Your 2020 guide to UCare’s Minnesota Senior Health Options
(HMO D-SNP)
Numbers to know

**Customer Service**
612-676-6868 or 1-866-280-7202
TTY 612-676-6810 or 1-800-688-2534
8 am – 8 pm, 7 days a week

**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

**Clinical Services Member Assistance**
612-676-6622 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](http://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](http://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](http://ucare.org/healthride)

**Other aids and services**
(interpreters, accessible format)
612-676-6500 or 1-866-457-7144
TTY 612-676-6810 or 1-800-688-2534

**Tobacco quit line**
1-855-260-9713
TTY 711
[myquitforlife.com/ucare](http://myquitforlife.com/ucare)

**Senior LinkAge Line®**
This is a state program that gets money from the Federal government to give free local health insurance counseling to people with Medicare in Minnesota.
1-800-333-2433
TTY 711
[mnaging.net/advisor/sll](http://mnaging.net/advisor/sll)

**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

**Other aids and services**
(interpreters, accessible format)
612-676-6500 or 1-866-457-7144
TTY 612-676-6810 or 1-800-688-2534

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Benefits may change on January 1 of each year. Limitations, copayments and restrictions may apply.
Welcome to UCare!

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

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

UCare’s MSHO 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](http://ucare.org).

Once you’ve registered, you’ll be able to:

- Send questions securely to Customer Services
- Re-order your member ID card
- See your UCare’s MSHO 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’s MSHO Customer Service

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

612-676-6868 or 1-866-280-7202
TTY 612-676-6810 or 1-800-688-2534
8 am – 8 pm, 7 days a week

*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](http://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

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 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/Pharmacy Directory and List of Drugs (Formulary) from the ucare.org/msho 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/msho, including:

1. Full details on prescription drug coverage in your Member Handbook
2. Searchable list of prescription drugs covered by your plan — click “Search UCare’s MSHO Formulary.” Updated monthly.

Filling prescriptions

When your doctor prescribes a drug, you have three 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
3. You enroll in the convenient and cost-saving mail-order program through Express Scripts

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.

Mail-order pharmacy

The Express Scripts mail-order program allows you to receive a 90-day supply of many medications you take regularly.

Here are two ways to sign up:

1. Call Express Scripts at 1-877-567-6320, TTY 1-800-716-3231, 24 hours a day, 7 days a week, to enroll
2. Log in 24/7 to express-scripts.com and follow the prompts to enroll

Remember to call UCare Customer Service with any questions:

612-676-6868 or 1-866-280-7202
TTY 612-676-6810 or 1-800-688-2534
8 am – 8 pm, 7 days a week
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 options
UCare Health Ride provides no-cost transportation to and from services covered by your UCare plan.

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’s 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 Coordinator and care teams to help you get the health care you need. Your Care Coordinator can help you arrange preventive care, find or change your doctor, make referrals for you, and find wellness programs and other services.

To learn more, or if you have questions about who your Care Coordinator is, call Clinical Services Member Assistance.

Clinical Services Member Assistance
612-676-6622 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
Fitness and wellness benefits

SilverSneakers® Fitness Program

Be healthy, feel stronger and have fun with a free fitness club membership at participating locations through the SilverSneakers Fitness program.

• Access to a free fitness club membership through the SilverSneakers Fitness program at participating fitness center 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

Strong & Stable Kit

We want you to be safe at home and wherever you go. That’s why we created UCare’s Strong & Stable Kit. It has easy-to-use tools to help you increase your balance, stay strong and prevent harmful falls.

Ask your Care Coordinator for your free kit, which includes information to help prevent falls, bathtub grips, night light and a medication box.
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.

Dental kit
Take good care of your teeth with an electric toothbrush from UCare. The kit contains one rechargeable toothbrush, toothbrush charger, dental floss, toothpaste and two extra brush heads. Limit one electric toothbrush every three years per member. On the years you do not receive an electric toothbrush, you are eligible for the Dental Refill kit (two toothbrush heads, toothpaste and dental floss). Request our Dental kit or a dental refill kit using the order form at the back of this guide or call 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.

Vaccines
Your plan covers flu and pneumonia vaccines. Talk with your doctor or other health care provider to see if you need these or other shots. Some vaccines, including the shingles vaccine, are covered by Part D, so your prescription copay applies.

Rewards
UCare offers gift card incentives for completing some important tests or exams, such as your annual physical, 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.

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 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.
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
**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

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**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, heart failure or chronic kidney disease.

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

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**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.

Your Care Coordinator can help support you. This person will connect with you, your family and providers to review your discharge instructions. He or she 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 cancel at any time by sending written notice to feedback@ucare.org or to:

UCare
ATTN Market Research Department
PO Box 52
Minneapolis, MN 55440-0052
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.
- This consent does not allow UCare to release any of my protected health information to third parties.
- A photocopy of this consent will be treated the same as the original.

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
Dental Kit

Take care of your smile!

Choose one:

☐ Dental Kit: Get the tools you need to take great care of your teeth (Limit one per member every 3 years)
  • An electric toothbrush and charger
  • Two replacement brush heads
  • Toothpaste
  • Dental floss

☐ Dental Refill Kit (Not eligible the year you receive the complete dental kit)
  • Two replacement brush heads
  • Toothpaste
  • Dental floss

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

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.

To be completed by member

UCare Member ID Number ___________________________ UCare Member Date of Birth ___________________________

UCare Member Name ____________________________________________________________

Please tell us where to send the Dental Kit:

Name (first and last) ____________________________

Mailing Address ________________________________________________________________

City ____________________________ State _______ ZIP __________________________

Phone ____________________________
ucare
people powered health plans
Attention. If you need free help interpreting this document, call the above number.

ما أذالحة: إرتد مساعدة مجانية لترجمة هذه الوثيقة، 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.

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

โปรดทราบ, ฉันจะอยู่ทบทวนตามด้วยคีย์โมเดลเพื่อความเข้าใจที่ดี, จึงโปรดให้ฉันเพิ่มเติมที่ถูกต้อง.

Hubachiisa. Dokumentiin kun tola akka siif hiikamu gargaarsa hoo feete, lakkoobsa gubbatti kenne name 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 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
UCare's MSHO (HMO D-SNP) is a health plan that contracts with both Medicare and the Minnesota Medical Assistance (Medicaid) program to provide benefits of both programs to enrollees. Enrollment in UCare's MSHO depends on contract renewal.

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Healthy Savings is a registered trademark of Solutran, Inc.