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Quarterly statewide check-in meetings

UCare's County & Tribal Relations Team offers virtual statewide quarterly check-in meetings for all counties and Tribes where UCare is a Minnesota Health Care Programs option. Future meetings are scheduled for:

September 11 at 1 pm — agenda includes updates from the Provider Network Partnership team regarding dental access for UCare members. Register [here](#).

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

Elderly Waiver updates to resources and trainings

UCare has updated provider resources for the Elderly Waiver (EW) program. They are found on the UCare provider website by selecting "Visit Policies & Resources," then "[Training & Education](#)," then "Elderly Waiver (EW) Services." If an EW provider reaches out with questions about working with UCare or how to get enrolled, please direct them to the following resources:

- [Frequently Asked Questions Resource](#)
- [Provider Key Contact List](#)
- [Training PowerPoint](#)

Additionally, UCare's Provider Relations and Support Services team is offering in-person and virtual training sessions. The training seminar outlines the EW program and will give EW providers a better understanding of:

- UCare EW programs available for members
- UCare EW enrollment and the onboarding process
- UCare provider portal and clearinghouse requirements
- The service authorization process within UCare
- How to access resources and assistance within UCare

Please note: This training seminar will include a brief overview of care coordination roles and responsibilities for providers, as outlined by the Department of Human Services (DHS) but is not intended to be a care coordination specific training.

EW providers can register [here](#).

Our UCare EW Provider Liaison will contact registrants with additional information about the training, including information about how to attend virtually. The following table will be updated as future trainings are scheduled.

Area	Date and time	Venue
Duluth	August 21, 2024 In-Person: 12:30 pm – 2 pm Virtual: 1 pm - 2 pm	In-Person: Great Lakes Aquarium 353 Harbor Drive Duluth, MN 55802 Virtual: Microsoft Teams Meeting
Rochester	September 25, 2024 In-Person: 12:30 pm – 2 pm Virtual: 1 pm – 2 pm	In-Person: 125 Live 125 Elton Hills Drive NW Rochester, MN 55901 Virtual: Microsoft Teams Meeting
Faribault/Owatonna	October 16, 2024 In-person: 12:30 pm – 2 pm Virtual: 1 pm – 2 pm	In-Person: West Hills Social Commons 500 Dunnell Drive Owatonna, MN 55060 Virtual: Microsoft Teams Meeting

HPV vaccine at age nine

New guidance from the American Cancer Society seeks to improve on-time HPV vaccination coverage for both series initiation and completion by recommending providers start the series at age nine. UCare Medical Director Dr. Bruce Cantor, a pediatrician with over 20 years of clinical practice, says, *"HPV is responsible for over 33,000 vaccine-preventable cancers each year in the US, such as oropharyngeal cancer. Initiating the HPV vaccine at age nine will keep our children healthy and save lives!"*

Together, the Minnesota Department of Health (MDH) and the American Cancer Society provide an alternate Immunization Quality Improvement for Providers (IQIP) program to support and assist clinics. For more information and resources for provider training, visit the [MDH IQIP HPV Vaccination Improvement Project](#) webpage.

UCare data reports available

UCare provides local data to county public health and human service directors on a quarterly basis. The reports focus on topics of interest to county public health and human service departments such as utilization of emergency departments, hospitalization rates and telehealth usage, demographics of our membership, and performance on select Healthcare Effectiveness Data and Information Set (HEDIS) measures. UCare shares data for both UCare and the county. The UCare numbers include all counties where we have contracts to offer Minnesota Health Care Programs. The data we provide shows population trends on a quarterly basis and includes up to eight previous quarters for trending purposes.

UCare also produces monthly prenatal and postpartum reports to county public health agencies to aid in identification of members who may benefit from county maternal and public health services. Agencies can use this report for outreach to pregnant or postpartum members. The reports are posted on our UCare secure file transfer site. Please contact Annie Halland at ahalland@ucare.org if you would like to access these reports for your county or agency.

Additionally, UCare can provide reports by request for counties looking to perform outreach efforts to members overdue for dental care, well child visits and blood lead tests. Please contact ucarecountyrelations@ucare.org if you would like to receive these reports.

UCare can also provide data to Tribes upon request. We can provide trending data for UCare members who received services at Tribal clinics. Please contact Heather Dodd at hdodd@ucare.org for more information.

Partnership Opportunity: UCare Flu Clinics in collaboration with Thrifty White and Cub Pharmacies

UCare is partnering with local public health agencies and clinics to provide flu clinics, with a focus on rural counties. If your agency is interested, Cub or Thrifty White Pharmacies will travel to your site to provide vaccines. Past sites include community and county events, health fairs, food drives, adult day centers, and religious sites. Based on location, Cub can also provide a mobile health unit, expanding your options for location and access! The pharmacy will provide the supplies and staff. Partners must have one person on-site the day of the event to provide support and access to the site. UCare has Spanish, Somali and Hmong Health Improvement Specialists to help complete consent forms (based on availability). Available vaccines will include the flu shot, FluMist® nasal vaccine and COVID-19 vaccines.

Please contact Panyia Thao in Quality & Population Health at pthao@ucare.org with any questions. If interested in hosting a clinic, please include the following information in your email:

- Location of clinic(s) – will you be using Cub’s mobile unit or facility space
- Preferred dates(s) and time(s)
- Approximate number of expected attendees
- Anticipated interpretation needs
- How many FluMist and COVID-19 vaccines you would like
- If you are interested in UCare promoting your event(s) on our website and/or with postcards to members

If you have any questions regarding UCare Flu Clinic events, Panyia is happy to meet for further discussion.

Activity Tracker plus Personal Emergency Response System (PERS) device

For UCare’s Minnesota Senior Health Options (MSHO) and UCare Connect + Medicare members.

Eligible members can get an easy-to-use activity tracker plus Personal Emergency Response System (PERS) device.* Features of the PERS device include:

- 24/7 emergency call-for-help to a support agent directly through the watch
- Step and heart rate tracking to help members reach their health goals
- Built-in GPS to support members inside and outside their home
- Ready-to-use right out of the box, so members do not need to set it up or pair it to a cell phone or Wi-Fi

To order, members must contact their care coordinator. If they do not know who their care coordinator is, they can contact UCare Customer Service at the number on the back of their member ID card.

*Members with a hypertension diagnosis who use the device are also eligible for a blood pressure monitor.



UCare in the community

Summer is here! UCare will be out and about at several community events throughout Minnesota, including the Great Minnesota Get-Together (aka the State Fair), International Faribault Festival, Wadena County Fair Community Baby Shower, Mille Lacs Operation Community Connect, Hinckley Operation Community Connect, Sherburne County Community Connect and more. Stop by to introduce yourself, learn some new information and snag some fun trinkets.

UCare always seeks new opportunities to meet members and ways to support communities. Please reach out to ucarecountyrelations@ucare.org if you have any event suggestions.

Stretch & Stroll at the Minnesota State Fair

Thursday, August 29, 2024

Dan Patch Park, Minnesota State Fairgrounds

It's Stretch & Stroll time at the Minnesota State Fair! UCare will host an all-day Stretch & Stroll program at the fair on Seniors Day, Thursday, August 29 in Dan Patch Park. Join us throughout the day for live music from the Pearl Brothers, senior fitness classes, entertainment and giveaways.

UCare named a Top Workplace for the 15th straight year



For the past 15 years, the Star Tribune has curated a list of the top workplaces in Minnesota. UCare is one of only four companies to be named a Top Workplace all 15 years of the program. This year, UCare is ranked #13 among the highest-performing large employers — companies with 500 employees or more. A complete list of those selected was published in the [Star Tribune Top Workplaces](#) special section on Sunday, June 23, 2024.



UCare's consistent recognition also placed it as the highest ranked health plan in the country in the [Top Workplace USA Today 2024 list!](#)

Dental access for members

UCare Dental Connection helps members manage their dental care in one phone call. Representatives help members:

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

Members can contact UCare Dental Connection 7 am – 7 pm, Monday – Friday, at 651-768-1415 or 1-855-648-1415 (TTY users call 711).

Dental Kits

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

Members are eligible to receive the Adult Dental Kit once every three years. For the years the member does not receive the Adult Dental Kit, they can request the Adult Dental Refill Kit.

Adult Dental Kit:

- Rechargeable toothbrush with charger
- Two extra brush heads
- Toothpaste
- Dental floss



Adult Dental Refill Kit:

- Two toothbrush heads
- Toothpaste
- Dental floss



To order the kit, eligible members call the UCare Customer Service number on the back of their member identification card.

Dental Care on the move

The UCare Mobile Dental Clinic (MDC) provides dental check-ups, cleanings and simple restorative care to UCare members who have limited access to quality dental care. All care is provided by faculty-supervised dental hygiene and dental therapy students from the University of Minnesota School of Dentistry, UCare's MDC partner.

The clinic is a specially designed, wheelchair-accessible, 43-foot dental office on wheels. The MDC has three dental chairs, state-of-the-art instruments, chairside digital radiography and an electronic health record system. This clinic on wheels visits several sites in the metro and greater Minnesota each year.

Any member with a UCare dental benefit may schedule an MDC visit. Members can call to schedule an appointment 8 am – 4:30 pm, Monday – Friday, at 1-866-451-1555 (TTY users call 1-800-627-3529).

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



August 5 – 9

St. Cloud
Bethlehem Lutheran Church
4310 County Road 137

August 12 – 16

Eden Prairie
Immanuel Lutheran Church
16515 Luther Way

September 4 – 6

Blaine
Christ Lutheran Church
641 89th Ave NE

September 10 – 13

Roseville
Anpétu Téča Education Center
1910 County Road B

September 16 – 20

Apple Valley
Dakota County Western Service Center
14955 Galaxie Ave

September 23 – 27

Duluth
First United Methodist Church
230 E Skyline Pkwy