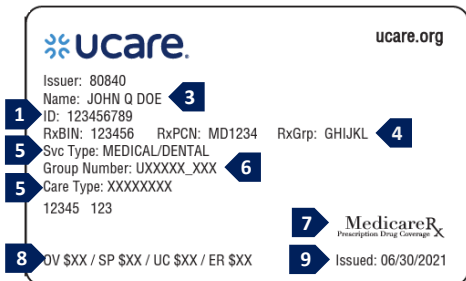


Plan Highlights

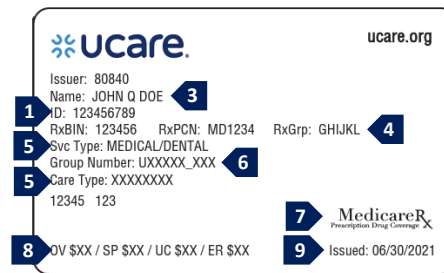


2024 UCare Member ID Cards

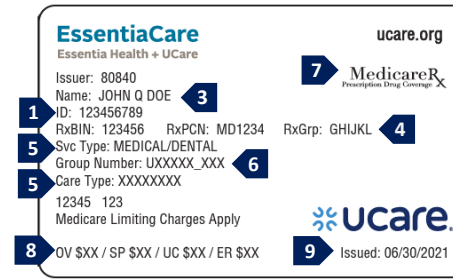
UCare members should present their member ID card when they seek health care services. The following are samples of how the front of a UCare member ID card may look.



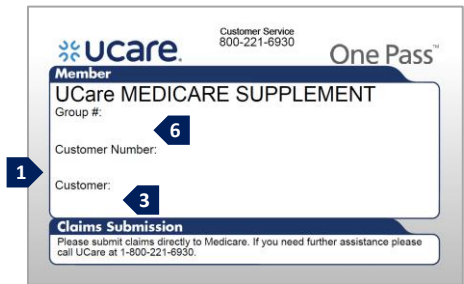
UCare Medicare Plans, UCare Medicare Group Plans, UCare Your Choice



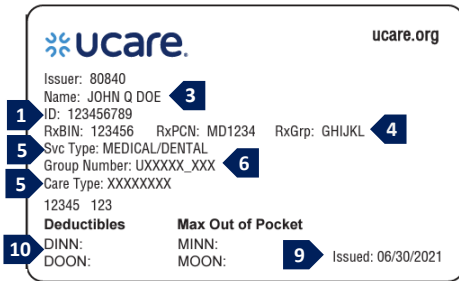
UCare Medicare with M Health Fairview & North Memorial Health



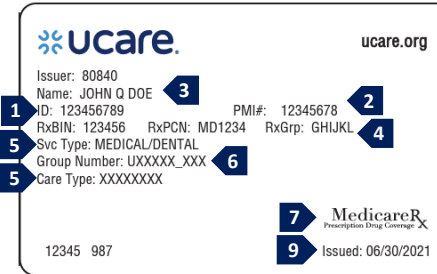
EssentiaCare



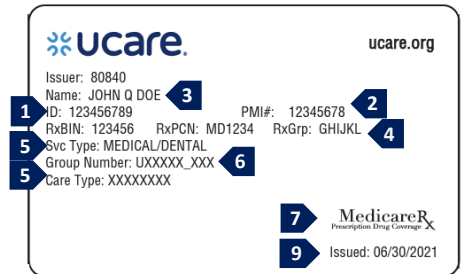
UCare Medicare Supplement



UCare Individual & Family Plans, UCare Individual & Family Plans with M Health Fairview



Minnesota Senior Health Options, UCare Connect + Medicare



MinnesotaCare, Minnesota Senior Care Plus, Prepaid Medical Assistance Program, UCare Connect

- Member ID number** - The unique number assigned to each UCare member.
- PMI number** - The unique number used to identify a person's eligibility under the Minnesota Health Care Programs.
- Covered member** - The name and sometimes date of birth of the member.
- Prescription drug information** - The information used to process prescription drug claims.
- Services type/care type** - The type of coverage (medical or dental) and name of the specific UCare plan.
- Group number** - The number used to help identify the specific UCare plan.
- Medicare Prescription Drug Coverage icon** - Signifies that the member has Medicare drug coverage.
- Covered Services** - ER = Emergency Room, OV = Office Visit, SP = Specialty Visit, UC = Urgent Care
- Policy Issued Date**
- Deductibles and Max Out of Pocket** - DINN = in-network deductible, DOON = out-of-network deductible, MINN = in-network limit, MOON = out-of-network limit

Examples of information on the back of member identification cards. Please refer to actual cards for specific information.

11 FOR MEMBER USE - For emergency care go to the nearest hospital or call 911.
Customer Service: 612-676-3600 or 1-877-523-1515, TTY: 612-676-6810 or 1-800-688-2534
UCare 24/7 Nurse Line: 1-888-778-8204, TTY: 1-855-307-6976
Delta Dental Customer Services: 651-768-1416, TTY State Relay 711, 1-855-648-1416
Mental Health and Substance Use Disorder Services: 612-676-6533 or 1-833-276-1185
Appeals and Grievances: Call UCare: 612-676-6841 or 1-877-523-1517,
TTY: 612-676-6810 or 1-800-688-2534
FOR PROVIDER USE - MN primary claims must be submitted electronically.
For outside MN submit claims to UCare, P.O. Box 70, Minneapolis, MN 55440-0070.
Prescription drug claims must be submitted electronically to Navitus.
Navitus Pharmacy Help Desk: 1-833-837-4300

12 Provider Assistance Center: 612-676-3300 or 1-888-531-1493
Submit chiropractic claims to: Fulcrum Health, Inc., P.O. Box 981808, El Paso, TX 79998-1808
Dental: Delta Dental of Minnesota, P.O. Box 9120, Farmington Hills, MI 48333-9120

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UCare Medicare Plans, UCare Medicare Group Plans, UCare Your Choice

11 FOR MEMBER USE - For emergency care go to the nearest hospital or call 911.
Customer Service, including 24/7 nurse line: 612-676-6520 or 1-888-618-2595
TTY: 612-676-6810 or 1-800-688-2534
Mental Health and Substance Use Disorder Services: 612-676-6533 or 1-833-276-1185
Appeals and Grievances: 612-676-6841 or 1-877-523-1517
TTY: 612-676-6810 or 1-800-688-2534

12 FOR PROVIDER USE - MN primary claims must be submitted electronically.
For outside MN submit claims to UCare, P.O. Box 70, Minneapolis, MN 55440-0070.
Prescription drug claims must be submitted electronically to Navitus.
Navitus Pharmacy Help Desk: 1-833-837-4300
Submit chiropractic claims to: Fulcrum Health, Inc., P.O. Box 981808, El Paso, TX 79998-1808
Provider Assistance Center: 612-676-3300 or 1-888-531-1493

13




UCare Medicare with M Health Fairview & North Memorial Health

11 FOR MEMBER USE - For emergency care go to the nearest hospital or call 911.
Customer Service; 24/7 Nurse Line: 218-722-4915 or 1-855-432-7025, TTY 1-800-688-2534
Delta Dental Customer Services: 651-768-1416, TTY State Relay 711, 1-855-648-1416
Mental Health and Substance Use Disorder Services: 612-676-6533 or 1-833-276-1185
Appeals and Grievances: 612-676-6841 or 1-855-432-7026, TTY 1-800-688-2534
FOR PROVIDER USE - Notify UCare within 24 hours of admission:
1-612-676-6705 or 1-877-447-4384, Fax 1-612-884-2499 or 1-866-610-7215
Provider submit claims to: MN primary claims must be submitted electronically.
For outside MN submit claims to UCare, P.O. Box 70, Minneapolis, MN 55440-0070.
Prescription drug claims must be submitted electronically to Navitus.
Navitus Pharmacy Help Desk: 1-833-837-4300

12 Provider Assistance Center: 612-676-3300 or 1-888-531-1493
Submit chiropractic claims to: Fulcrum Health, Inc., P.O. Box 981808, El Paso, TX 79998-1808
Dental: Delta Dental of Minnesota, P.O. Box 9120, Farmington Hills, MI 48333-9120

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EssentiaCare

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800-221-6930
Fully Insured

UCare Medicare Supplement

11 FOR MEMBER USE - For emergency care go to the nearest hospital or call 911.
Customer Service: 612-676-6600 or 1-877-903-0070, TTY 1-800-688-2534, 8 am-6 pm, M-F
UCare 24/7 Nurse Line: 1-888-778-8204, TTY: 1-855-307-6976
Mental Health and Substance Use Disorder Services: 612-676-6533 or 1-833-276-1185
Appeals and Grievances:
UCare, 612-676-6841 or 877-523-1517, TTY 800-688-2534, PO Box 52, Mpls, MN 55440-0052
MN Dept. of Health, 1-800-657-3916
Managed Care Systems, P.O. Box 64882, St. Paul, MN 55164

12 FOR PROVIDER USE - Notify UCare within 24 hours of admission:
612-676-6705, 1-877-447-4384, Fax 612-884-2499 or 1-866-610-7215
Provider submit claims to: MN primary claims must be submitted electronically.
For outside MN submit claims to UCare, P.O. Box 70, Minneapolis, MN 55440-0070.
Prescription drug claims must be submitted electronically to Navitus.
Navitus Pharmacy Help Desk: 1-833-837-4300

13 Chiropractic: Fulcrum Health, Inc., P.O. Box 981808, El Paso, TX 79998-1808
Provider Assistance Center: 612-676-3300 or 1-888-531-1493
Dental: Delta Dental of Minnesota, P.O. Box 9120, Farmington Hills, MI 48333-9120




UCare Individual & Family Plans, UCare Individual & Family Plans with M Health Fairview

11 FOR MEMBER USE - For emergency care go to the nearest hospital or call 911.
Customer Service: 612-676-6868 or 1-866-280-7202, TTY: 612-676-6810 or 1-800-688-2534
UCare 24/7 Nurse Line: 1-800-942-7858 or TTY: 1-855-307-6976
Delta Dental Customer Services: 651-768-1415, TTY State Relay 711, 1-855-648-1415
Mental Health and Substance Use Disorder Services: 612-676-6533 or 1-833-276-1185
Appeals and Grievances: UCare Plan 612-676-6841 or 1-877-523-1517, fax 612-844-2021 or 1-866-283-8015, TTY: 612-676-6810 or 1-800-688-2534 State of MN - DHS Appeals Unit, P.O. Box 64941, St. Paul, MN 55164 Managed Care Ombudsman - 1-651-431-2660 or 1-800-657-3729, TTY 711

12 FOR PROVIDER USE - MN primary claims must be submitted electronically.
For outside MN submit claims to UCare, P.O. Box 70, Minneapolis, MN 55440-0070.
Prescription drug claims must be submitted electronically to Navitus.
Navitus Pharmacy Help Desk: 1-833-837-4300
Submit chiropractic claims to: Fulcrum Health, Inc., P.O. Box 981808, El Paso, TX 79998-1808
Provider Assistance Center: 612-676-3300 or 1-888-531-1493
Dental: Delta Dental of Minnesota, P.O. Box 9120, Farmington Hills, MI 48333-9120

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Minnesota Senior Health Options, UCare Connect + Medicare


11 FOR MEMBER USE - For emergency care go to the nearest hospital or call 911.
Customer Service: 612-676-3300 or 1-800-203-7225, TTY: 612-676-6810 or 1-800-688-2534
UCare 24/7 Nurse Line: 1-800-942-7858 or TTY: 1-855-307-6976
Delta Dental Customer Services: 651-768-1415, TTY State Relay 711, 1-855-648-1415
Mental Health and Substance Use Disorder Services: 612-676-6533 or 1-833-276-1185
Appeals and Grievances: UCare Plan 612-676-6841 or 1-877-523-1517, fax 612-844-2021 or 1-866-283-8015, TTY: 612-676-6810 or 1-800-688-2534 State of MN - DHS Appeals Unit, P.O. Box 64941, St. Paul, MN 55164 Managed Care Ombudsman - 1-651-431-2660 or 1-800-657-3729, TTY 711

12 FOR PROVIDER USE - MN primary claims must be submitted electronically.
For outside MN submit claims to UCare, P.O. Box 70, Minneapolis, MN 55440-0070.
Prescription drug claims must be submitted electronically to Navitus.
Navitus Pharmacy Help Desk: 1-833-837-4300
Submit chiropractic claims to: Fulcrum Health, Inc., P.O. Box 981808, El Paso, TX 79998-1808
Provider Assistance Center: 612-676-3300 or 1-888-531-1493
Dental: Delta Dental of Minnesota, P.O. Box 9120, Farmington Hills, MI 48333-9120

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MinnesotaCare, Minnesota Senior Care Plus, Prepaid Medical Assistance Program, UCare Connect

- 11. Claims information** - Where to submit claims for different services. Covered services vary by product.
- 12. Provider Assistance Center number** - The phone number to call when you need assistance working with UCare.
- 13. Health Club Savings**  - Indicates that the member is eligible for credit on monthly fitness club fees.

Phone numbers may vary by plan, please refer to the member's ID card.

GROUP NUMBERS BY UCARE PLAN

Please Note: The group numbers by plan for 2024 may have changed since 2023.

EssentiaCare - U00003_001, U00003_002, U00003_003

MinnesotaCare - U10000_002

Minnesota Senior Care Plus - U10000_003

Minnesota Senior Health Options - U10001_001

Prepaid Medical Assistance Program - U10000_001

UCare Connect - U10000_004

UCare Connect + Medicare - U10001_002

UCare Individual & Family Plans - U00001_001

UCare Individual & Family Plans with M Health Fairview - U00001_002

UCare Medicare Plans - U00002_001, U00002_002, U00002_003, U00002_005, U00002_006, U00002_009, U00002_010, U00002_011, U00002_012.

Group Plan numbers, please [click here](#).

UCare Medicare with M Health Fairview & North Memorial Health - U00004_002, U00004_003

UCare Medicare PPO - U00109_001, U00109_002