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## UCare County & Tribal Relations Team is available

The County & Tribal Relations Team at UCare is available by phone, email and virtual or in person meetings. We can meet with your agency annually, biannually or quarterly, depending on your preference, and can be reached by contacting your County & Tribal representative (find your representative with this [county map](#)) or by emailing us at [ucarecountyrelations@ucare.org](mailto:ucarecountyrelations@ucare.org). The County & Tribal Relations Team is comprised of Sharon Crawford, County Coordinator; Annie Halland, County, Tribal and Public Health Manager; Heather Dodd, County and Tribal Liaison. We are happy to answer questions and discuss opportunities to serve your community.

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## Quarterly statewide check-in meetings

In addition to individual meetings, our County & Tribal Relations Team is offering virtual statewide quarterly check-in meetings for all counties and Tribes where UCare is a Minnesota Health Care Programs option. The next meeting will be:

**March 12** at 12 pm — agenda includes 2025 updates and information on the UCare transportation network. [Register](#) for the statewide quarterly check-in meeting.

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## HealthPartners contract update

UCare is pleased to announce an agreement has been reached with HealthPartners Medical Group (HPMG) to ensure that all HealthPartners clinics and hospitals are in-network options for our UCare members. This includes the continuation of Stillwater Medical Clinic and Lakeview Hospital, as well as other HealthPartners primary and specialty care clinics. You may confirm contract status by using our [provider search tool](#).

If you have any questions, please reach out to [ucarecountyrelations@ucare.org](mailto:ucarecountyrelations@ucare.org).

## **DentaQuest is UCare's new dental administrator**

UCare transitioned to DentaQuest for our dental administrator on January 1, 2025. Members who are currently in a course of treatment or whose provider is not yet in-network will have continuity of care for 180 days. Additionally, UCare and DentaQuest are working to bring as many providers in-network as possible. It should be noted, we have found some providers that were previously listed as in-network with Delta Dental of Minnesota were not actually in-network and were being paid as out of network. We are continually working to recruit those providers.

Members who have questions about their provider or scheduled visits can contact UCare Dental Connection for assistance. Please note, UCare Dental Connection has new phone numbers, which are included on 2025 UCare member ID cards:

PMPAP, MinnesotaCare, MSC+ and UCare Connect: 1-888-227-3310

UCare's MSHO and UCare Connect + Medicare: 1-855-209-3155

TTY for all plans: 1-800-466-7566

DentaQuest and UCare Dental Connection are available 8 am – 5 pm Monday – Friday.

UCare Dental Connection helps our members manage their dental care with one simple phone call. A one-stop shop, UCare Dental Connection helps members:

- Find a dental provider or dental home
- Schedule dental appointments, including appointments for follow-up and specialty care
- Coordinate transportation to dental appointments
- Find interpreter services for dental appointments
- Answer dental benefit and claims questions

You can find more dental information on the [UCare Medicaid dental benefits page](#) and can use our [provider search tool](#) to find care in our dental network .

If you have any questions, please reach out to [ucarecountyrelations@ucare.org](mailto:ucarecountyrelations@ucare.org).



## Rewards and incentives program updates

Starting January 1, 2025, there are two changes to the rewards and Incentive program:

- Members have 365 days from the date the reward was issued to spend it; any remaining funds from that reward after 365 days will expire. Example: A \$50 reward was loaded to the UCare Healthy Benefits+ Visa Card® on March 1, 2025. The member will have until March 1, 2026 to spend that reward.
  - The UCare Healthy Benefits+ Visa Card will prioritize the dollars spent to spend the older rewards first
  - Any reward earned and issued prior to 2025 will not expire
- Members will have 120 days from the date of service to redeem the reward. Example: Member completes a mammogram on January 5, 2025; the member must have the voucher in the mail by May 5, 2025.

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## Seats, Education and Travel Program (SEATS)

*PMAP, MinnesotaCare, UCare Connect and UCare Connect + Medicare members.*

After hearing feedback from partners and members about UCare's [SEATS](#) program, UCare has decided to re-innovate the car seat program for 2025 to better serve our partners and members!

This updated program includes the addition of infant car seat carriers, as well as a change to the distribution of backless boosters (backless boosters will now be distributed directly from UCare, rather than through one of our car seat partners). We continue to offer convertible car seats and combination car seats through our car seat partners.

### Car seat eligibility

Pregnant members can receive one seat per pregnancy, with exceptions made for members delivering multiples. Members up to the age of nine are eligible for two seats distributed with education provided by car seat partners, plus one backless booster seat. Pregnant members, and children up to the age of one, are eligible for infant car seat carriers. Children ages 7 – 9 are eligible for the backless booster seat.

Members can contact UCare Customer Service for a referral to a car seat partner for car seat education and distribution. To order a backless booster seat members can order directly through their [online member account](#), or by calling the UCare Customer Service number on the back of their member ID card.

## Disease Management programs for a healthy 2025

For many, the new year symbolizes a fresh start and provides an opportunity for reflection. It's also time when many people feel a renewed sense of hope and motivation as they set intentions for positive change and self-improvement for the coming year.

Health coaching and education is a wonderful way to support members looking to achieve their New Year's resolutions and health goals. UCare's Disease Management (DM) has trained and certified health coaches, respiratory therapists and nurses who offer support, guidance and encouragement to members as they work to improve their health and their lives.

Through coaching and education, members can:

- Develop a positive vision for their health and lifestyle
- Create achievable goals based on their motivation and readiness to change
- Identify and break down barriers and patterns of behavior that prevent change
- Be empowered to make lasting lifestyle changes and be held accountable for their goals
- Receive condition-specific education and resources to support their self-management

We accept referrals for all our programs and assist members in our program with outside referrals to additional programs and resources. More information is available on our [managing health conditions page](#).

To send us a referral, please contact us at:

- **DM Email:** [disease\\_mgmt2@ucare.org](mailto:disease_mgmt2@ucare.org)
  - **DM Voicemail:** 612.294.6539 or 866.863.8303
  - **DM Referral Forms:** available on the [disease management resources page](#)
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## Caregiver Assurance Program

*UCare's MSHO and (new for 2025) UCare Connect + Medicare members.*

Eligible members and their designated caregivers get up to 12 visits with a caregiver advisor within the plan year, resources and service referrals at no extra cost.

Caregiver advisors are licensed professionals who can make the caregiving journey a little easier. They help with care coordination, service advice and referrals, stress reduction tips and more. Support is just a phone call away.

To get help, members can contact their care coordinator or call 612 672-7996 (TTY users call 711). Learn more on the [M Health Fairview Caregiver Assurance page](#).

## One Pass

### Eligibility changes

*UCare Connect members.*

Starting January 1, 2025, UCare Connect members will no longer be eligible for the One Pass<sup>®</sup> fitness program. UCare Connect members who used the One Pass fitness program in 2024 received a letter in December to notify them of this change.

In 2025, UCare Connect members have access to other great programs. Members can learn more about those on our [health and wellness programs page](#).

### Fitness program

*UCare's MSHO and UCare Connect + Medicare members.*

One Pass is a complete fitness solution for an individual's body and mind, available at no additional cost. Members have access to more than 24,000 participating fitness locations nationwide, plus:

- Thousands of on-demand and live-streaming fitness classes
- Workout builders to create their own workouts and walk them through each exercise
- Home fitness kits for members who are physically unable to visit or reside at least 15 miles from a participating fitness location
- Personalized, online brain training program to help improve memory, attention and focus
- Social activities, community classes and events available for online or in-person participation

Members can go to [ucare.org/onepass](https://ucare.org/onepass) or call toll-free 1-877-504-6830 (TTY 711), 8 am – 9 pm, Monday – Friday to find participating fitness locations and learn more.

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## Grandpad

*UCare's MSHO members.*

Grandpad is an electronic tablet offered to members with a depression or **(new for 2025)** anxiety diagnosis. It's specially designed to help members stay connected and feel less isolated. The Grandpad tablet provides everything members need to connect with friends, family and caregivers and family, plus the service to support their connections. Grandpad lets members:

- Keep in touch through voice or video calls without the need of Wi-Fi
- Tune into favorite AM/FM stations or search for favorite songs
- Type messages or send hassle-free voice recorded messages to loved ones
- Connect with a Grandpad customer service specialist to answer questions

Members need to contact their care coordinator for more information. To learn who their care coordinator is, members can call the UCare Customer Service number on the back of their member ID card, or you can review the [how to find a care coordinator page](#) to assist members.

## Lutheran Social Services: Healthy Transitions Program

UCare's MSHO and **(new for 2025)** UCare Connect + Medicare members.

This program provides individualized support, education and resources for eligible members during the critical first 30 days after a hospital or short-term rehabilitation center stay.

When a member returns home from the hospital or rehabilitation center, they are paired with a specially trained and certified community health worker. The community health worker provides 4 visits within 30 days—two in-home and two phone visits. These visits cover:

- Discharge documentation
- Home safety and fall risks
- Nutrition
- Medications
- Socialization
- Appointment setting and transportation
- Short-term goal setting
- Resources and referrals to other providers

The community health worker collaborates with the member and their care coordinator to ensure that all needs are being met. Members need to contact their care coordinator for more information.

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## Connect to Wellness Kit

UCare Connect and UCare Connect + Medicare members.

Members can order a [Connect to Wellness Kit](#) to help improve their health and wellness at no cost. Each kit includes engaging tools— at no additional cost. Members may choose one of the following kit options:

- Fitness Kit
- Sleep Aid Kit
- Stress Relief Kit
- Dental Kit
- ADHD and Autism Support Kit **(New kit option in 2025)**
- Smart Home Device Kit (only available to UCare Connect + Medicare members)
- 5-pound weighted blanket (only available to UCare Connect + Medicare members)

To order, members can call UCare Customer Service at the number on the back of their member ID card or they can log in to their online member account.

Members must be an eligible UCare member at the time of the order. Kit contents and availability may be subject to change. Limit one kit per year per member.



## UCare's Mobile Dental Clinic is on the road!

Check our [Mobile Dental Clinic page for the schedule](#) and note these upcoming dates and locations below:

### **January 21 – 24**

Roseville  
Anpétu Téča Education Center  
1910 County Road B

### **January 27 – 31**

Rochester  
Olmsted County Public Health  
2100 Campus Drive SE

### **February 3 – 7**

West St. Paul  
Dakota County Human Services  
1 Mendota Road W

### **February 10 – 13**

Minneapolis (south)  
Diamond Lake Church  
5760 Portland Ave. South

### **February 17 – 21**

St. Cloud  
Bethlehem Lutheran Church  
4310 County Road 137

### **February 24 – 28**

Apple Valley  
Dakota County Western Services Center  
14955 Galaxie Ave