

2019 Health Promotion updates

UCare offers many health and wellness programs and services to members. County staff are important partners in our work to encourage members to take advantage of these programs and preventive care services to earn incentive rewards.

Thank you for sharing these important health screenings and preventive care programs with UCare members in your county. You also can encourage members to call UCare Customer Services for Health Promotion program information.

Healthy Savings

New in 2019, Healthy Savings provides discounts on healthy foods at participating stores. Savings and weekly specials are pre-loaded into the member's Healthy Savings account. Members register online using the Healthy Savings card number they receive in the mail (one per household) or on the Healthy Savings mobile app.



For more information, visit healthysavings.com/ucare.

Available for Families and Children (PMAP), MinnesotaCare, UCare Connect (SNBC), UCare Connect + Medicare (SNBC integrated) and UCare's MSHO.

More fitness locations

Several Lifetime Fitness locations joined the SilverSneakers® network for UCare's MSHO, UCare Connect and UCare Connect + Medicare plans. Not all locations participate. Please visit silversneakers.com for a list of participating locations.

MOMS Program

Pregnant members continue to receive our MOMS handbook mailing, including information on healthy pregnancy and post-pregnancy resources. To learn more about UCare resources for pregnant and postpartum members, please visit the [Health & Wellness](#) page on our website.

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SEATS Car Seat Program

UCare continues to provide car seats for eligible members who are pregnant or under age 8. In 2018, we added a high-weight-harness combination seat to our selection. This seat is designed to keep children harnessed longer if they are not yet ready for a belt positioning seat (due to age or size). SEATS partners may request the high-weight-harness combo by submitting a car seat exception form, found on the [SEATS Partner Resources](#) webpage.

Fitness and Wellness Kits

Updated fitness and wellness kits are available for order. Members receive the order form in their 2019 UCare Member Guide. They may also order the kit by calling Customer Services at the number on the back of their member ID card.

- **NEW** – [LivingWell Kids Kits](#) (formerly Ready, Get Fit kits)
Families and Children (PMAP) members age 17 and under get their choice of one kit per calendar year. Kit choices include Fitness, Dental and Stress Relief.
- **Updated** [Connect to Wellness Kits](#)
UCare Connect and UCare Connect + Medicare members get their choice of one kit per calendar year. Kit choices include Stress Relief, Sit and Be Fit, Latin dance and Tai Chi.
- **NEW** – [Adult Dental Kits](#)
MSHO and UCare Connect + Medicare members get one dental kit, which includes electric toothbrush, toothpaste and dental floss.
- **Strong and Stable Kit – Falls prevention**
Available for UCare's MSHO and MSC+ members. Care Coordinators order the kit on behalf of members.

Health Club Savings

[This program](#) offers up to \$20 reimbursement with 12 visits per month. Families and Children (PMAP) and MinnesotaCare members can save at participating clubs.

Community Education

Discounts of up to \$15 per class are available at participating community education locations for Families and Children (PMAP), MinnesotaCare, UCare Connect, UCare Connect + Medicare, UCare's MSHO and MSC+ members. Check with your local school district's community education program to find out if it is a participating location.

Caring for Your Baby Book

Parents or caregivers of newly enrolled members ages 0–6 months are mailed [Caring for Your Baby](#). This book, available in English and Spanish, provides information on regular checkups, growth, development, safety and more.

Public Health Nurse Referrals

Through our outreach calls, we connect pregnant and postpartum members with resources in their communities and from UCare, including public health nursing. If your agency has a preferred process for public health nurse referrals, please send instructions to UCare Health Promotion at svang4@ucare.org.

Rewards and Incentives

There are currently no changes to our incentive programs. 2019 incentive vouchers are available online at ucare.org/rewards.

NOTE: We are including children in our 2019 **dental incentive**. Families and Children (PMAP), MinnesotaCare, UCare Connect, UCare Connect + Medicare, UCare's MSHO and MSC+ members who have not had a dental visit in the last 12 months receive a voucher for a \$25 gift card.

Continuous Improvement for Access to Dental Services

We improved our Dental Care Coordination process (administered through Delta Dental of Minnesota) to increase access to dental services and improve the member experience. Members calling Dental Customer Service for help locating a dental clinic will be transferred immediately to Dental Care Coordination service. Dental Care Coordinators help members find a dental provider or dental home, schedule dental appointments and coordinate rides and/or interpreter services for dental appointments.

In August 2018, we conducted a phone survey of 350 UCare State Public Programs members to help gauge the success of our enhanced Dental Care Coordination Program. Overall results were positive.

Survey highlights include:

Members are satisfied with Delta Dental of Minnesota Care Coordinators.

Overall, **90% report satisfaction with Care Coordinators.**

Most report likelihood to use the program again.

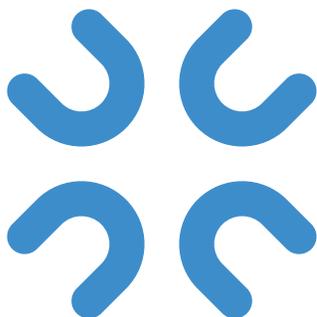
Overall, **84% say they will use the Care Coordination program again.**

Dentists are rated higher when appointments are scheduled through a Care Coordinator.

Overall, **63% say they are satisfied with the dentist** found as a result of contacting Delta Dental of Minnesota. 27% of members from Care Coordinator scheduled visits said their dentist was "good" or "excellent," versus members who scheduled their own appointments (58%).

Members access the Delta Dental of Minnesota Care Coordinators by contacting our **UCare Dental Connection** at 651-768-1415 or 1-855-648-1415 toll free.

County staff may call the Delta Dental of Minnesota Government Programs Access Unit at 651-994-5198 or 1-866-303-8138 toll free.



Medicare Member Experience Survey coming March 2019

What is the Medicare Experience Survey?

- This confidential survey asks members to describe their healthcare experiences. This includes UCare's MSHO, UCare Connect + Medicare (SNBC integrated) and UCare Medicare Plans members
- Participation is required annually by CMS and DHS.
- Recipients are randomly selected.
- The goal of the survey is to improve healthcare experience for everyone.

Mailing details: What does it look like?

- Survey comes in a large white envelope from UCare and DSS Research.
 - The survey is mailed in early March.
 - In May, DSS Research calls members who did not return the survey to remind them to take the survey and offer assistance.
 - Surveys should be returned by May 31 in the prepaid envelope provided.

Why is this survey important to members?

- A portion of the survey results feed into a quality rating program at the Centers for Medicare & Medicaid Services. The rating program:
 - Allows members to compare plans based on quality
 - Determines a portion of Medicare funding
- If UCare receives high survey scores, we have an opportunity to earn funding that is re-invested into our member services. For example, funds can be used to help lower monthly premiums and enhance member benefits.

What should you do if a member asks about the survey?

- If a member receives the survey, encourage them to take it.
- Let members know they can call the phone number on the survey if they need translation services or other help completing it.

UCare's Mobile Dental Clinic is on the road!

Feb. 18 – 22, 2019

Roseville – Fairview Community Center
1910 County Road B West

Feb. 25 – 28, 2019

Blaine – Christ Lutheran Church
641 89th Avenue NE

Mar. 4 – 8, 2019

North Mankato – Nicollet County Social Services
2070 Howard Drive West

Mar. 11 – 15, 2019

Minneapolis – Diamond Lake Church
5760 Portland Avenue S

Apr. 1 – 5, 2019

Forest Lake – Faith Lutheran Church
886 North Shore Drive

Apr. 8 – 12, 2019

Roseville – Fairview Community Center
1910 County Road B West

Apr. 15 – 19, 2019

Duluth – First United Methodist Church
230 E Skyline Pkwy

Apr. 22 – 25, 2019

Blaine – Christ Lutheran Church
641 89th Avenue NE

Apr. 29 – May 3, 2019

Minneapolis – Diamond Lake Church
5760 Portland Avenue S

For more dates and details, be sure to check out ucare.org/mdc

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