Your guide to 2020
UCare Connect
(SNBC)
Numbers to know

UCare Connect Customer Service
612-676-3395 or 1-877-903-0061
TTY 612-676-6810 or 1-800-688-2534
8 am – 5 pm, Monday – Friday

UCare Behavioral Health Services
For questions about mental health or substance use disorder services.
612-676-6533 or 1-833-276-1185
TTY 1-800-688-2534
8 am – 5 pm, Monday – Friday

Care Navigator line
612-676-6502 or 1-877-903-0062
TTY 1-800-688-2534

UCare Dental Connection
651-768-1415 or 1-855-648-1415
TTY 612-676-6810 or 1-800-688-2534
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

UCare 24/7 Nurse Line
1-800-942-7858
TTY 1-855-307-6976

UCare’s 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
In case of a medical emergency: 911
ucare.org/healthride

Pregnancy Advisor Nurse Line
612-676-3326 or 1-855-260-9708
TTY 711

Other aids and services
(interpreters, accessible format)
612-676-3200 or 1-800-203-7225
TTY 711
24 hours a day, seven days a week

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

Keep Your Coverage Program
612-676-3438 or 1-855-307-6978
TTY 612-676-6810 or 1-800-688-2534
8 am – 5 pm, Monday – Friday

Disability Hub MN
A free Minnesota resource network that helps you solve problems, navigate the system and plan for your future.
1-866-333-2466
disabilityhubmn.org

Mental Health
If you are in crisis, call the Suicide Prevention Hotline: 1-800-273-TALK
Support Groups
National Alliance for Mental Illness (NAMI) – Minnesota
1-888-NAMI-HELPS
tty 711

ucare.org/mentalhealth
Welcome to UCare!

We’re very happy to have you as a UCare Connect member.

This guide will help you learn about and use the many benefits and features of your UCare Connect plan. Read it carefully, keep it handy and refer to it often.

UCare Connect offers many opportunities for you to improve your health. We hope you’ll take advantage of the many helpful wellness benefits and perks that are yours with this plan.

As always, we welcome your questions because we value your UCare membership. Thank you for trusting us with your health coverage needs.

Online member account

Set up your secure online member account at ucare.org. Once you’ve registered, you’ll be able to:

• Send questions securely to Customer Service
• Re-order your member ID card
• See your UCare Connect materials
• Send a medical message to our WebNurse service
• Receive coverage updates and important health and wellness information
• Keep your contact information up to date

UCare Connect Customer Service

Call our Customer Service representatives for answers to your membership, benefit and service questions.

612-676-3395 or 1-877-903-0061
TTY 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 without a signed Statement of Authorized Representation showing the family member(s) have your consent. Visit ucare.org or call Customer Service to learn more.
Your UCare member identification (ID) card — your key to coverage

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

Keep these tips in mind:

• Review your ID card carefully and make sure the information is correct
• Always carry it with you
• Present your current ID card when you seek care
• Have it at hand when you call Customer Service
• If you lose or misplace your ID card, order a new card through our secure member site or by calling Customer Service

Member ID number
Secure number unique to you.

ucare.org website
Access the member site and helpful information.

Plan name
The name of your specific plan.

SilverSneakers® program
This SilverSneakers Fitness image shows you’re eligible for this benefit.

Contact information
Numbers to know, including Customer Service and 24/7 nurse line numbers.
Understand your coverage

Explore our provider network, find your prescription drugs using our online search tool

Go to ucare.org and click on “search network” at the top of the page. Use this online tool to find:

- **People**
  - doctors, specialists, dentists, chiropractors and type of care you need

- **Places**
  - hospitals, clinics, home health care, hospice, urgent care and more

- **Pharmacies**
  - community, hospital, clinical and online pharmacies featured

- **Drug list**
  - prescription drugs covered by your plan

Access your member materials

It’s important to know what’s in our health plan. Here are a few resources that can help:

- **Member Handbook** — Gives you detailed information about your plan, including your member rights and responsibilities

- **Provider and Pharmacy Directory** — Lists the doctors, dentists, pharmacies, hospitals and chiropractors in our network

- **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 the ucare.org/connect webpage.

**Request printed materials**

You can ask for printed copies of your plan materials in two ways:

1. **Online** — Log in to your member account and send us a request.
2. **Phone** — Call Customer Service.
Prescription drug benefits

Your prescription drug benefits are an important part of your health care coverage. Details on your prescription drug coverage can be found online at ucare.org/connect, including:

1. Full details on prescription drug coverage in your Member Handbook
2. Searchable list of prescription drugs covered by your plan can be found at <ucare.org/prescriptiondrugs>. Updated monthly.

Filling prescriptions

When your doctor prescribes a drug, you have two ways to fill your prescription:
1. Your provider sends your prescription to the network pharmacy you choose
2. You take the prescription to the network pharmacy you choose

Find a network pharmacy

Go to search.ucare.org and click on “Pharmacies” to search for and find a network pharmacy near you. Remember to bring your member ID card with you to the pharmacy.

Remember to call UCare Customer Service with any questions:

612-676-3395 or 1-877-903-0061
TTY 612-676-6810 or 1-800-688-2534
8 am – 5 pm, Monday – Friday
Where to get care

1. Primary care clinic
   Routine care at the clinic that knows your health history and long-standing conditions.

2. UCare 24/7 Nurse Line
   Expert advice from experienced nurses on what to do and where to go when you have a health concern.
   1-800-942-7858, TTY 1-855-307-6976, 24 hours a day, seven days a week
   In an emergency that needs treatment right away, either call 911 or go to the nearest emergency room.

3. Walk-in clinic and urgent care
   Care clinics for non-emergency injury or illness that needs immediate attention.
   • Retail locations
   • Urgent care centers

4. Hospital emergency room
   Emergency care for life-threatening symptoms requiring hospital admission.
Make the most of your benefits

Transportation to covered services

UCare Health Ride provides no-cost transportation to and from services covered by your UCare plan.

Transportation options

Enjoy your independence

• Take the bus, light rail or train. Call Health Ride 7 to 10 days before appointment to order free passes.
• Drive yourself, and get your mileage reimbursed. Contact your County Human Services to get started.

Get a little extra help

If public transportation doesn’t work for you or if you need more assistance, Health Ride has special options for you.

• Specialized transportation services
• Taxi cabs and volunteer driver programs

Health Ride is open 7 am – 8 pm, Monday – Friday. Please schedule your ride two days before your appointment.

UCare Health Ride

Find out more at ucare.org.healthride
612-676-6830 or 1-800-864-2157
TTY 612-676-6810 or 1-800-688-2534
In case of a medical emergency: 911

Coordinating your care

Your membership includes the services of a Care Navigator who can help you access health care you need. Your Care Navigator can help you arrange preventive care, find or change your doctor, make referrals for you, and find wellness programs and other services.

You may be offered case management services, based on level of need. This might include a referral to:

• Complex medical case manager (short-term phone support)
• Case manager (comprehensive case coordination services)

To learn more, or if you have questions about who your Care Navigator is, call the Care Navigator line.

Care Navigator line
612-676-6502 or 1-877-903-0062
TTY 1-800-688-2534
Behavioral Health Services

UCare's Behavioral Health Services team has care managers to help you get the care you need. Our Behavioral Health Care Managers work with your care coordinator to help arrange care, find or change providers and make referrals.

**UCare Behavioral Health Services**
612-676-6533 or 1-833-276-1185
TTY 1-800-688-2534
8 am – 5 pm, Monday – Friday

---

Keep Your Coverage Program

It's important to keep your Medical Assistance (Medicaid) eligibility in place so your UCare Connect coverage continues without interruption. To remain eligible for Medical Assistance, paperwork from your home county must be completed and sent in on time.

UCare's Keep Your Coverage team may be able to help you. Contact this program for help with paperwork so you can avoid losing your Medical Assistance coverage.

**Keep Your Coverage help line**
612-676-3438 or 1-855-307-6978
TTY 612-676-6810
8 am – 5 pm, Monday – Friday
snbckepcoverage@ucare.org

---

Remember to call UCare Customer Service with any questions:
612-676-3395 or 1-877-903-0061
TTY 612-676-6810 or 1-800-688-2534
8 am – 5 pm, Monday – Friday
Fitness and wellness benefits

SilverSneakers® Fitness Program

Be healthy, feel stronger and have fun with the SilverSneakers Fitness program.

• Access a free fitness club membership at participating SilverSneakers locations
• Visit silversneakers.com to create exercise and nutrition plans, track progress, and find helpful articles, recipes and more
• SilverSneakers Steps Kit provides wellness options whenever and wherever you want. Contact SilverSneakers to request one of several kit options available
• SilverSneakers FLEX™ gives you options outside the traditional fitness location, with classes including tai chi, yoga, and walking groups offered at local parks and recreation centers

SilverSneakers
1-888-423-4632
TTY 711
silversneakers.com

This icon on your member ID card shows your program eligibility.
Connect to Wellness kits
UCare offers kits to help improve your health and wellness. Each kit includes engaging tools and is available at no cost. Select one kit per calendar year.

- Kit A: Stress Relief
- Kit B: Tai Chi
- Kit C: Sit & Be Fit
- Kit D: Latin Dance

Request one kit using the form at the back of this guide. You also can call Customer Service to request a kit. Kit contents may be subject to change. Please allow 3–6 weeks for delivery.

Health and wellness savings
Take advantage of WholeHealth Living™ Choices and its easy, online access to health and wellness discounts and alternative medicine practitioners. Discounts apply to non-UCare-covered benefits such as acupuncture, massage and many more services. Check your UCare Connect Member Handbook for covered services.

Learn about the practitioners, offers and discounts through your online UCare member account at member.ucare.org. Then print the discount certificate and you’re good to go.

Discounts on healthy foods
Save up to $200 a month on pre-qualified healthy foods including milk, lean meats, eggs, fruits, vegetables and more through the Healthy Savings® program. Download the free app, scan it at check-out and get instant discounts. Or use the Healthy Savings card that will arrive in the mail to each household. Learn more at healthysavings.com/ucare or by calling Customer Service.

Take a class, get a discount
You can receive up to $15 off most course fees for community education classes. Choose from cooking, fitness, social activities, painting or other classes that interest you.

Check your area community education catalog or contact your local school district for class times and locations. Show your UCare member ID card when enrolling in a class to get the discount.

Rewards
UCare offers gift card incentives for completing some important tests or exams, such as your annual physical, prenatal care, diabetes testing, annual mammogram, colon cancer screening and annual dental visit. Visit ucare.org/rewards or call Customer Service to learn about earning rewards for taking care of yourself.
Preventive health services
Your coverage includes many important preventive screenings to help you be well. They’re offered at no cost to you. They include an annual physical exam, diabetes exams, cholesterol tests, mammograms and colon cancer screenings.

Vaccines
Flu and pneumonia vaccines are fully covered in your plan. Talk with your doctor or other health care provider to see if you need these or other shots.

Pregnancy resources

Car seat program
You may be eligible for a free car seat through UCare’s Seats, Education and Travel Safety (SEATS) program. Pregnant members can get a car seat with safety education training. Call Customer Service to find the name and phone number of a partnering agency in your county.

Pregnancy advisor nurse line
Nurses can offer expert advice, support, answers to your pregnancy questions and referrals to additional resources over the phone. Call 612-676-3326 or 1-855-260-9708 (TTY 1-800-688-2534).

Guides and resources for pregnant members
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.
Dental resources

You’ll find a list of covered dental benefits in your plan’s Member Handbook. These benefits include many diagnostic, preventive and restorative services.

UCare Dental Connection

Our UCare Dental Connection helps you manage dental care with one phone call. Call to:

- Find a dental provider or dental home
- Schedule dental appointments for general, follow-up and specialty care
- Coordinate rides to, and interpreter services for, dental appointments
- Get answers to dental benefit and claim questions

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

UCare Mobile Dental Clinic

Members with limited access to quality dental care can receive dental check-ups, cleanings and simple restorative care aboard the UCare Mobile Dental Clinic (MDC). All services are provided by faculty-supervised students from the University of Minnesota School of Dentistry.

The MDC is a specially designed, wheelchair-accessible, 43-foot dentist’s office on wheels. It visits several sites in the metro and Greater Minnesota each year.

Find out when MDC will be in your area at ucare.org/mdc.

MDC appointment line
1-866-451-1555
TTY 1-800-627-3529
8 am – 4:30 pm, Monday – Friday
ucare.org/mdc
Quit Smoking Program

Get started on a tobacco-free life. UCare tobacco quit line counselors help you learn to live without tobacco or nicotine at no charge. Counselors provide personalized coaching, online tools, quit aides (such as nicotine patches and gum) and more.

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

---

Disease management support

Members with certain health conditions can receive help from our disease management programs. UCare offers Health Coaching services to members with a history of or are at risk for chronic conditions such as diabetes, chronic kidney disease and heart failure.

**UCare disease management line**
612-676-6539 or 1-866-863-8303
TTY 612-676-6810 or 1-800-688-2534

---

Care setting transitions

Changes in health and care needs can happen any time. If you need to move from one care setting (such as your home, hospital or nursing home) to another, we want to make sure you have everything you need for a successful experience.

If you have a Case Manager, he or she will help support you. This person will connect with you, your family, and providers to review your discharge instructions. Your Case Manager also will assess your understanding of your medicines, make sure you know who to call with questions, and help you with follow-up appointments and other needs.
Other aids and services

UCare provides additional aids and services, such as qualified interpreters or information in accessible formats, free of charge and quickly to ensure an equal opportunity to participate in our health care programs. Call Customer Service for more information.

Share your opinions

UCare’s Member Feedback Community is an important source of opinions and ideas for UCare. Participants share their views about many health plan matters through online surveys and member focus groups.

You can join this community by completing and returning the UCare Member Feedback Community self-mailer form on the next page. Or, sign up online at ucare.org/getengaged. Participation is optional and you can withdraw any time by sending written notice to feedback@ucare.org or to:

UCare
ATTN Market Research Department
PO Box 52
Minneapolis, MN 55440-0052

Remember to call UCare Customer Service with any questions:

612-676-3395 or 1-877-903-0061
TTY 612-676-6810 or 1-800-688-2534
8 am – 5 pm, Monday – Friday
UCare Member Feedback Community

UCare Member Feedback Community members are an important and influential source of opinions and ideas for UCare. Members of this group share their views about their health plan experiences, member communications and other health plan matters. They do this through online surveys or member focus groups.

If you are a member wanting to contribute ideas and opinions to UCare, join our Member Feedback Community.

Yes, I agree to receive non-plan information.

Member number*

First name*

Last name*

Email*

This consent will expire when I disenroll from UCare health plans, unless I cancel it.

- I have the right to cancel in writing at any time.
- If I cancel, information might have already been sent to me.
- I am not required to consent.
- My health coverage will not be affected if I do not consent.

I understand and agree to the terms in this consent form.

Signature* ________________________________  Date* ________________

The Centers for Medicare & Medicaid Services (CMS) requires Medicare Advantage organizations to obtain their members’ consent to send members non-plan or non-health related information.

By completing this form, I authorize UCare to send me market research surveys. I may also receive information from UCare that may not be directly related to my health care or Medicare plan benefits.

*information required
Connect to Wellness Kit

Take care of yourself

For your convenience, UCare offers fitness and wellness kits to help you improve your health — at no cost to you. Select one option and mail the order form to UCare.

Kit contents are subject to change. Must be a current member at the time of the order. Only one kit per member per calendar year.

If you have questions, call Customer Service.

Allow 3 – 6 weeks for kit delivery. Benefits may change each year. Incomplete or ineligible forms will be returned.

Select one kit only. If a member selects more than one kit, a UCare team member will call them to explain that they can only pick one kit and find out which one they would like.

To be completed by member

**Kit A: Stress relief**
- Calming coloring book
- Mindfulness journal
- Colored pencils

**Kit B: Tai chi**
- Tai chi DVD
- Fitness towel
- Theraband fitness

**Kit C: Sit & Be Fit**
- Sit & Be Fit DVD
- Theraband fitness
- Fitness towel

**Kit D: Latin dance**
- Latin dance DVD
- Theraband fitness
- Fitness towel

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

Remove this form at perforation and return in one of the enclosed envelopes.
Toll Free 1-800-203-7225, TTY 1-800-688-2534

Attention. If you need free help interpreting this document, call the above number.

ما أذنحظة: إرتد مساعدة مجانيه لترجمة هذه الوثائق، ألم على الرقم أعلاه.

Attention. Si vous avez besoin d’une aide gratuite pour interpréter le présent document, veuillez appeler au numéro ci-dessus.

Thov ua twb zoo nyeem. Yog hais tias koj xav tau kev pab txhais lus rau tsab ntaub ntawv no pub dawb, ces hu rau tus najnpawb xov tooj saum toj no.

알리드립니다. 이 문서에 대한 이해를 돕기 위해 무료로 제공되는 도움을 받으시려면 위의 전화번호로 연락하십시오.

โปรดทราบ, ถ้าคุณต้องการความช่วยเหลือในการแปลเอกสารฉบับนี้, โปรดใช้โทรศัพท์เลขที่ด้านใน.

Hubachiisa. Dokumentiin kun tola akka siif hiikamu gargaarsa hoo feete, lakkoobsa gubbatti kenneame bilbili.

Внимание: если вам нужна бесплатная помощь в устном переводе данного документа, позвоните по указанному выше телефону.

Digniin. Haddii aad u baahantahay caawimaad lacag-la’aan ah ee tarjumaadda qoraalkan, lambarka kore wac.

Atención. Si desea recibir asistencia gratuita para interpretar este documento, llame al número indicado arriba.

Chú ý. Nếu quý vị cần được giúp đỡ dịch tài liệu này miễn phí, xin gọi số bên trên.
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

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 contact any of the following four 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
Contact the **OCR** directly to file a complaint:

**Director**

U.S. Department of Health and Human Services’ Office for Civil Rights
200 Independence Avenue SW
Room 509F
HHH Building
Washington, DC 20201
800-368-1019 (Voice)
800-537-7697 (TDD)
Complaint Portal – [https://ocrportal.hhs.gov/ocr/portal/lobby.jsf](https://ocrportal.hhs.gov/ocr/portal/lobby.jsf)

**Minnesota Department of Human Rights (MDHR)**

In Minnesota, you have the right to file a complaint with the MDHR if you believe 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
Freeman Building, 625 North Robert Street
St. Paul, MN 55155
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 DHS if you believe you have been discriminated against in our health care programs because 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
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. After we get your complaint, 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 the outcome 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

UCare Complaint Notice

You have the right to file a complaint with UCare if you believe you have been discriminated against in our health care programs because of any of the following:

- medical condition
- health status
- receipt of health care Services
- claims experience
- medical history
- genetic information
- disability (including mental or physical impairment)
- marital status
- age
- sex (including sex stereotypes and gender identity)
- sexual orientation
- national origin
- race
- color
- religion
- creed
- public assistance status
- political beliefs

You can file a complaint and ask for help in 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