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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 annually, biannually, or quarterly, depending on your agency’s preference, and can be reached by contacting the County & Tribal Relations Team Representative assigned to your county ([see map](#)) or via email at [ucarecountyrelations@ucare.org](mailto:ucarecountyrelations@ucare.org). We are happy to answer questions and discuss opportunities to serve your community.



From left to right: Sharon Crawford, County Coordinator; Annie Halland, County, Tribal and Public Health Manager; Heather Dodd, County and Tribal Liaison.

## New quarterly statewide check-in meetings

In addition to individual meetings, our County & Tribal Relations Team is offering virtual quarterly check-in meetings for all counties and Tribes where UCare is a Minnesota Health Care Programs option. See dates and meeting link below:

**March 13** at 1 pm — [link](#) — agenda includes 2024 updates and transportation updates.

**June 12** at 1 pm — link and agenda will be confirmed in the March County News Brief.

**September 11** at 1 pm — link and agenda will be confirmed in the July County News Brief.

**December 11** at 1 pm — link and agenda will be confirmed in the September County News Brief.

## Medical Assistance and MinnesotaCare renewals

Renewals are in full swing with more than half the population currently undergoing renewals. We greatly appreciate all the extra work counties are putting in to make sure members retain coverage. Our team knows it’s a busy time, and our goal is to help smooth the process for you and our members. We continue to send messages to members reminding them of their renewal date and provide application assistance through Portico Healthnet and the UCare Keep Your Coverage Team.

*Help for members in UCare’s Minnesota Senior Health Options (MSHO), Minnesota Senior Care Plus (MSC+), UCare Connect and UCare Connect + Medicare:*

Keep Your Coverage Team

Phone: 612-676-3438 or  
1-855-307-6978  
[keepyourcoverage@ucare.org](mailto:keepyourcoverage@ucare.org)

*Help for members in Prepaid Medical Assistance Programs (PMAP) and MinnesotaCare:*

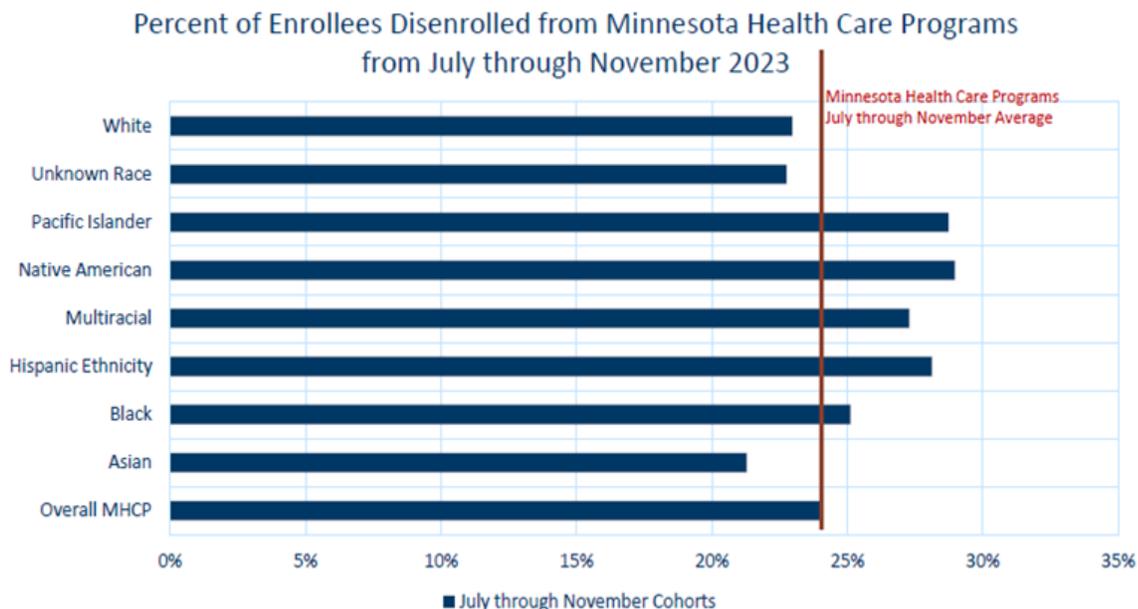
Portico Healthnet

Phone: 651-603-4360  
[porticohealthnet.org/renew](http://porticohealthnet.org/renew)

## Minnesota Medicaid Equity Partnership

The Minnesota Department of Human Services (DHS), Managed Care Organizations (MCOs) and other stakeholders participate in the Minnesota Medicaid Equity Partnership, which has recently focused on renewals and how different populations are affected by potential loss of coverage.

The most recent data reviewed by the partnership looked at the percentage of disenrolled members using a race/ethnicity lens based on July through November cohorts. As the table below illustrates, members who identify as other than White or Asian have higher percentages of disenrollment.



To Learn more, see the [Renewal Dashboard](#)

In part to address these disparities and reach out into communities, the Minnesota Medicaid Equity Partnership developed a one-page flier about renewals to distribute at community events and community spaces, as well as to community organizations. The flier is available in English, Hmong, Russian, Somali, Spanish and Vietnamese. The goal of the flier is to inform members of renewals, provide key resource links, and includes the contact information of all MCOs so members know who to call for assistance. MCOs are collaborating to distribute the flier for events and organizations statewide.

If you would like an electronic copy or printed copies mailed to you for your offices or local community organizations in your area, email [ucarecountyrelations@ucare.org](mailto:ucarecountyrelations@ucare.org).



### It's time to renew your health care coverage

Your health insurance needs to be renewed periodically to avoid losing access to affordable health care services when you and your family need them.

Keep your Medical Assistance or MinnesotaCare by being prepared to renew.



**Mark your calendar**  
Know your renewal deadline and set a reminder.



**Time to get started**  
Don't put it off. Renew your coverage as soon as possible.

[mn.gov/dhs/renewmycoverage](http://mn.gov/dhs/renewmycoverage)

### Help is just call or click away



**Medical Assistance**

Contact your county office or tribal agency.  
Find your agency:  
[mn.gov/dhs/health-care/county-tribal-offices](http://mn.gov/dhs/health-care/county-tribal-offices)

**MinnesotaCare**

Call consumer support: 651-297-3862 or 800-657-3672

**Renew My Coverage website**

Find step-by-step instructions to re-enroll:  
[mn.gov/dhs/renewmycoverage](http://mn.gov/dhs/renewmycoverage)

**Renewal date look-up tool**

Learn when your renewal is due: [mnrenewallookup.com](http://mnrenewallookup.com)

**Contact your health insurance provider**

- Blue Plus: 866-518-8448
- HealthPartners: 866-885-8880 (PMAP/MNCare/ SNBC/MSC+) or 888-820-4285 (MSHO)
- Hennepin Health: 612-596-1036
- Itasca Medical Care: 800-843-9536
- Medica: 1-877-357-3157
- PrimeWest Health: 866-431-0801
- South Country Health Alliance: 866-567-7242
- UCare: 651-603-4360 (PMAP/MNCare) or 1-855-307-6978 (Connect, Connect+, MSHO, MSC+)
- UnitedHealthCare-MN: 877-440-9946



**Watch and learn**

Videos are available to help guide you through the renewal process.



**For help completing renewal forms**

A MNsure certified navigator can help. Find one:  
[msure.org/help/find-assister/find-assister.jsp](http://msure.org/help/find-assister/find-assister.jsp)

## Disease Management 1:1 telephonic programs

UCare Disease Management (DM) education and coaching call programs were created for members who are living with chronic health conditions and need personalized, one-on-one telephonic support. Our programs include scheduled phone calls and written resources to help members better understand and manage their health.

DM programs utilize a wide variety of professionals including certified health coaches, registered respiratory therapists, diabetic nurse educators, certified asthma educators, registered dieticians and registered nurses. One-on-one education and coaching call programs are available for the following conditions:

## Programs offered to UCare members are listed below by condition:

Program	Description
Asthma IVR/Text Program	<ul style="list-style-type: none"> <li>Scheduled Interactive Voice Response or text message education</li> <li>IVR/text schedule: 1 call/text a week or 1 call/text every 30 days</li> </ul>
Asthma Education Program	<ul style="list-style-type: none"> <li>Telephonic outreach and education with a UCare asthma educator or Cecelia Health registered respiratory therapist</li> <li>Assessment of self-monitoring, self-management, and medication adherence. Encouragement of Asthma Action Plan.</li> <li>Average 1 call a month for 6 months</li> <li>Children and adults ages 5-64</li> </ul>
Brook Health Companion App	<ul style="list-style-type: none"> <li>Mobile app for help with managing general wellness, diabetes, hypertension, and other chronic conditions</li> <li>In app coaching; medication, blood pressure or blood sugar check reminders</li> <li>To learn more and to download the app, visit <a href="http://ucare.org/brook">ucare.org/brook</a></li> </ul>
CKD Support Program	<ul style="list-style-type: none"> <li>Telephonic outreach and education with a Cecelia Health registered dietician</li> <li>Guidance, education, and support to help prevent or slow down the progression of CKD and make healthy food choices.</li> <li>Average 1 call a month for 6 months</li> </ul>
COPD Management Program	<ul style="list-style-type: none"> <li>Telephonic outreach and education with a Cecelia Health registered respiratory therapist</li> <li>Assessment of self-monitoring, self-management, and medication adherence. Encouragement of COPD management plan.</li> <li>Average 1 call a month for 6 months</li> </ul>
Diabetes IVR/Text Program	<ul style="list-style-type: none"> <li>Scheduled Interactive Voice Response or text message education</li> <li>IVR/text schedule: 1 call/text a week or 1 call/text every 30 days</li> </ul>
Diabetes Health Coaching	<ul style="list-style-type: none"> <li>Telephonic outreach with a UCare or Cecelia Health health coach</li> <li>Partner to discover barriers, vision for the future, establish behavior change goals, empower to achieve goals</li> <li>Average 1 call a month for 6 months</li> <li>**FoodRx program (food box + UCare health coaching for PMAP/MNCare/Connect/Connect+/MSHO/MS+ in Metro area)</li> </ul>
Heart Failure Health Coaching	<ul style="list-style-type: none"> <li>Telephonic outreach with a UCare health coach</li> <li>Partner to discover barriers, vision for the future, establish behavior change goals, empower to achieve goals</li> <li>Average 1 call a month for 6 months</li> <li>**FoodRx program (food box + UCare health coaching for PMAP/MNCare/Connect/Connect+/MSHO/MS+ in Metro area)</li> </ul>
Migraine Management Program	<ul style="list-style-type: none"> <li>Telephonic outreach with a UCare health coach</li> <li>Partner to discover barriers, vision for the future, establish behavior change goals, empower to achieve goals</li> <li>Average 1 call a month for 6 months</li> </ul>

\*All programs are Adults 18+ except noted with asthma programs

## List of eligible products for DM programs:

	Connect	Connect + Medicare	Medicare – Fairview North Memorial	Medicare	MNCare	MSC+	MSHO	PMAP	UCare Fairview IFP	UCare IFP
Asthma IVR/Text Program	X	X			X			X	X	X
Asthma Education Program	X	X			X			X	X	X
Brook Health Companion App	X	X	X	X	X	X	X	X	X	X
CKD Program	X	X	X	X	X	X	X	X	X	X
COPD Program	X	X	X	X	X	X	X	X	X	X
Diabetes At-Risk IVR	X	X	X	X	X	X	X	X	X	X
Diabetes Health Coaching	X	X	X	X	X	X	X	X	X	X
Heart Failure Health Coaching	X	X	X	X	X			X	X	X
Migraine Management	X	X			X	X		X		

Language Assistance Services: UCare provides translated documents and spoken language interpreting free of charge.

## Disease Mangement referrals

Do you know a member who could benefit from one-on-one telephone support for their chronic condition? Send DM a referral! When a referral is received, the DM team identifies the appropriate program for the condition, reviews member eligibility, facilitates program enrollment and follows up regarding the referral outcome. Referrals can be sent to:

- **DM email:** [Disease\\_mgmt2@ucare.org](mailto:Disease_mgmt2@ucare.org)
- **DM voicemail:** 612-294-6539 or 1-866-863-8303
- **DM referral forms** can be found [here](#).

## Health Promotion 2024 changes

### NEW for 2024: UCare Healthy Benefits+ Visa Card

We combined UCare reward and allowance programs onto one card, the UCare Healthy Benefits+ Visa® Card.



The UCare Healthy Benefits+ Visa Card offers the flexibility and convenience of one card for:

- Healthy food allowance
- Utilities allowance
- Grocery discounts
- Rewards and incentives

	Healthy food allowance*	Utilities allowance*	Grocery discounts	Rewards
<b>UCare's MSHO</b>	X*	X*	X	X
<b>UCare Connect + Medicare</b>	X*		X	X
<b>Individual Family Plan</b>			X	X
<b>PMAP, MinnesotaCare, UCare Connect and MSC+</b>			X	X

\*members with a qualifying chronic condition.

What do I need to know about the UCare Healthy Benefits+ Visa Card?

- The UCare Healthy Benefits+ Visa card is reloadable each year; members will not receive a new card annually. The card is valid until expiration or the UCare member is no longer active. Allowance amounts and expiration dates vary by plan and program.
- The card isn't linked to personal bank accounts.

How to order a card?

- If the member never received a UCare Healthy Benefits+ Visa card, the member should call the customer service number on the back of their member ID card.
- If the member lost or misplaced their card and needs a replacement, they should call the Healthy Benefits+ Visa Card customer service number 1-833-862-8276 (TTY 771).

To learn more, activate card or check card balance, members can:

- **Call:** 1-833-862-8276 (TTY 771)
- **Visit:** [healthybenefitsplus.com/ucare](https://healthybenefitsplus.com/ucare)

### **New for UCare Connect + Medicare members in 2024: Activity Tracker plus Personal Emergency Response System (PERS) device**

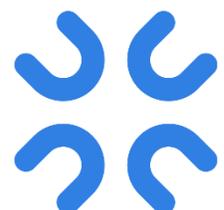
UCare's MSHO and UCare Connect + Medicare members can get an easy-to-use activity tracker plus Personal Emergency Response System (PERS) device. This device features:

- 24/7 emergency call-for-help to a support agent directly through the device
- Step and heart rate tracking to help members reach their health goals
- Built-in GPS to support members both inside and outside their home

Additional benefits:

- The device is ready-to-use right out of the box; members do not need to set it up or pair it to a cell phone or Wi-Fi.
- Members with a hypertension diagnosis who use the device are eligible for a blood pressure monitor.

For more information members can contact their care coordinator or customer service at the number on the back of their member ID card.



## New for UCare's MSHO and UCare Connect + Medicare members in 2024: Over-the-counter (OTC) benefit through CVS

The over-the-counter (OTC) benefit can be used to purchase eligible health items directly through CVS online or over the phone. Members will receive an allowance four times per year. Eligible items include surgical masks, vitamins, allergy medications, first aid supplies, toothpaste and more.

To learn more and start shopping with CVS OTC Health Solutions, members can:

- **Call:** 1-888-628-2770
- **Visit:** [cvs.com/benefits](https://www.cvs.com/benefits)



## Our UCare Mobile Dental Clinic is on the road!

Check our MDC [schedule](#) and note these upcoming dates and locations below:

### January 22 – 26

Rochester  
Olmsted County Public Health  
2100 Campus Drive SE

### February 5 - 9

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

### February 19 - 23

St. Cloud  
Bethlehem Lutheran Church  
4310 County Road 137

### Jan. 28 – Feb. 2

Roseville  
Anpétu Téča Education Center  
1910 County Road B

### February 12 – 15

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

### February 26 – 28

Apple Valley  
Dakota County Western Services Center  
14955 Galaxie Ave.