Your guide to 2021
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 Mental Health and Substance Use Disorder Triage Line
For crisis support or ongoing help to manage a mental health or substance use condition.
612-676-6533 or 1-833-276-1185
TTY 1-800-688-2534
8 am – 5 pm, Monday – Friday

UCare Clinical Services Member Assistance
612-676-6502 or 1-877-903-0062
TTY 1-800-688-2534
8 am – 4:30 pm, Monday – Friday

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
care.org/dentalconnection

UCare Mobile Dental Clinic
1-866-451-1555
TTY 1-800-627-3529
8 am – 4:30 pm, Monday – Friday
care.org/mdc

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

UCare Mobile Dental Clinic
1-866-451-1555
TTY 1-800-627-3529
8 am – 4:30 pm, Monday – Friday
care.org/mdc

In case of a medical emergency: 911
care.org/healthride

UCare Pregnancy Advisor Nurse Line
612-676-3326 or 1-855-260-9708
TTY 711
9 am – 5 pm, Monday – Friday

Other UCare 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 and Nicotine Quit Line
1-855-260-9713
TTY 711
myquitforlife.com/ucare

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
8:30 am – 5 pm, Monday – Friday
disabilityhubmn.org

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
Contents

Welcome! .......................................................... 2
  Online member account ........................................ 2
  UCare Connect Customer Service ............................. 2
  Your UCare member identification (ID) card .............. 3

Understand your coverage ...................................... 4
  Provider and prescription drug online search tool ......... 4
  Access your member materials ............................... 4
  Prescription drug benefits .................................... 5

Where to get care ................................................. 6

Make the most of your benefits ................................. 7
  Transportation options ........................................ 7
  Coordinating your care ....................................... 7
  Mental Health and Substance Use Disorder ............... 8
  Keep Your Coverage Program ............................... 8
  Fitness and wellness benefits ............................... 9
  Pregnancy resources ......................................... 12
  Dental resources ............................................. 13
  Quit Smoking and Vaping Program ......................... 14
  Disease management support .............................. 14
  Care setting transitions .................................... 14
  Other aids and services .................................. 15

Connect to Wellness Kit ....................................... 17
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 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 all the helpful wellness benefits and perks that are yours with this plan.

Have questions? Reach out and let us know. We always welcome your thoughts, comments and questions. Thank you for trusting us with your health coverage needs.

Online member account

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

• Send questions securely to Customer Service by clicking on “Message Us”
• See, print and order your member ID card
• See your UCare plan materials to find out what is covered
• Send a secure medical message to our 24/7 WebNurse service
• Receive coverage updates and important health and wellness information
• Get access to discounts on wellness services and products
• 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 member ID card carefully and make sure the information is correct. Let us know if anything is incorrect
• Carry it with you
• Present your member ID card when you seek care
• Have it at hand when you call Customer Service
• Order a new or replacement member ID card through your online member account at member.ucare.org

**Member ID number**
Secure number unique to you.

**Plan name**
The name of your specific plan.

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

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

**SilverSneakers® program**
This SilverSneakers Fitness image shows you’re eligible for this benefit.
Access your member materials

It’s important to know what’s included in your 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, including details on specialty, medical school attended, residency completed and board certification status
- **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. Or log into your online member account at member.ucare.org.

**Request printed materials**

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

1. **Online** — Log in to your member account at member.ucare.org 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. Ask your pharmacy if they offer home delivery

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**
   Preventive care and minor illnesses 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

3. **Telemedicine options**
   If you are experiencing a non-emergency illness or condition, you can visit Minute Clinic online. For more information, visit [cvs.com/minuteclinic](http://cvs.com/minuteclinic).
   Many doctors and clinics are also meeting with patients online or over the phone. Call your doctor or clinic to find out how they can meet with you.

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

5. **Hospital emergency room**
   Emergency care for life-threatening symptoms requiring hospital admission.

In an emergency that needs treatment right away, either call 911 or go to the nearest emergency room.
Make the most of your benefits

Transportation to covered services

UCare Health Ride provides no-cost transportation to and from your covered medical, dental and pharmacy visits.

1-800-864-2157 | TTY 1-800-688-2534 | 7 am – 8 pm, Monday – Friday. Find out more at ucare.org/healthride. In case of emergency call 911.

Transportation options

Public bus
For members who live on a participating bus line. Monthly bus pass for qualifying members.

Light Rail
Call Health Ride 7 to 10 days before your appointment to order free passes.

Taxi or volunteer driver
For members who do not live on a bus line. Call Health Ride 2 business days before your appointment to schedule.

Special transportation services
For members who cannot safely use a bus, cab or volunteer driver due to a mental health condition or physical impairment. Call Health Ride 2 business days before your appointment to schedule.

Mileage reimbursement for driving yourself
Contact your county’s department of human services to set up.

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 comprehensive case management services, based on level of need.

Clinical Services Member Assistance
612-676-6502 or 1-877-903-0062
TTY 1-800-688-2534
8 am – 4:30 pm, Monday – Friday
Mental Health and Substance Use Disorder Services

Mental health and substance use disorders are treatable health conditions. UCare staff are available to offer support and resources.

Support for members and their families includes:

- Help during a crisis
- Referral to Mental Health and Substance Use Disorder Case Management and other services
- Consultation with Mental Health and Substance Use Disorder Case Management
- Help to find in-network and specialty care mental health and substance use providers
- Approvals and alerts for mental health and substance use services
- Connections to community resources

UCare Mental Health and Substance Use Disorder Triage Line
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 county of residence must be completed and sent in on time.

If you have questions about when you will receive paperwork from the county or your UCare health plan, UCare’s Keep Your Coverage team may be able to help.

UCare 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
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](http://silversneakers.com) or the app to create exercise and nutrition plans, find recipes, community support and access pre-recorded on-demand classes
- 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
- Present your SilverSneakers 16 digit ID number whenever you visit the club. To get your 16 digit SilverSneakers ID number or more information, call SilverSneakers or visit their website.

**SilverSneakers**

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

Find out what’s included in each kit and 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](http://member.ucare.org). Present the discount certificate and you’re good to go.

**Discounts on healthy foods**

Save up to $50 a week 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 at participating locations and get instant discounts. Or use the Healthy Savings card that will arrive in your mail. Learn more at [healthysavings.com/ucare](http://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](http://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.

Ask your UCare Care Navigator
UCare offers several additional items to help you stay healthy. Ask your Care Navigator for more information. If you do not know who your Care Navigator is, reach out to UCare Customer Service for assistance.
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. Call Customer Service to find the name and phone number of a partnering agency in your county.

UCare 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).

Helpful tips and rewards
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 that can accommodate your needs
• 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 area each year.

Find out when the 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 and Vaping Program

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

**UCare tobacco and nicotine 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.

If you do not have a Case Manager, call Clinical Services Member Assistance line for help with service coordination related to your transition.
Other aids and services

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

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
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. If you select more than one kit, a UCare team member will call to find out which one you 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 ________________________________
Attention. If you need free help interpreting this document, call the above number.

Mلاحظة: إذا أردت مساعدة مجانية لترجمة هذه الوثيقة، اتصل 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 nycem. 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.

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

โปรดทราบ. คุณสามารถร้องขอความช่วยเหลือโดยไม่ต้องเสียค่าใช้จ่าย, จึง
โปรดใช้ที่ยี่แย่ที่สุดที่คุณ.

Hubachiisa. Dokumentiin kun tola akka siif hiikamu gargaarsa hoo feete, lakoobsa 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 (afcelinta) 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
- religion (in some cases)
Contact the **OCR** directly to file a complaint:

U.S. Department of Health and Human Services’
Office for Civil Rights
200 Independence Avenue SW
Room 515F
HHH Building
Washington, DC 20201
Customer Response Center: Toll-free: 800-368-1019
TDD 800-537-7697
Email: ocrmail@hhs.gov

**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
540 Fairview Avenue North
Suite 201
St. Paul, MN 55104
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 belief

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

DHS_Approved_06/29/2020