your shopping checklist

☐ enroll in Original Medicare
☐ select the plan that fits my lifestyle
☐ enroll in an EssentiaCare Medicare Advantage plan

3 ways to enroll

online: ucare.org/medicare123
fast and easy
secure data transfer
save enrollment to finish at later time

by mail: fill out the enrollment form and mail in the postage-paid envelope

phone: call 1-855-432-7027
to enroll with a licensed Medicare Sales Specialist
call a trusted broker near you
Why EssentiaCare?

Medicare can feel overwhelming when you're trying to figure it out on your own. Our team of de-complicators can help simplify.

We're the figure-outers who can tell you what you need to know about Medicare and help you pick a plan that's right for you.

UCare and Essentia Health formed a special partnership to offer EssentiaCare, a network-based Medicare Advantage plan.

Two names you know and trust bringing you a fresh approach on a Medicare Advantage plan. With EssentiaCare, you pay less for care when you use in-network providers.

Get the peace of mind you deserve with UCare’s broad coverage and affordable prices, and Essentia Health’s expertise in providing high-quality, safe and cost-effective care.

access to

Essentia Health

+ Mayo Clinic

in Rochester

doctors, specialists and advanced practitioners
Confused about Medicare? Our team of de-complicators is at your service to answer all your questions. We help you navigate so you can choose the health plan that's right for you.

This booklet gives you a summary of what we cover and what you pay. It doesn’t list every service that we cover or list every limitation or exclusion. Some services require preauthorization. To get a complete list of services we cover, call us and ask for the Evidence of Coverage.

This information is not a complete description of benefits. Call 1-855-432-7027 or TTY users call 1-800-688-2534 for more information. Limitations, copays and restrictions apply. Benefits, premiums and/or copayments/coinsurance may change on January 1 of each year.

The formulary, pharmacy network, and provider network may change at any time. You will receive notice when necessary.

Out-of-network/non-contracted providers are under no obligation to treat EssentiaCare members, except in emergency situations. Please call Customer Service or see your Evidence of Coverage for more information, including the cost-sharing that applies to out-of-network services.

EssentiaCare is a PPO plan with a Medicare contract. Enrollment in EssentiaCare depends on contract renewal.

If you want to know more about the coverage and costs of Original Medicare, look in your current Medicare & You handbook. View online at medicare.gov or get a copy by calling 1-800-MEDICARE (1-800-633-4227), 24 hours a day, seven days a week. TTY users call 1-877-486-2048.
Understanding the four parts of Medicare

Original Medicare is made up of two parts – **Part A** and **Part B**

**Part A** – hospital coverage
Medicare Part A helps pay for inpatient hospital and skilled nursing facility stays, hospice care and home health care.

**Part B** – medical coverage
Medicare Part B helps pay for a wide range of medical expenses including doctor visits, many preventive screenings, lab tests, X-rays, outpatient procedures, mental health services, durable medical equipment and more.

**Part C** – Medicare Advantage plan
Think of Part C (Medicare Advantage plan) as a package.
It combines Part A with Part B, then may add special benefits that Medicare does not cover, such as vision and dental care. Many packages even include Part D prescription drug coverage.
Discover the all-in-one convenience of a Medicare Advantage plan. Get all your health benefits in one package and find peace of mind in protecting your health and managing your out-of-pocket costs.

**Part D** – outpatient prescription drug coverage
Part D is available to anyone enrolled in either Medicare Part A or Part B. Part D can be purchased through two types of health plans: Medicare Advantage plans that include Part D or stand-alone prescription drug plans.
You must choose whether or not to enroll in Part D when you first become eligible for Medicare. Keep in mind that if you decline it, but decide you want this coverage later, you may have to pay a penalty.
Most Part D plans have a monthly premium, and benefits and drug costs that vary by plan. Each health plan publishes a list of covered drugs called a formulary.
When am I eligible for Original Medicare?

You qualify for Medicare if you:
- Are 65 or older or meet special criteria
- Worked for at least 10 years and paid Medicare taxes (or your spouse did)
- Are a citizen and permanent resident of the United States

How do I enroll in Original Medicare?

You may apply online at ssa.gov/medicare, via telephone appointment at 1-800-772-1213 (TTY users call 1-800-325-0778), or in person at a local Social Security office.

When can I enroll in a Medicare Advantage plan?

Medicare has limits to when and how often you can change your Medicare Advantage plan. These specific time frames, called “election periods,” determine when you can enroll in, or voluntarily disenroll from, a Medicare Advantage plan.

Initial Coverage Election Period (ICEP)

When you become eligible for Medicare (either by age or disability), you may enroll in Original Medicare and a Medicare Advantage plan during your Initial Coverage Election Period (ICEP). When you enroll during the ICEP, the soonest Medicare allows us to accept your enrollment application is three months before you become eligible.

If you have had Part A and are just applying for Part B, the ICEP is limited to the three months prior to your enrollment in Part B.

<table>
<thead>
<tr>
<th>Enroll when first eligible</th>
</tr>
</thead>
<tbody>
<tr>
<td>You have a seven-month period (three months before you turn 65, the month you turn 65, and three months after your birthday month).</td>
</tr>
</tbody>
</table>

**Example**

- Birthday is July 4

<table>
<thead>
<tr>
<th>3 months before</th>
<th>3 months after</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apr</td>
<td>May</td>
</tr>
</tbody>
</table>

**Late enrollment penalties**

If you don’t sign up for Part B and Part D when you first become eligible, Medicare may apply a penalty if you decide to sign up later. You’ll pay the penalty for as long as you have Part B and Part D coverage. Some exceptions apply.
When can I make changes to my Medicare plan coverage?

Annual Election Period (AEP)

Every year between October 15 and December 7, you can make a plan change to be effective on January 1 of the following year. This change may include adding or dropping Medicare Part D.

*Note: Medicare Advantage plans release their rates and benefits for the following year on October 1.*

Special Enrollment Periods (SEPs)

You may qualify for a Special Enrollment Period at any point during the year if you:
- Are leaving or losing coverage through an employer or union (including COBRA)
- Move to an area where your plan isn’t offered
- Are on Medical Assistance or no longer qualify for Medical Assistance
- Receive Extra Help for Medicare Part D
- Are losing your current coverage or your plan is no longer offered

Medicare Advantage Open Enrollment Period (MA-OEP)

During the MA-OEP, Medicare Advantage members may enroll in another Medicare Advantage plan or disenroll from their Medicare Advantage plan and return to Original Medicare (limited to one change). This period runs from January 1 through March 31.
Why choose Medicare Advantage?

EssentiaCare Medicare Advantage plans offer all-in-one convenience, with medical and Medicare Part D prescription drug coverage in one simple plan. Plus, extras like vision, hearing, dental and fitness benefits. EssentiaCare plans protect your health and your wallet, limiting your out-of-pocket costs each year.

Get the benefits and coverage you need

Network — Essentia Health's integrated care system provides high-quality, safe and cost-effective care

Choice — range of plans and premiums to fit your needs, lifestyle and budget

Customer service — local and easy to reach

Convenience — medical and Medicare Part D prescription drug coverage in one plan

Lots of extras — vision, hearing, dental and SilverSneakers® fitness benefits

- prescription drug coverage
- dental coverage
- over-the-counter allowance
- coverage when traveling
- fitness options
- vision and hearing benefits
For information about plans available in other counties, please call us at 1-855-432-7027, TTY users call 1-800-688-2534, 8 am – 5 pm, Monday – Friday.

**Plan options:**

- **EssentiaCare Access (PPO)**

  EssentiaCare Access is only available in St. Louis (MN), Bayfield (WI), Douglas (WI) and Washburn (WI) counties.

- **EssentiaCare Secure (PPO)**

- **EssentiaCare Grand (PPO)**

You can see any provider that accepts Medicare, but you’ll pay less when you get care from more than 2,100 Essentia Health providers.

Essentia Health is an integrated health system that combines the strengths and talents of doctors, specialists and advanced practitioners, to serve patients and communities.

To look up a doctor, go to [ucare.org/medicare123](http://ucare.org/medicare123) and click on “find a doc, find a drug” and choose “EssentiaCare” under “Pick your plan.”

*PPO — Preferred Provider Organization*
Picture yourself in one of our plans

Mark
Mark turns 65 next month. He’s active, in great health and wants good coverage in case of an emergency or serious illness. He is willing to pay higher cost-sharing in exchange for a $0 premium with EssentiaCare Access.

John
John is in good health and doesn’t foresee any large health care expenses. He takes prescription drugs to manage his health. EssentiaCare Secure is a great fit, providing all-in-one coverage for a low premium.

June
June has chronic health issues and relies on her care providers at Essentia Health to monitor and treat her condition. She also wants the confidence of knowing she has broad coverage if she needs it. EssentiaCare Grand gives June peace of mind.

<table>
<thead>
<tr>
<th>Plan</th>
<th>ACCESS</th>
<th>SECURE</th>
<th>GRAND</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Premium</strong></td>
<td>$0</td>
<td>$35</td>
<td>$109</td>
</tr>
<tr>
<td><strong>Medical and hospital</strong></td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td><strong>Fitness programs</strong></td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td><strong>Dental</strong></td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td><strong>Vision and hearing</strong></td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td><strong>Over-the-counter allowance</strong></td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td><strong>Medicare Part D prescription drug coverage</strong></td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td><strong>Coverage when traveling</strong></td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td><strong>Maximum out-of-pocket (in-network)</strong></td>
<td>$5,500</td>
<td>$4,500</td>
<td>$3,500</td>
</tr>
</tbody>
</table>

uctcare.org/medicare123 or call 1-855-432-7027
Find a drug

Search our List of Covered Drugs (formulary) at ucare.org/medicare123, click “find a doc, find a drug.”

If you prefer, use the printed 2021 List of Covered Drugs provided. Check the alphabetical index in the back to find your drugs.

Find a pharmacy

Fill your prescriptions at one of more than 23,000 preferred and 42,000 standard pharmacies in our plan network.

You’ll save more when you use preferred pharmacies:

- Preferred retail pharmacies include Essentia Health, CVS/Target, Costco, Cub Foods, Sam’s Club/Walmart and Hy-Vee
- Express Scripts preferred mail order pharmacy provides a 90-day supply for two copays

You can also fill your prescriptions at standard cost-share pharmacies nationwide, including Walgreens.

To find a preferred pharmacy in our plan network, use the online search tool at ucare.org/medicare123.

If you prefer, call for help or request a Provider and Pharmacy Directory at 1-855-432-7027.

New for 2021

EssentiaCare members now have lower copays for the Shingrix shingles vaccine. Members who take select formulary insulins have a low copay of $30 to $35 for a one-month supply, regardless of Part D coverage phase.
Dental coverage

All plans include dental coverage, and some give you the flexibility to purchase optional dental coverage. You can make the most of your dental benefits when you see providers in the Delta Dental Medicare Advantage network. You may pay more for services if you see a provider outside this network.

Over-the-counter allowance

Our plans help you save money in lots of ways, including an over-the-counter (OTC) allowance. This allowance is yours to spend as you like on qualifying items like cough drops, first aid supplies, pain relief, sinus medication and toothpaste at participating retailers.
**Fitness options**

**SilverSneakers Fitness Program**
Whether you’re close to home or traveling, you can use your SilverSneakers membership however and whenever it works for you. This fitness program includes:

- A free basic fitness membership at more than 16,000 locations in the SilverSneakers network
- Online access to recipes, community support and prerecorded on-demand classes
- SilverSneakers FLEX™ fitness classes
- At-home fitness kit options for stress relief, strength, walking and yoga

**How it works**
To find clubs and classes where you live or travel, visit silversneakers.com or call 1-888-423-4632, Monday – Friday, 7 am – 7 pm CT.

**Health Club Savings Program**
Join a class, work with weights, swim some laps, or try something new. Health Club Savings offers the variety you want and the flexibility you deserve. If you belong to a participating health club that is not in the SilverSneakers network, you can receive a reimbursement of up to $20 in your monthly health club membership fees.

**How it works**
Bring your EssentiaCare member ID card to your health club to sign up. To see a full list of participating health clubs, visit ucare.org/healthwellness
Vision benefits

Our plans offer a vision benefit with a dollar allowance for glasses and contact lenses. These allowances range from $100 to $200, depending on the plan you choose.

Hearing benefits

Plans include coverage for routine hearing tests and diagnostic hearing exams. Members of EssentiaCare Grand also receive an annual allowance to use toward the purchase of hearing aids.

Community education discount

Get up to a $15 discount on most Minnesota community education classes. Check your local community education catalog or contact the local school district for class times and locations. Limit of three discounts in a calendar year (one discount per class enrollment).
Enrollment

Choose a clinic
Select a primary care clinic from the Primary Care Clinic Listing found in your plan information kit. Within this clinic, you may see any doctor. You may see any specialist in our network without a referral.

Forms by mail
We must receive your enrollment application by (not postmarked by) the end of the month prior to when you want coverage to start (except during the Annual Election Period — must be received by 12/7 for a 1/1 effective date).

Once we receive your enrollment application, you:
• may receive a call from us if any required information is missing from the enrollment form
• get a letter within 15 days to verify your enrollment
• may receive a letter from us if you did not have a Medicare Part D plan from the date you were first eligible
• may receive a letter from us if you are leaving an employer group plan to join our plan
• will get a new member packet
• will get a EssentiaCare member identification card that you can begin using on your effective date

Should you require medical services or prescription drugs before you receive your ID card, please call Customer Service at 1-855-432-7025 (TTY users call 1-800-688-2534).

How to pay your premiums
You can choose to pay your monthly premium:
• by check
• automatic payment/Electronic Funds Transfer (EFT)
• Social Security or Railroad Retirement Board withdrawal
• online at member.ucare.org

Please do not send payment with your enrollment form.
# Plan benefit details

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- Hospital care ........................................................................ page 16
- Doctor visits ......................................................................... page 16
- Preventive care ..................................................................... page 16
- Diagnostic tests, radiation therapy, X-rays, and lab services ........................................................................ page 17
- Hearing services .................................................................... page 17
- Dental coverage ..................................................................... page 17
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- Mental health services .......................................................... page 18
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### Benefits Access Secure Grand

<table>
<thead>
<tr>
<th>2021 monthly premium (you must continue to pay your Medicare Part B premium)</th>
<th>ACCESS</th>
<th>SECURE</th>
<th>GRAND</th>
</tr>
</thead>
<tbody>
<tr>
<td>$0</td>
<td>$35</td>
<td>$109</td>
<td></td>
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</table>

<table>
<thead>
<tr>
<th>Medical deductible</th>
<th>ACCESS</th>
<th>SECURE</th>
<th>GRAND</th>
</tr>
</thead>
<tbody>
<tr>
<td>$0</td>
<td>$0</td>
<td>$0</td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Medicare Part D deductible</th>
<th>ACCESS</th>
<th>SECURE</th>
<th>GRAND</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tier 1 = $0 Tiers 2–5 = $445</td>
<td>Tiers 1 &amp; 2 = $0 Tiers 3–5 = $400</td>
<td>Tiers 1 &amp; 2 = $0 Tiers 3–5 = $250</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Maximum out-of-pocket</th>
<th>ACCESS</th>
<th>SECURE</th>
<th>GRAND</th>
</tr>
</thead>
<tbody>
<tr>
<td>In-network $5,500; then 100% covered</td>
<td>In-network $4,500; then 100% covered</td>
<td>In-network $3,500; then 100% covered</td>
<td></td>
</tr>
<tr>
<td>Out-of-network combined with in-network $6,500; then 100% covered</td>
<td>Out-of-network combined with in-network $10,000; then 100% covered</td>
<td>Out-of-network combined with in-network $7,000; then 100% covered</td>
<td></td>
</tr>
</tbody>
</table>

### Hospital Care

<table>
<thead>
<tr>
<th>Inpatient hospital care (per admission)</th>
<th>ACCESS</th>
<th>SECURE</th>
<th>GRAND</th>
</tr>
</thead>
<tbody>
<tr>
<td>$300 copay per day (days 1–5), then 100% covered</td>
<td>$300 copay per day (days 1–5), then 100% covered</td>
<td>$250 copay per stay (not per day), then 100% covered</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Outpatient hospital or procedure</th>
<th>ACCESS</th>
<th>SECURE</th>
<th>GRAND</th>
</tr>
</thead>
<tbody>
<tr>
<td>$395 copay</td>
<td>$300 copay</td>
<td>$250 copay</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Ambulatory surgery center</th>
<th>ACCESS</th>
<th>SECURE</th>
<th>GRAND</th>
</tr>
</thead>
<tbody>
<tr>
<td>$395 copay</td>
<td>$300 copay</td>
<td>$250 copay</td>
<td></td>
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</table>

### Doctor Visits

<table>
<thead>
<tr>
<th>Primary</th>
<th>ACCESS</th>
<th>SECURE</th>
<th>GRAND</th>
</tr>
</thead>
<tbody>
<tr>
<td>$22 copay</td>
<td>$0 copay</td>
<td>$0 copay</td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Specialist</th>
<th>ACCESS</th>
<th>SECURE</th>
<th>GRAND</th>
</tr>
</thead>
<tbody>
<tr>
<td>$50 copay</td>
<td>$45 copay</td>
<td>$30 copay</td>
<td></td>
</tr>
</tbody>
</table>

### Preventive Care

<table>
<thead>
<tr>
<th>Routine physical exam</th>
<th>ACCESS</th>
<th>SECURE</th>
<th>GRAND</th>
</tr>
</thead>
<tbody>
<tr>
<td>$0 copay</td>
<td>$0 copay</td>
<td>$0 copay</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>“Welcome to Medicare” preventive visit (if in the first 12 months on Part B)</th>
<th>ACCESS</th>
<th>SECURE</th>
<th>GRAND</th>
</tr>
</thead>
<tbody>
<tr>
<td>$0 copay</td>
<td>$0 copay</td>
<td>$0 copay</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Annual Wellness Exam (if you’ve had Part B for more than 12 months)</th>
<th>ACCESS</th>
<th>SECURE</th>
<th>GRAND</th>
</tr>
</thead>
<tbody>
<tr>
<td>$0 copay</td>
<td>$0 copay</td>
<td>$0 copay</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Immunizations — Flu and pneumonia vaccines (shingles vaccine is covered under Medicare Part D)</th>
<th>ACCESS</th>
<th>SECURE</th>
<th>GRAND</th>
</tr>
</thead>
<tbody>
<tr>
<td>$0 copay</td>
<td>$0 copay</td>
<td>$0 copay</td>
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</table>

<table>
<thead>
<tr>
<th>Mammogram screening, prostate cancer screening, bone mass measurement, diabetes screening, preventive colorectal cancer screening</th>
<th>ACCESS</th>
<th>SECURE</th>
<th>GRAND</th>
</tr>
</thead>
<tbody>
<tr>
<td>$0 copay</td>
<td>$0 copay</td>
<td>$0 copay</td>
<td></td>
</tr>
</tbody>
</table>

In general, out-of-network cost-sharing in the U.S. is 40%; cost-sharing is the same both in- and out-of-network for some services.
<table>
<thead>
<tr>
<th>Emergency / Urgent Care — network does not apply</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency care</td>
</tr>
<tr>
<td>Urgently needed services</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Diagnostic Tests, Radiation Therapy, X-rays and Lab Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diagnostic tests (e.g., MRI and CT scans), radiation therapy and X-rays</td>
</tr>
<tr>
<td>Lab services (e.g., Protime INR, cholesterol)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Hearing Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diagnostic hearing exam</td>
</tr>
<tr>
<td>Routine hearing exam</td>
</tr>
<tr>
<td>Annual allowance for hearing aids</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Dental Coverage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coverage includes</td>
</tr>
<tr>
<td>Premium</td>
</tr>
<tr>
<td>Deductible</td>
</tr>
<tr>
<td>Annual plan maximum</td>
</tr>
<tr>
<td>Oral examinations</td>
</tr>
</tbody>
</table>

*These services are included without purchase of optional coverage and no deductible applies. These services do not apply to annual plan maximum.

For dental limitations and exclusions, see pages 24–25.
<table>
<thead>
<tr>
<th></th>
<th>ACCESS</th>
<th>SECURE</th>
<th>GRAND</th>
</tr>
</thead>
<tbody>
<tr>
<td>Routine cleanings</td>
<td>Covered up to $250 allowance limit</td>
<td>One per year* (two total with purchase of optional coverage)</td>
<td>One per year* (two total with purchase of optional coverage)</td>
</tr>
<tr>
<td>X-rays</td>
<td></td>
<td>Annual bitewing* (full mouth every 5 years with purchase of optional coverage)</td>
<td>Annual bitewing* (full mouth every 5 years with purchase of optional coverage)</td>
</tr>
<tr>
<td>Fluoride treatment</td>
<td>Covered*</td>
<td>Covered*</td>
<td>Covered*</td>
</tr>
<tr>
<td>Periodontal maintenance cleanings</td>
<td>One per year* (more with purchase of optional coverage)</td>
<td>One per year* (more with purchase of optional coverage)</td>
<td>One per year* (more with purchase of optional coverage)</td>
</tr>
<tr>
<td>Basic restorative services (e.g., fillings, root canals, periodontal services)</td>
<td>30% coinsurance with purchase of optional coverage</td>
<td>30% coinsurance with purchase of optional coverage</td>
<td>30% coinsurance with purchase of optional coverage</td>
</tr>
<tr>
<td>Major restorative procedures (e.g., crowns, bridges, implants)</td>
<td>60% coinsurance with purchase of optional coverage</td>
<td>60% coinsurance with purchase of optional coverage</td>
<td>60% coinsurance with purchase of optional coverage</td>
</tr>
<tr>
<td><strong>Vision Services</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Diagnostic eye exam</td>
<td>$35 copay</td>
<td>$45 copay</td>
<td>$35 copay</td>
</tr>
<tr>
<td>Annual routine eye exam</td>
<td>$0 copay</td>
<td>$0 copay</td>
<td>$0 copay</td>
</tr>
<tr>
<td>Eyeglasses or contact lenses after cataract surgery</td>
<td>20% coinsurance</td>
<td>$0 copay</td>
<td>$0 copay</td>
</tr>
<tr>
<td>Annual allowance for eyeglasses or contacts at any provider</td>
<td>$100</td>
<td>$100</td>
<td>$200</td>
</tr>
<tr>
<td><strong>Mental Health Services</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Inpatient hospital stay (90-day limit per stay)</td>
<td>$300 copay per day (days 1–5); then 100% covered</td>
<td>$300 copay per day (days 1–5); then 100% covered</td>
<td>$250 copay per stay (not per day); then 100% covered</td>
</tr>
<tr>
<td>Limited to 190 days in a lifetime in a psychiatric hospital</td>
<td>$300 copay per stay (not per day); then 100% covered</td>
<td>$300 copay per stay (not per day); then 100% covered</td>
<td>$250 copay per stay (not per day); then 100% covered</td>
</tr>
<tr>
<td>Outpatient mental health care</td>
<td>$40 copay</td>
<td>$40 copay</td>
<td>$30 copay</td>
</tr>
</tbody>
</table>

*These services are included without purchase of optional coverage and no deductible applies. These services do not apply to annual plan maximum.

For dental limitations and exclusions, see pages 24–25.
### Skilled Nursing Facility Care (or swing bed)^

<table>
<thead>
<tr>
<th></th>
<th>ACCESS</th>
<th>SECURE</th>
<th>GRAND</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Care in a skilled nursing facility with no prior 3-day hospital stay required</strong></td>
<td>$0 copay per day for days 1–20; $184 copay per day for days 21–100; per benefit period</td>
<td>$0 copay per day for days 1–20; $184 copay per day for days 21–100; per benefit period</td>
<td>$0 copay per day for days 1–20; $125 copay per day for days 21–100; per benefit period</td>
</tr>
<tr>
<td>Physical therapy</td>
<td>$40 copay</td>
<td>$40 copay</td>
<td>$30 copay</td>
</tr>
<tr>
<td>Ambulance (within the U.S. and its territories)</td>
<td>$300 copay</td>
<td>$325 copay</td>
<td>$250 copay</td>
</tr>
<tr>
<td>Includes air and/or ground</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transportation (non-emergency)</td>
<td>Not covered</td>
<td>Not covered</td>
<td>Not covered</td>
</tr>
<tr>
<td>Medicare Part B Drugs^</td>
<td>20% coinsurance</td>
<td>20% coinsurance</td>
<td>20% coinsurance</td>
</tr>
<tr>
<td>Generally, drugs that must be administered by a health professional</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chiropractic services through ChiroCare network^</td>
<td>$20 copay</td>
<td>$20 copay</td>
<td>$15 copay</td>
</tr>
<tr>
<td>Manual manipulation of the spine to correct subluxation</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Podiatry services</td>
<td>$50 copay</td>
<td>$45 copay</td>
<td>$30 copay</td>
</tr>
<tr>
<td>Over-the-counter (OTC) allowance</td>
<td>$50 every six months</td>
<td>$50 every six months</td>
<td>$50 every six months</td>
</tr>
<tr>
<td>E-visits through Essentia MyHealth</td>
<td>$0 copay</td>
<td>$0 copay</td>
<td>$0 copay</td>
</tr>
<tr>
<td>Durable medical equipment^ (e.g., oxygen equipment, CPAP)</td>
<td>20% coinsurance</td>
<td>20% coinsurance</td>
<td>20% coinsurance</td>
</tr>
<tr>
<td>Prosthetic devices (e.g., braces, colostomy bags and supplies)</td>
<td>20% coinsurance</td>
<td>20% coinsurance</td>
<td>20% coinsurance</td>
</tr>
<tr>
<td>Diabetic supplies</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Continuous blood glucose monitors</td>
<td>20% coinsurance</td>
<td>20% coinsurance</td>
<td>20% coinsurance</td>
</tr>
<tr>
<td>• Other glucose monitors</td>
<td>20% coinsurance</td>
<td>20% coinsurance</td>
<td>$0 copay</td>
</tr>
<tr>
<td>• Test strips, and lancets (Insulin and syringes covered under Medicare Part D)</td>
<td>20% coinsurance</td>
<td>20% coinsurance</td>
<td>$0 copay</td>
</tr>
</tbody>
</table>

^Service requires prior authorization
EssentiaCare plans include out-of-network coverage. You also have access to online care for $0 anytime and anywhere with Essentia MyHealth.

### Within the U.S.

<table>
<thead>
<tr>
<th>Service Description</th>
<th>ACCESS</th>
<th>SECURE</th>
<th>GRAND</th>
</tr>
</thead>
<tbody>
<tr>
<td>Care from any out-of-network provider that accepts Medicare</td>
<td>40% of the cost of services</td>
<td>40% of the cost of services</td>
<td>40% of the cost of services</td>
</tr>
<tr>
<td>Emergency care</td>
<td>$90 copay</td>
<td>$90 copay</td>
<td>$90 copay</td>
</tr>
<tr>
<td>Urgently needed services</td>
<td>$45 copay</td>
<td>$45 copay</td>
<td>$45 copay</td>
</tr>
<tr>
<td>Ambulance (within the U.S. and its territories)</td>
<td>$300 copay</td>
<td>$325 copay</td>
<td>$250 copay</td>
</tr>
<tr>
<td>Includes air and/or ground</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Worldwide Emergency Care (outside the U.S. and its territories)

<table>
<thead>
<tr>
<th>Service Description</th>
<th>ACCESS</th>
<th>SECURE</th>
<th>GRAND</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency care including post-stabilization</td>
<td>$90 copay</td>
<td>$90 copay</td>
<td>$90 copay</td>
</tr>
<tr>
<td>Ground ambulance to the nearest hospital for emergency care</td>
<td>$90 copay</td>
<td>$90 copay</td>
<td>$90 copay</td>
</tr>
</tbody>
</table>

**Note:** Only emergency coverage is worldwide. You may want to consider purchasing a separate travel policy while traveling outside the U.S. for services such as air ambulance.

### Preferred Pharmacies

**More savings** — Pay less for your drugs at more than 23,000 pharmacies, including Essentia Health, CVS/Target, Costco, Cub Foods, Sam’s Club/Walmart and Hy-Vee.

To find a preferred pharmacy in your plan network, use the online search tool at [ucare.org/medicare123](ucare.org/medicare123).

If you prefer, call for help or request a Provider and Pharmacy Directory at [1-855-432-7027](tel:1-855-432-7027).

### Standard Pharmacies

**More choice** — Fill your prescriptions at more than 42,000 standard cost-share pharmacies nationwide, including Walgreen’s.
**Medicare Part D Coverage** — included with these plan options at no additional premium

<table>
<thead>
<tr>
<th>Cost Sharing for Deductible: You pay the full cost of your drugs until you reach this amount</th>
<th>ACCESS</th>
<th>SECURE</th>
<th>GRAND</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tier 1 = $0 Tiers 2–5 = $445</td>
<td>Tier 1 &amp; 2 = $0 Tiers 3–5 = $400</td>
<td>Tier 1 &amp; 2 = $0 Tiers 3–5 = $250</td>
<td></td>
</tr>
</tbody>
</table>

**Initial Coverage Phase:** From $0 to $4,130 in annual prescription drug costs. After you meet the deductible, you pay the amounts listed below

**Cost Sharing (Retail):** Our network includes preferred pharmacies, which offer lower cost sharing than standard network pharmacies.

For Tier 1: Preferred generic drugs
- **Retail — 30-day supply**
  - Preferred: $3 copay
  - Standard: $12 copay

For Tier 2: Generic drugs
- **Retail — 30-day supply**
  - Preferred: $10 copay
  - Standard: $20 copay

For Tier 3: Preferred brand drugs
- **Retail — 30-day supply**
  - Preferred: 17% coinsurance
  - Standard: 25% coinsurance

For Tier 4: Non-preferred drugs
- **Retail — 30-day supply**
  - Preferred: 45% coinsurance
  - Standard: 50% coinsurance

For Tier 5: Specialty drugs
- **Retail — 30-day supply**
  - Preferred: 25% coinsurance
  - Standard: 25% coinsurance

ucare.org/medicare123 or call 1-855-432-7027 21
## Coverage Gap

<table>
<thead>
<tr>
<th>ACCESS</th>
<th>SECURE</th>
<th>GRAND</th>
</tr>
</thead>
<tbody>
<tr>
<td>Once you have reached $4,130 in annual prescription drug spending (your cost plus EssentiaCare's cost), you pay as shown</td>
<td>25% of the cost of generic and brand drugs</td>
<td>25% of the cost of generic and brand drugs</td>
</tr>
</tbody>
</table>

## Catastrophic Coverage

<table>
<thead>
<tr>
<th>ACCESS</th>
<th>SECURE</th>
<th>GRAND</th>
</tr>
</thead>
<tbody>
<tr>
<td>Once you have reached $6,550 in annual prescription drug spending (excluding EssentiaCare's cost), you pay as shown</td>
<td>You pay</td>
<td>You pay</td>
</tr>
<tr>
<td></td>
<td>The greater of $3.70 or 5% coinsurance for generic drugs</td>
<td>The greater of $3.70 or 5% coinsurance for generic drugs</td>
</tr>
<tr>
<td></td>
<td>The greater of $9.20 or 5% coinsurance for all other drugs</td>
<td>The greater of $9.20 or 5% coinsurance for all other drugs</td>
</tr>
</tbody>
</table>

Cost-sharing may differ based on pharmacy type or status (mail-order, retail, long-term care (LTC), home infusion), whether the pharmacy is in our preferred or standard network or whether the prescription is short-term (30-day supply) or long-term (90-day supply).

### Additional requirements or limits on covered drugs

Some covered drugs may have additional requirements or limits on coverage. These may include: Prior Authorization (PA), Quantity Limits (QL), or Step Therapy (ST). Visit [ucare.org/medicare123](http://ucare.org/medicare123) to find out if your drug has any additional requirements or limits. You can also ask us to make an exception to these restrictions or limits. Details on how to make these requests are in the formulary and in the EssentiaCare Evidence of Coverage.

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**Extra Help for Medicare Part D**

You may be able to get Extra Help to help pay for your prescription drug premium and costs.

To see if you qualify, call:

- 1-800-MEDICARE (TTY users call 1-877-486-2048), 24/7
- Social Security Administration at 1-800-772-1213 (TTY users call 1-800-325-0778), 7 am – 7 pm, Monday – Friday
- Your State Medicaid Office or County Human Services Office
- Senior LinkAge Line® at 1-800-333-2433

Some people will pay a higher premium for Part D coverage because their yearly income is over certain amounts.
Additional information

Before making an enrollment decision, it is important that you fully understand our benefits and rules. If you have any questions, you can call and speak to an Medicare Sales Specialist at 1-855-432-7027.

Understanding the benefits
☐ Review the full list of benefits found in the Evidence of Coverage (EOC), especially for those services for which you routinely see a doctor. Visit ucare.org or call 1-855-432-7027 to view a copy of the EOC.

☐ Review the provider directory (or ask your doctor) to make sure the doctors you see now are in the network. If they are not listed, it means you will likely have to select a new doctor.

☐ Review the pharmacy directory to make sure the pharmacy you use for any prescription medicine is in the network. If the pharmacy is not listed, you will likely have to select a new pharmacy for your prescriptions.

Understanding important rules
☐ In addition to your monthly plan premium, you must continue to pay your Medicare Part B premium. This premium is normally taken out of your Social Security check each month.

☐ Benefits, premiums and/or copayments/ co-insurance may change on January 1, 2022.

☐ Our plan allows you to see providers outside of our network (non-contracted providers). However, while we will pay for services provided by a non-contracted provider, the provider must agree to treat you. Except in an emergency or urgent situations, non-contracted providers may deny care.

Provider network coverage
As a member of our plan, you can receive your care from either a network provider or an out-of-network provider. If you use an out-of-network provider, your share of the costs for your covered services may be higher. Please note that if you receive care from an out-of-network provider, they must be eligible to participate in Medicare. Except for emergency care, we cannot pay a provider who is not eligible to participate in Medicare.

Out-of-network/non-contracted providers are under no obligation to treat EssentiaCare members, except in emergency situations. Please call our Customer Service number or see your Evidence of Coverage for more information, including the cost-sharing that applies to out-of-network services.

Learn about special services
Care Management
EssentiaCare provides extra support to members with short-term or complex health needs, and social service needs. A case manager is available to you based on such factors as your use of acute services, your health assessment or provider referral.

We offer care management to members with select diagnoses who transition to home from a hospital or skilled nursing facility. Care management may entail communication with a facility discharge planner, medication reconciliation, assistance with scheduling follow-up appointments, and ensuring home care services are in place if ordered by your provider. Case managers coordinate services across the continuum of health care. They conduct care management by phone during business hours.

Prior Authorizations
We cover some services listed in the benefits chart only if your doctor or other provider gets approval from us in advance. Some of the covered services that need such approval include inpatient rehabilitation services, genetic molecular diagnosis test, spine surgery, bone growth stimulators and spinal cord stimulators. Other services that require prior authorization are marked with an ^ in the chart. For more information on services that require prior authorization by your provider, go to ucare.org.

The Benefits Chart section of the Evidence of Coverage includes this information for each of our plans. This information is also at ucare.org.

Consider Medicare coverage limits
The following items and services are not covered under Original Medicare or by our plan:

- Services considered not reasonable and necessary, according to the standards of Original Medicare, unless these services are listed by our plan as covered services

- Experimental medical and surgical procedures, equipment and medications, unless covered by Original Medicare or under a Medicare-approved clinical research study or by our plan. Experimental procedures and items are those determined by our plan and Original Medicare to not be generally accepted by the medical community.

ucare.org/medicare123 or call 1-855-432-7027
• Private room in a hospital, except when it is considered medically necessary or if it is the only option available

• Personal items in your room at a hospital or a skilled nursing facility, such as a telephone or a television

• Full-time nursing care in your home

• Custodial care — care provided in a nursing home, hospice, or other facility setting when you do not require skilled medical care or skilled nursing care. Custodial care is personal care that does not require the continuing attention of trained medical or paramedical personnel, such as care that helps you with activities of daily living, such as bathing or dressing.

• Homemaker services include basic household assistance, including light housekeeping or light meal preparation

• Fees charged for care by your immediate relatives or members of your household

• Cosmetic surgery or procedures, unless covered in case of an accidental injury or for improvement of the functioning of a malformed body part. However, all stages of reconstruction are covered for a breast after a mastectomy, as well as for the unaffected breast to produce a symmetrical appearance.

• Routine chiropractic care, other than manual manipulation of the spine to correct a subluxation

• Home-delivered meals (except some coverage for members with congestive heart failure)

• Routine foot care, except for the limited coverage provided according to Medicare guidelines (e.g., if you have diabetes)

• Orthopedic shoes, unless the shoes are part of a leg brace and are included in the cost of the brace, or the shoes are for a person with diabetic foot disease

• Supportive devices for the feet, except for orthopedic or therapeutic shoes for people with diabetic foot disease

• Hearing aids (except for EssentiaCare Grand)

• Radial keratotomy, LASIK surgery, vision therapy and other low-vision aids. Eyewear except for one pair of eyeglasses (or contact lenses) after cataract surgery and non Medicare-covered eyewear up to the allowed amount.

• Reversal of sterilization procedures, and/or non prescription contraceptive supplies

• Acupuncture (except for chronic low back pain)

• Naturopath services (uses natural or alternative treatments)

Our plan will not cover the excluded services listed above. Even if you receive the services at an emergency facility, the excluded services are still not covered.

**Dental coverage limitations**

Frequency limits and waiting periods do not apply to EssentiaCare Access. Otherwise these limitations apply to all plans.

• Endodontics: Limited to one (1) per tooth per lifetime.

• Periodontics (other than periodontal maintenance cleanings): Coverage is limited to one (1) non-surgical periodontal treatment and one (1) surgical periodontal treatment per quadrant every 36 months.

• Oral/maxillofacial surgery: Coverage is limited to once per site (upper/lower ridge) in conjunction with building the bony ridge needed for successful placement of an implant or removable prosthetics (partial/full dentures).

• Major restorative services: Benefit for the replacement of a crown or an onlay will be provided only after a five (5) year period, measured from the last date the covered dental service was performed.

• Prosthetics — removable and fixed: A prosthetic appliance (denture or bridge) for the purpose of replacing an existing appliance will be covered only after five (5) years.

• Implant services: Replacing a single missing tooth. Coverage for implants is limited to once per tooth per lifetime (also see Exclusion #19).

**Dental coverage exclusions**

While some of the exclusions shown below may be covered services under the terms of the Evidence of Coverage, the following are not covered dental services under the dental rider:

1. Services rendered by dentists who have opted out or been excluded from Medicare are not eligible for reimbursement

2. Dental services that are not necessary or specifically covered

3. Hospitalization or other facility charges

4. Prescription drugs

5. Any dental procedure performed solely as a cosmetic procedure

6. Charges for dental procedures completed prior to the member’s effective date of coverage

7. Anesthesiologist services

8. Dental procedures, appliances or restorations that are necessary to alter, restore or maintain
occlusion, including but not limited to: increasing vertical dimension, replacing or stabilizing tooth structure lost by attrition (wear), realignment of teeth, periodontal splinting, and gnathologic recordings.

9. Direct diagnostic surgical or non-surgical treatment procedures applied to jaw joints or muscles, except as provided under Oral Surgery in the Evidence of Coverage.

10. Artificial material implanted or grafted into soft tissue, including surgical removal of implants, with exceptions.

11. Oral hygiene instruction and periodontal exam.

12. Services for teeth retained in relation to an overdenture. Overdenture appliances are limited to an allowance for a standard full denture.

13. Any oral surgery that includes surgical endodontics (apicoectomy, retrograde filling) other than that listed under Oral Surgery in the Evidence of Coverage.


15. Removable unilateral dentures.


17. Splinting.

18. Consultations by the treating provider and office visits.

19. Initial installation of implants, full or partial dentures or fixed bridgework to replace a tooth or teeth extracted prior to the member's effective date. Exception: This exclusion will not apply for any member who has been continuously covered under the comprehensive dental benefit package for more than 24 months.

20. Occlusal analysis, occlusal guards (night guards) and occlusal adjustments (limited and complete).

21. Veneers (bonding of coverings to the teeth).

22. Orthodontic treatment procedures.

23. Corrections to congenital conditions, other than for congenital missing teeth.


25. Retreatment or additional treatment necessary to correct or relieve the results of previous treatment, except as noted in the EOC.

26. Space maintainers.

Questions?
If you have questions or want to file a complaint, you may contact our Privacy Officer at UCare, Attn: Privacy Officer, P.O. Box 52, Minneapolis, MN 55440-0052, or by calling our 24-hour Compliance Hotline at 612-676-6525. You may also file a complaint with the Secretary of the U.S. Department of Health & Human Services at the Office for Civil Rights, U.S. Department of Health & Human Services, 233 N. Michigan Ave., Suite 240, Chicago, IL 60601. We will not retaliate against you for filing a complaint.

*In this Notice, "you" means the member and "we" means UCare.

Why are we telling you this?
UCare believes it is important to keep your health information private. In fact, the law requires us to do so. The law also requires us to tell you about our legal duties and privacy practices. We are required to follow the terms of the Notice currently in effect.

What do we mean by “information?”
In this Notice, when we talk about “information,” “medical information,” or “health information,” we mean information about you that we collect in our business of providing health coverage for you and your family. It is information that identifies you.

What kinds of information do we use?
We receive information about you as part of our work in providing health plan services and health coverage. This information includes your name, address, and date of birth, gender, telephone numbers, family information, financial information, health records, or other health information. Examples of the kinds of information we collect include: information from enrollment applications, claims, provider information, and customer satisfaction or health surveys; information you give us when you call us about a question or when you file a complaint or appeal; information we need to answer your question or decide your appeal; and information you provide us to help us obtain payment for premiums.

What do we do with this information?
We use your information to provide health plan services to members and to operate our health plan. These routine uses involve coordination of care, preventive health, and case management programs. For example, we may use your information to talk with your doctor to coordinate a referral to a specialist.

We also use your information for coordination of benefits, enrollment and eligibility status, benefits management, utilization management, premium billing, claims issues, and coverage decisions. For

care.org/medicare123 or call 1-855-432-7027

Notice of privacy practices
Effective Date: July 1, 2013

This Notice describes how medical information about you* may be used and disclosed and how you can get access to this information. Please review it carefully.
example, we may use your information to pay your health care claims.

Other uses include customer service activities, complaints or appeals, health promotion, quality activities, health survey information, underwriting, actuarial studies, premium rating, legal and regulatory compliance, risk management, professional peer review, credentialing, accreditation, antifraud activities, as well as business planning and administration. For example, we may use your information to make a decision regarding an appeal filed by you.

In addition, we may use your information to provide you with appointment reminders, information about treatment alternatives, or other health-related benefits and services that may be of interest to you. We may also share information with family members or others you identify as involved with your care, or with the sponsor of a group health plan, as applicable.

We do not use or disclose any genetic information for the purpose of underwriting.

We do not sell or rent your information to anyone. We will not use or disclose your information for fundraising without your permission. We will only use or disclose your information for marketing purposes with your authorization. We treat information about former members with the same protection as current members.

Who sees your information?
UCare employees see your information only if necessary to do their jobs. We have procedures and systems to keep personal information secure from people who do not have a right to see it. We may share the information with providers and other companies or persons working with or for us. We have contracts with those companies or persons. In those contracts, we require that they agree to keep your information confidential. This includes our lawyers, accountants, auditors, third party administrators, insurance agents or brokers, information systems companies, marketing companies, disease management companies, or consultants.

We also may share your information as required or permitted by law. Information may be shared with government agencies and their contractors as part of regulatory reports, audits, encounter reports, mandatory reporting such as child abuse, neglect, or domestic violence; or in response to a court or administrative order, subpoena, or discovery request. We may share information with health oversight agencies for licensure, inspections, disciplinary actions, audits, investigations, government program eligibility, government program standards compliance, and for certain civil rights enforcement actions. We also may share information for research, for law enforcement purposes, with coroners to permit identification or determine cause of death, or with funeral directors to allow them to carry out their duties. We may be required to share information with the Secretary of the Department of Health and Human Services to investigate our compliance efforts. There may be other situations when the law requires or permits us to share information.

We only share your psychotherapy notes with your authorization and in certain other limited circumstances.

Other uses and disclosures not described above will be made only with your written permission. We will also accept the permission of a person with authority to represent you.

In most situations, permissions to represent you may be canceled at any time. However, the cancellation will not apply to uses or disclosures we made before we received your cancellation. Also, once we have permission to release your information, we cannot promise that the person who receives the information will not share it.

What are your rights?
- You have the right to ask that we don’t use or share your information in a certain way. Please note that while we will try to honor your request, we are not required to agree to your request.
- You have the right to ask us to send information to you at an address you choose or to request that we communicate with you in a certain way. For example, you may request that your mailings be sent to a work address rather than your home address. We may ask that you make your request in writing.
- You have the right to look at or get a copy of certain information we have about you. This information includes records we use to make decisions about health coverage, such as payment, enrollment, case, or medical management records. We may ask you to make your request in writing. We may also ask you to provide information we need to answer your request. We have the right to charge a reasonable fee for the cost of making and mailing the copies. In some cases, we may deny your request to inspect or obtain a copy of your information. If we deny your request, we will tell you in writing. We may give you a right to have the decision reviewed. Please let us know if you have any questions about this.
• You have the right to ask us to correct or add missing information about you that we have in our records. Your request needs to be in writing. In some cases, we may deny a request if the information is correct and complete, if we did not create it, if we cannot share it, or if it is not part of our records. All denials will be in writing. You may file a written statement of disagreement with us. We have the right to disagree with that statement. Even if we deny your request to change or add to your information, you still have the right to have your written request, our written denial, and your statement of disagreement included with your information.

• You have the right to receive a listing of the times when we have shared your information in some cases. Please note that we are not required to provide you with a listing of information shared prior to April 14, 2003; information shared or used for treatment, payment, and health care operations purposes; information shared with you or someone else as a result of your permission; information that is shared as a result of an allowed use or disclosure; or information shared for national security or intelligence purposes. All requests for this list must be in writing. We will need you to provide us specific information so we can answer your request. If you request this list more than once in a 12-month period, we may charge you a reasonable fee. If you have questions about this, please contact us at the address provided at the end of this Notice.

• You have the right to receive notifications of breaches of your unsecured protected health information.

• You have the right to receive a copy of this Notice from us upon request. This Notice took effect July 1, 2013.

How do we protect your information?
UCare protects all forms of your information, written, electronic and oral. We follow the state and federal laws related to the security and confidentiality of your information. We have many safety procedures in place that physically, electronically and administratively protect your information against loss, destruction or misuse. These procedures include computer safeguards, secured files and buildings and restriction on who may access your information.

What else do you need to know?
We may change our privacy policy from time to time. As the law requires, we will send you our Notice if you ask us for it. If you have questions about this Notice, please call UCare Customer Services at the toll-free number listed on the back of your member card. This information is also available in other forms to people with disabilities. Please ask us for that information.

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)
Complaint forms are available at
ATENCIÓN: 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).


XIIYYEEFFANNA: Afaan dubbattu Oromoiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 612-676-3200/1-800-203-7225 (TTY: 612-676-6810/1-800-688-2534).

CHÚ Y: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi 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）。

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 612-676-3200/1-800-203-7225 (телетайп: 612-676-6810/1-800-688-2534).

醅凁凂薈 recounted to the rrequently consulted. A liháa liháa oor kúppi, kudulal 612-676-3200/1-800-203-7225 (TTY: 612-676-6810/1-800-688-2534).


PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 612-676-3200/1-800-203-7225 (TTY: 612-676-6810/1-800-688-2534).
## Compare benefit highlights

*For services at in-network providers*

<table>
<thead>
<tr>
<th></th>
<th>ACCESS</th>
<th>SECURE</th>
<th>GRAND</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>2021 monthly premium</strong></td>
<td>$0</td>
<td>$35</td>
<td>$109</td>
</tr>
<tr>
<td><strong>Preventive care</strong></td>
<td>$0 copay for many services</td>
<td>$0 copay for many services</td>
<td>$0 copay for many services</td>
</tr>
</tbody>
</table>
| **Doctor visits**                    | Primary: $22 copay  
Specialist: $50 copay | Primary: $0 copay  
Specialist: $45 copay | Primary: $0 copay  
Specialist: $30 copay |
| **Inpatient hospital care**          | $300 copay per day (days 1–5); then 100% covered | $300 copay per day (days 1–5); then 100% covered | $250 copay per stay (not per day); then 100% covered |
| **Diagnostic tests, x-rays**         | 20% coinsurance | 10% coinsurance up to a maximum of $150 per day | 10% coinsurance up to a maximum of $50 per day |
| **Lab services**                     | $0 copay        | $0 copay        | $0 copay        |
| **Medicare Part D prescription drug coverage** | Annual deductible: 
Tier 1 = $0  
Tiers 2–5 = $445  
Copays based on drug tiers, as low as $3 | Annual deductible: 
Tiers 1 & 2 = $0  
Tiers 3–5 = $400  
Copays based on drug tiers, as low as $1 | Annual deductible: 
Tiers 1 & 2 = $0  
Tiers 3–5 = $250  
Copays based on drug tiers, as low as $1 |
| **Hearing services**                 | $0 copay for routine hearing exam | $0 copay for routine hearing exam | $0 copay for routine hearing exam  
$500 yearly hearing aid allowance |
| **Dental coverage**                  | $250 yearly allowance | Routine dental with optional coverage available | Routine dental with optional coverage available |
| **Vision services**                  | $100 eyewear/contacts allowance | $100 eyewear/contacts allowance | $200 eyewear/contacts allowance |
| **SilverSneakers fitness program**   | Free basic membership | Free basic membership | Free basic membership |
| **Over-the-counter allowance**       | $50 every six months | $50 every six months | $50 every six months |
| **Maximum out-of-pocket**            | $5,500          | $4,500          | $3,500          |
| **Worldwide emergency care**         | $90 copay       | $90 copay       | $90 copay       |
| **Coverage when traveling**          | Out-of-network coverage | Out-of-network coverage | Out-of-network coverage |