींची मदत राहावी. म्हणजेच 612-676-6500/1-866-457-7144 (टीएचएच: 612-676-6810/1-800-688-2534).


