Welcome to UCare Medicare Plans 2020
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, stop in, 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

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 – 4 pm, Monday – Friday
4310 Menard Dr, Suite 600
Hermantown, MN 55811
8:30 am – 5 pm, Monday – Thursday
8:30 am – 3 pm, 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
1-877-567-6520
7:45 am – 5 pm, Monday – Friday
express-scripts.com

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

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

Mobile Dental clinic
1-866-451-1555
TTY 612-676-6810 or 1-800-627-3529
8 am – 4:30 pm, Monday – Friday
ucare.org/mdc

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

TruHearing
1-833-725-6518, TTY 711
8 am – 8 pm, Monday – Friday
TruHearing
1-888-423-4632, TTY 711
7 am – 7 pm, Monday – Friday
silver sneakers.com

Directories, formularies and other plan documents
You can find out which doctors, hospitals, clinics and pharmacies are in the 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.
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

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.

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 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
• 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 three 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.

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.

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, request a new one at ucare.org or call Customer Service.

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.

ucare.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 Service: 612-676-2600 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
Behavioral Health Services: 612-676-6533 or 1-833-276-1185
TruHearing: 1-833-750-5896
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.

SilverSneakers fitness program
Your member ID number is unique to you.

ucare.org

Member ID number

Member ID number

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

H2459 021
Coverage Year 2020

ucare.org

Plan name

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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 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 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 Plan (HMO-POS)*

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**Dental coverage**

You may have coverage for routine 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 enrollment period. Call Customer Service to learn more.

<table>
<thead>
<tr>
<th>Optional dental coverage</th>
<th>Classic Choice Dental (for UCare Classic and most UCare Group plan members)</th>
<th>Choice Dental (for UCare Value, UCare Standard and UCare Essentials Rx plan members)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020 monthly premium</td>
<td>$22</td>
<td>$22</td>
</tr>
<tr>
<td>Yearly deductible</td>
<td>$50</td>
<td>$75</td>
</tr>
<tr>
<td>Annual maximum</td>
<td>$1,200</td>
<td>$1,000</td>
</tr>
<tr>
<td>Covered services</td>
<td>endodontics, periodontics, oral surgery, major restorative services, prosthetics, implant services</td>
<td>20% – 50% coinsurance 30% – 60% coinsurance</td>
</tr>
</tbody>
</table>

**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.

**Vision coverage**

Most 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. Some plans include annual allowance for glasses or contacts. See your Evidence of Coverage to learn more about your vision benefits.

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**Find a dentist**

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

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**Over the counter (OTC) drug savings**

UCare helps you save on health items at participating stores. New members will receive a Healthy Savings OTC Benefit Card in the mail. Every quarter, your card will be loaded with a $25 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.
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 per year with a $699 or $999 copay per aid. 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.

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.

Healthcare and Preventive care
Healthcare and 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 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.

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

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>

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
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 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.

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 newsletter.

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
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.

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 to help you reach your fitness goals
• Fitness kits to use at home or when you travel

Present your SilverSneakers card whenever you visit the club. To print a card or get more 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.
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)

ATENCION: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 612-676-3200/1-800-203-7225 (TTY): 612-676-6810/1-800-688-2534.


XUYEFFANNAA: Afaan dubattu Oromooffa, tajaajila gargargaara afaanii, kanfaltidhaana ala, ni argarma. Bibliibaa 612-676-3200/1-800-203-7225 (TTY: 612-676-6810/1-800-688-2534).

CHÚ Ý: Nêu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Goi số 612-676-3200/1-800-203-7225 (TTY: 612-676-6810/1-800-688-2534).

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 612-676-3200/1-800-203-7225 (TTY: 612-676-6810/1-800-688-2534)。

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Healthy Savings is a registered trademark of Solutran, Inc.

TruHearing® is a registered trademark of TruHearing, Inc.