checklist

- enroll in Original Medicare
- select the plan that fits your lifestyle
- enroll in a UCare 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 it in the postage-paid envelope

- phone: call 1-855-432-7029 to enroll with a licensed Medicare Sales Specialist
  
  call a trusted UCare broker near you
Why UCare with M Health Fairview & North Memorial Health?

Medicare can feel overwhelming when you’re trying to figure it out on your own. Our team of de-complicators can make it easier.

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 M Health Fairview and North Memorial Health formed a special partnership to offer this network-based Medicare Advantage plan. You’ll receive high-quality care from providers you know and trust — and pay less for care when you use in-network providers.

UCare Medicare with M Health Fairview & North Memorial Health gives you peace of mind with coverage that protects your health and your wallet.

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 prior authorization. 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 1-855-432-7029 (TTY users call 1-800-688-2534) for more information.

UCare Health, Inc. is an HMO-POS plan with a Medicare contract. Enrollment in UCare Health depends on contract renewal.
Confused about Medicare? Our team of de-complicators is at your service to answer your toughest questions. We help you navigate so you can choose the health plan that's right for you.

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](http://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 leave 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**
  - 3 months before
  - 3 months after

**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 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 current 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?

UCare Medicare Advantage plans with M Health Fairview and North Memorial Health offer all-in-one convenience, with medical and Medicare Part D prescription drug coverage in one simple plan. And you’ll get extras like vision, hearing, dental and fitness benefits.

Get the benefits and coverage you need

Network — all M Health Fairview and North Memorial Health doctors, clinics and hospitals, as well as other independent providers

Choice — 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

Online care — 24/7 diagnosis and treatment from an M Health Fairview or North Memorial Health provider

prescription drug coverage
dental coverage
over-the-counter allowance

fitness options
caregiver and wellness support
vision and hearing benefits

ucare.org/medicare123 or call 1-855-432-7029
You can make the most of your health care dollar and access every type of care you may need with our M Health Fairview and North Memorial Health plans. In addition to the high-quality care you’ll get from M Health Fairview and North Memorial Health, you can also see specialists at the University of Minnesota and independent providers at Entira Family Clinics and Voyage Healthcare. And you’ll never need a referral to see a specialist.

You can also see participating Medicare providers outside of the plan network, even when you travel, but you’ll share more of the cost for covered services. To look up a doctor, go to ucare.org/medicare123 and click on “find a doc, find a drug” and choose “Medicare with M Health Fairview & North Memorial Health” under “Pick your plan.”

For information about plans available in other counties, call us at 1-855-432-7029 (TTY users call 1-800-688-2534), 8 am – 5 pm, Monday – Friday.
Choose from two plans:
- **Care Core: M Health Fairview & North Memorial (HMO-POS)**
- **Care Advantage: M Health Fairview & North Memorial (HMO-POS)**

### Robert
Robert is in good health and wants an affordable plan that covers all the care he might need. He likes that specialists are included in the network, and that he won’t have a copay for visits to his primary care doctor. The dental coverage and online care options are a bonus.

### Cindy
Cindy has several health concerns and regularly takes prescription drugs, including insulin. She wants broad coverage at a price that fits her budget. Care Advantage covers her from head to toe. She'll have no deductible on prescriptions and can get her insulin for $35 a month. She also receives an allowance to pay for over-the-counter items.

<table>
<thead>
<tr>
<th></th>
<th>CARE CORE</th>
<th>CARE ADVANTAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Premium</strong></td>
<td>$44</td>
<td>$139</td>
</tr>
<tr>
<td>Medical and hospital</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Fitness programs</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Dental</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Vision and hearing</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Over-the-counter allowance</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Medicare Part D prescription drug coverage</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Coverage when traveling</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td><strong>Maximum out-of-pocket</strong></td>
<td><strong>$5,000</strong></td>
<td><strong>$3,000</strong></td>
</tr>
</tbody>
</table>

*HMO-POS: Health Maintenance Organization with a Point-of-Service contract.
Prescription drug coverage

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 Fairview, North Memorial 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 1-855-432-7029.

New for 2021
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

Both plans include 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 UCare member ID card to your health club to sign up. To see a full list of participating health clubs, visit ucare.org/healthwellness.

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).

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Vision benefits

Our plans offer a vision benefit with a dollar allowance for glasses and contact lenses. These allowances range from $100 to $150, depending on the plan you choose.

Hearing benefits

Members enjoy a deep discount on high-quality hearing aids through TruHearing.® Choose from a variety of premium and standard hearing aids with lower copays. The rechargeable battery option is covered on all premium hearing aids at no additional cost to members.

Caregiver Assurance program

Caregiver support is just a phone call away with M Health Fairview’s Caregiver Assurance™ program. A dedicated Caregiver Advisor provides guidance, resources and service referrals to help ease the stress that caregivers may experience. Caregiver Advisors are licensed social workers with training and experience in caregiving and aging. You or your caregiver will receive guidance tailored to your situation and needs.

UCare Wellness Advisor program

In partnership with M Health Fairview, the UCare Wellness Advisor program provides members with a dedicated well-being expert who offers support, counseling and resources to help manage your emotional wellness and improve overall health. Help is just a call away and conversations are completely confidential.
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 UCare 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 1-888-618-2595 (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.

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 it in the postage-paid envelope

phone
call 1-855-432-7029 to enroll with a licensed Medicare Sales Specialist
call a trusted UCare broker near you
Plan benefit details

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### 2021 Monthly Premium

- **CARE CORE:** $44
- **CARE ADVANTAGE:** $139

### Medical Deductible

- **CARE CORE:** $0
- **CARE ADVANTAGE:** $0

### Medicare Part D Deductible

- **CARE CORE:**
  - Tiers 1 & 2 = $0
  - Tiers 3–5 = $400
- **CARE ADVANTAGE:** No deductible

### Maximum Out-of-Pocket

- **CARE CORE:** $5,000; then 100% covered
- **CARE ADVANTAGE:** $3,000; then 100% covered

### Hospital Care

<table>
<thead>
<tr>
<th>Service</th>
<th>CARE CORE Details</th>
<th>CARE ADVANTAGE Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inpatient hospital care (per admission)</td>
<td>$250 copay per day (days 1–5); then 100% covered</td>
<td>$125 copay per stay (not per day); then 100% covered</td>
</tr>
<tr>
<td>Outpatient hospital or procedure</td>
<td>$250 copay</td>
<td>$150 copay</td>
</tr>
<tr>
<td>Ambulatory surgery center</td>
<td>$250 copay</td>
<td>$150 copay</td>
</tr>
</tbody>
</table>

### Doctor Visits

<table>
<thead>
<tr>
<th>Service</th>
<th>CARE CORE Details</th>
<th>CARE ADVANTAGE Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary</td>
<td>$0 copay</td>
<td>$0 copay</td>
</tr>
<tr>
<td>Specialist</td>
<td>$40 copay</td>
<td>$25 copay</td>
</tr>
</tbody>
</table>

### Preventive Care

<table>
<thead>
<tr>
<th>Service</th>
<th>CARE CORE Details</th>
<th>CARE ADVANTAGE Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Routine physical exam</td>
<td><strong>In-network</strong> $0 copay &lt;br&gt;<strong>Out-of-network</strong> Not covered</td>
<td><strong>In-network</strong> $0 copay &lt;br&gt;<strong>Out-of-network</strong> Not covered</td>
</tr>
<tr>
<td>“Welcome to Medicare” preventive visit (if in the first 12 months on Part B)</td>
<td>$0 copay</td>
<td>$0 copay</td>
</tr>
<tr>
<td>Annual Wellness Exam (if you’ve had Part B for more than 12 months)</td>
<td>$0 copay</td>
<td>$0 copay</td>
</tr>
<tr>
<td>Immunizations — Flu and pneumonia vaccines (shingles vaccine is covered under Medicare Part D)</td>
<td>$0 copay</td>
<td>$0 copay</td>
</tr>
<tr>
<td>Mammogram screening, prostate cancer screening exam, bone mass measurement, diabetes screening, preventive colorectal cancer screening</td>
<td>$0 copay</td>
<td>$0 copay</td>
</tr>
</tbody>
</table>

For the next four rows, the $0 copay applies in-network and out-of-network for both plans.

### Additional Costs

<table>
<thead>
<tr>
<th>Service</th>
<th>CARE CORE Details</th>
<th>CARE ADVANTAGE Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>“Welcome to Medicare” preventive visit (if in the first 12 months on Part B)</td>
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<td>$0 copay</td>
</tr>
<tr>
<td>Annual Wellness Exam (if you’ve had Part B for more than 12 months)</td>
<td>$0 copay</td>
<td>$0 copay</td>
</tr>
<tr>
<td>Immunizations — Flu and pneumonia vaccines (shingles vaccine is covered under Medicare Part D)</td>
<td>$0 copay</td>
<td>$0 copay</td>
</tr>
<tr>
<td>Mammogram screening, prostate cancer screening exam, bone mass measurement, diabetes screening, preventive colorectal cancer screening</td>
<td>$0 copay</td>
<td>$0 copay</td>
</tr>
</tbody>
</table>

In general, out-of-network cost-sharing in the U.S. is 25%; cost-sharing is the same both in and out-of-network for some services.
<table>
<thead>
<tr>
<th><strong>CARE CORE</strong></th>
<th><strong>CARE ADVANTAGE</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Emergency / Urgent Care — network does not apply</strong></td>
<td></td>
</tr>
<tr>
<td>Emergency care</td>
<td>$90 copay</td>
</tr>
<tr>
<td>Urgently needed services</td>
<td>$50 copay</td>
</tr>
<tr>
<td><strong>Diagnostic Tests, Radiation Therapy, X-rays and Lab Services</strong></td>
<td></td>
</tr>
<tr>
<td>Diagnostic tests (e.g., MRI and CT scans), radiation therapy and X-rays</td>
<td>10% coinsurance up to a maximum of $150 per day</td>
</tr>
<tr>
<td>Lab services (e.g., Protime INR, cholesterol)</td>
<td>In-network $0 copay</td>
</tr>
<tr>
<td></td>
<td>Out-of-network $0 copay</td>
</tr>
<tr>
<td><strong>Hearing Services</strong></td>
<td></td>
</tr>
<tr>
<td>Diagnostic hearing exam</td>
<td>$40 copay</td>
</tr>
<tr>
<td>Annual routine hearing exam, hearing aid fitting and evaluation through TruHearing (three per year)</td>
<td>In-network $0 copay</td>
</tr>
<tr>
<td></td>
<td>Out-of-network Not covered</td>
</tr>
<tr>
<td>TruHearing aids in both Advanced and Premium models (two different copay amounts; two aids per year)</td>
<td>$699 for Advanced Aid</td>
</tr>
<tr>
<td></td>
<td>$999 for Premium Aid</td>
</tr>
<tr>
<td><strong>Dental Coverage — included at no additional cost</strong></td>
<td></td>
</tr>
<tr>
<td>Deductible</td>
<td>$75 per year (does not apply to preventive services or periodontal maintenance cleanings)</td>
</tr>
<tr>
<td>Annual plan maximum</td>
<td>$2,000</td>
</tr>
<tr>
<td>Oral examinations</td>
<td>Two per year</td>
</tr>
<tr>
<td>Routine cleanings</td>
<td>Two per year</td>
</tr>
<tr>
<td>X-rays</td>
<td>Annual bitewing and full mouth every 5 years</td>
</tr>
<tr>
<td>Fluoride treatment</td>
<td>Covered</td>
</tr>
<tr>
<td>Periodontal maintenance cleanings</td>
<td>Covered</td>
</tr>
<tr>
<td>Basic restorative services (e.g., fillings, root canals, periodontal services)</td>
<td>50% coinsurance</td>
</tr>
<tr>
<td>Major restorative procedures (e.g., crowns, bridges, implants)</td>
<td>70% coinsurance</td>
</tr>
</tbody>
</table>

For dental limitations and exclusions, see pages 24–25.

ucare.org/medicare123 or call 1-855-432-7029 17
<table>
<thead>
<tr>
<th>Vision Services</th>
<th>CARE CORE</th>
<th>CARE ADVANTAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diagnostic eye exam</td>
<td>$40 copay</td>
<td>$25 copay</td>
</tr>
<tr>
<td>Annual routine eye exam and up to two refractions per year</td>
<td>In-network $0 copay</td>
<td>In-network $0 copay</td>
</tr>
<tr>
<td></td>
<td>Out-of-network Not covered</td>
<td>Out-of-network Not covered</td>
</tr>
<tr>
<td>Diabetic retinopathy exam</td>
<td>$0 copay</td>
<td>$0 copay</td>
</tr>
<tr>
<td>Eyeglasses or contact lenses after cataract surgery</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>$150</td>
</tr>
<tr>
<td>Mental Health Services</td>
<td></td>
<td>----------------</td>
</tr>
<tr>
<td>Inpatient hospital stay (90-day limit per stay)</td>
<td>$250 copay per day (days 1–5); then 100% covered</td>
<td>$125 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></td>
<td>----------------</td>
</tr>
<tr>
<td>Outpatient mental health care</td>
<td>$40 copay</td>
<td>$25 copay</td>
</tr>
<tr>
<td>Skilled Nursing Facility Care (or swing bed)^</td>
<td></td>
<td>----------------</td>
</tr>
<tr>
<td>Care in a skilled nursing facility with no prior 3-day hospital stay required</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>
</tr>
<tr>
<td>Physical therapy</td>
<td>$40 copay per visit</td>
<td>$25 copay per visit</td>
</tr>
<tr>
<td>Ambulance (within the U.S. and its territories)</td>
<td>$350 copay</td>
<td>$275 copay</td>
</tr>
<tr>
<td>Includes air and/or ground</td>
<td></td>
<td>----------------</td>
</tr>
<tr>
<td>Transportation (non-emergency)</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>
</tr>
<tr>
<td>Generally, drugs that must be administered by a health professional</td>
<td></td>
<td>----------------</td>
</tr>
<tr>
<td>Chiropractic services through ChiroCare network^</td>
<td>In-network $20 copay</td>
<td>In-network $20 copay</td>
</tr>
<tr>
<td>Manual manipulation of the spine to correct subluxation</td>
<td>Out-of-network Not covered</td>
<td>Out-of-network Not covered</td>
</tr>
</tbody>
</table>

^Service requires prior authorization
<table>
<thead>
<tr>
<th>CARE CORE</th>
<th>CARE ADVANTAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Podiatry services</td>
<td>$40 copay</td>
</tr>
<tr>
<td>Over-the-counter (OTC) allowance</td>
<td>$50 every six months</td>
</tr>
<tr>
<td>E-visits through OnCare™</td>
<td>$0 copay</td>
</tr>
<tr>
<td>Caregiver Assurance</td>
<td>$0 copay</td>
</tr>
<tr>
<td>Covers three caregiver support</td>
<td>$0 copay</td>
</tr>
<tr>
<td>calls with a dedicated caregiver</td>
<td>$0 copay</td>
</tr>
<tr>
<td>advisor</td>
<td></td>
</tr>
<tr>
<td>UCare Wellness Advisor</td>
<td>$0 copay</td>
</tr>
<tr>
<td>Covers six 60-minute sessions</td>
<td>$0 copay</td>
</tr>
<tr>
<td>annually</td>
<td></td>
</tr>
<tr>
<td>Durable medical equipment(^)</td>
<td>In-network 20% coinsurance</td>
</tr>
<tr>
<td>(e.g., oxygen equipment, CPAP)</td>
<td>Out-of-network Not covered</td>
</tr>
<tr>
<td>Prosthetic devices (e.g., braces,</td>
<td>20% coinsurance</td>
</tr>
<tr>
<td>colostomy bags and supplies)</td>
<td>20% coinsurance</td>
</tr>
<tr>
<td>Diabetic supplies</td>
<td>20% coinsurance</td>
</tr>
<tr>
<td>• Continuous blood glucose monitors</td>
<td>10% coinsurance</td>
</tr>
<tr>
<td>• Other glucose monitors</td>
<td></td>
</tr>
<tr>
<td>• Test strips and lancets</td>
<td>10% coinsurance</td>
</tr>
<tr>
<td>(Insulin and syringes covered</td>
<td>$0 copay</td>
</tr>
<tr>
<td>under Medicare Part D)</td>
<td></td>
</tr>
<tr>
<td>Coverage When Traveling Within the U.S.</td>
<td>25% of the cost of services</td>
</tr>
<tr>
<td>Care from any out-of-network provider that accepts Medicare</td>
<td>25% of the cost of services</td>
</tr>
<tr>
<td>Emergency care</td>
<td>$90 copay</td>
</tr>
<tr>
<td>Urgently needed services</td>
<td>$50 copay</td>
</tr>
<tr>
<td>Ambulance (within the U.S. and its territories)</td>
<td>$350 copay</td>
</tr>
<tr>
<td>Includes air and/or ground</td>
<td>$275 copay</td>
</tr>
<tr>
<td>Worldwide Emergency Care (outside the U.S. and its territories)</td>
<td>$90 copay</td>
</tr>
<tr>
<td>Emergency care including post-stabilization</td>
<td>$90 copay</td>
</tr>
<tr>
<td>Ground ambulance to the nearest hospital for emergency care</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.
**Medicare Part D coverage**

<table>
<thead>
<tr>
<th>Cost Sharing for Deductible: You pay the full cost of your drugs until you reach this amount</th>
<th>CARE CORE</th>
<th>CARE ADVANTAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tiers 1 &amp; 2 = $0</td>
<td>No deductible</td>
<td></td>
</tr>
<tr>
<td>Tiers 3–5 = $400</td>
<td></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.

<table>
<thead>
<tr>
<th>Tier 1</th>
<th>Preferred generic drugs</th>
<th>Retail — 30-day supply</th>
<th>Preferred — $3 copay</th>
<th>Standard — $12 copay</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tier 2</td>
<td>Generic drugs</td>
<td>Retail — 30-day supply</td>
<td>Preferred — $15 copay</td>
<td>Standard — $20 copay</td>
</tr>
<tr>
<td>Tier 3</td>
<td>Preferred brand drugs</td>
<td>Retail — 30-day supply</td>
<td>Preferred — $47 copay</td>
<td>Standard — $47 copay</td>
</tr>
<tr>
<td>Tier 4</td>
<td>Non-preferred drugs</td>
<td>Retail — 30-day supply</td>
<td>Preferred — 45% of the cost</td>
<td>Standard — 50% of the cost</td>
</tr>
<tr>
<td>Tier 5</td>
<td>Specialty drugs</td>
<td>Retail — 30-day supply</td>
<td>Preferred — 25% of the cost</td>
<td>Standard — 25% of the cost</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 Evidence of Coverage.
<table>
<thead>
<tr>
<th>Coverage Gap</th>
<th>CARE CORE</th>
<th>CARE ADVANTAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Once you have reached $4,130 in annual prescription drug spending (your cost plus UCare'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>

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

**Preferred Pharmacies**

More savings — Pay less for your drugs at more than 23,000 pharmacies, including Fairview, North Memorial 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](http://ucare.org/medicare123).

If you prefer, call for help or request a Provider and Pharmacy Directory at [1-855-432-7029](tel:1-855-432-7029).

**Standard Pharmacies**

More choice — Fill your prescriptions at more than 42,000 standard cost-share pharmacies nationwide, including Walgreen's

**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 Medicare 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 a Medicare Sales Specialist at 1-855-432-7029.

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 1-855-432-7029 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/coinsurance 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 certain covered 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

While you are a member of our plan, you must use network providers to get your medical care and services covered at in-network cost-share levels. Exceptions to this include emergency care, urgent care, out-of-area dialysis services, lab services, Medicare-covered preventive screenings, and cases in which the plan authorizes use of out-of-network providers. You can obtain certain covered services from out-of-network providers at different cost-share levels.

Out-of-network/non-contracted providers are under no obligation to treat UCare 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
UCare Medicare with M Health Fairview & North Memorial Health 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.

Understanding utilization management

Authorization and notification
One of the ways UCare makes sure you get excellent care is by partnering with your doctors to review certain types of services and procedures. We want you to get the care that is best for your needs.
This Summary of Benefits notes which types of care or services require notification or authorization. This list may change from time to time. Some examples include spine surgery and home health care.

**Notification**
Hospitals are required to notify UCare if you are admitted to a hospital, Long Term Care Facility, or Skilled Nursing Facility. UCare's clinical team will coordinate with your doctors to make sure you get the care you need. If needed, UCare may set up post-hospital care.

**Authorization**
Before some services will be covered, your provider must get approval from UCare. This is true whether the provider participates in a UCare network or is out-of-network.

To make a coverage decision, UCare's clinical team evaluates if the service is medically necessary, appropriate and effective for your need.

Prior authorization, or preservice review, means that before you get the service, your provider must provide information to UCare and request approval. If prior approval is required for that service, it will only be covered if the approval was granted.

Urgent concurrent and concurrent review often occurs during a Long Term Care Facility, or Skilled Nursing Facility stay. UCare will review to see if your care might need to continue longer or if different care is needed.

Post-service review is needed if your doctor didn't request pre-service review. Your claim may have already been denied because authorization is required for coverage. After your doctor requests review, UCare will consider your situation and care plan to make sure you get the coverage you are entitled to as a UCare member.

If we deny a request made by you or your doctor, for medical services or pharmaceuticals, you or your doctor may appeal our decision. When you file an appeal, you or your Doctor may submit additional documentation that is relevant to your appeal. Appeal requests are reviewed against current medical evidence and your benefit plan by physicians. If we deny your appeal, you will be given information on how to file a second level appeal.

**Learn more**
Go to [ucare.org](http://ucare.org) and click on “plan resources.” UCare members can also look up services in their Evidence of Coverage and Annual Notice of Change documents. These documents note if notification and authorization is required. The Evidence of Coverage is provided to new members. Every renewal year, members receive an Annual Notice of Change that explains any changes to their plan benefits.

**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.

- 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

- 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
• 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
• 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 for non-dental services, the following are not covered dental services under this comprehensive dental benefit package:
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
14. Analgesia (nitrous oxide)
15. Removable unilateral dentures
16. Temporary procedures
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

24. Athletic mouth guards

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

26. Space maintainers

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.

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 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 Service 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 http://www.hhs.gov/ocr/office/file/index.html
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).


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

CHÚ Ý: 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).

ໂປດຊາບ: ຖ້າວ່າທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ຈະບໍ່ເສັຽຄ່າ,ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທຣ 612-676-3200/1-800-203-7225 (TTY: 612-676-6810/1-800-688-2534).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 612-676-3200/1-800-203-7225 (TTY: 612-676-6810/1-800-688-2534) 번으로 전화해 주십시오.

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>Benefit Category</th>
<th>CARE CORE</th>
<th>CARE ADVANTAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>2021 monthly premium</strong></td>
<td>$44</td>
<td>$139</td>
</tr>
<tr>
<td><strong>Preventive care</strong></td>
<td>$0 copay for many services</td>
<td>$0 copay for many services</td>
</tr>
<tr>
<td><strong>Doctor visits</strong></td>
<td>Primary: $0 copay</td>
<td>Primary: $0 copay</td>
</tr>
<tr>
<td><strong>Doctor visits (no referrals needed)</strong></td>
<td>Specialist: $40 copay</td>
<td>Specialist: $25 copay</td>
</tr>
<tr>
<td><strong>Inpatient hospital care</strong></td>
<td>$250 copay per day (days 1–5); then 100% covered</td>
<td>$125 copay per stay (not per day); then 100% covered</td>
</tr>
<tr>
<td><strong>Diagnostic tests, x-rays</strong></td>
<td>10% coinsurance up to a maximum of $150 per day</td>
<td>10% coinsurance up to a maximum of $75 per day</td>
</tr>
<tr>
<td><strong>Lab services</strong></td>
<td>$0 copay</td>
<td>$0 copay</td>
</tr>
<tr>
<td><strong>Medicare Part D prescription drug coverage</strong></td>
<td>Annual deductible:</td>
<td>No deductible</td>
</tr>
<tr>
<td></td>
<td>Tiers 1 &amp; 2 = $0</td>
<td>Copays based on drug tiers, as low as $3</td>
</tr>
<tr>
<td></td>
<td>Tiers 3–5 $400</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Copays based on drug tiers, as low as $3</td>
<td></td>
</tr>
<tr>
<td><strong>Hearing services</strong></td>
<td>$40 copay for diagnostic hearing exam</td>
<td>$25 copay for diagnostic hearing exam</td>
</tr>
<tr>
<td></td>
<td>$0 copay for routine hearing exam</td>
<td>$0 copay for routine hearing exam</td>
</tr>
<tr>
<td></td>
<td>$699 per Advanced Aid</td>
<td>$599 per Advanced Aid</td>
</tr>
<tr>
<td></td>
<td>$999 per Premium Aid</td>
<td>$899 per Premium Aid</td>
</tr>
<tr>
<td><strong>Dental coverage</strong></td>
<td>Comprehensive dental coverage at no additional cost</td>
<td>Comprehensive dental coverage at no additional cost</td>
</tr>
<tr>
<td><strong>Vision services</strong></td>
<td>$40 copay for diagnostic eye exam</td>
<td>$25 copay for diagnostic eye exam</td>
</tr>
<tr>
<td></td>
<td>$0 copay for routine eye exam</td>
<td>$0 copay for routine eye exam</td>
</tr>
<tr>
<td></td>
<td>$100 eyewear/contacts allowance</td>
<td>$150 eyewear/contacts allowance</td>
</tr>
<tr>
<td><strong>SilverSneakers fitness program</strong></td>
<td>Free basic membership</td>
<td>Free basic membership</td>
</tr>
<tr>
<td><strong>Over-the-counter allowance</strong></td>
<td>$50 every six months</td>
<td>$50 every six months</td>
</tr>
<tr>
<td><strong>Maximum out-of-pocket</strong></td>
<td>$5,000</td>
<td>$3,000</td>
</tr>
<tr>
<td><strong>Worldwide emergency care</strong></td>
<td>$90 copay</td>
<td>$90 copay</td>
</tr>
<tr>
<td><strong>Coverage when traveling</strong></td>
<td>Out-of-network coverage</td>
<td>Out-of-network coverage</td>
</tr>
</tbody>
</table>

[ucare.org/medicare123 or call 1-855-432-7029](#)