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## Quarterly statewide check-in meetings

UCare's County and Tribal Relations Team offers virtual statewide quarterly check-in meetings for all counties and Tribes where UCare is a Minnesota Health Care Programs (MHCP) option.

The next meeting will be **September 17 at 12 pm**. The agenda includes a discussion elevating our county and Tribal partners' voices to help shape what is next with UCare's community health strategy. We will be gathering your insights and identifying key themes and opportunities to co-design the future. [Register](#) for the statewide quarterly check-in meeting.

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## 2025 UCare County Satisfaction Survey

Keep an eye on your inbox for the 2025 UCare County Satisfaction Survey link. Your feedback helps shape how we work with counties and improve services for members.

- Estimated Time: 5-10 minutes
- Please complete by July 11

This is a personalized survey link; please do not forward it. If you need a new link or want someone else in your agency to respond, email us at [ucarecountyrelations@ucare.org](mailto:ucarecountyrelations@ucare.org).



## UCare enrollment updates

UCare and the Minnesota Department of Human Services (DHS) expanded our current enrollment freeze for:

- **Prepaid Medical Assistance Plan (PMAP):** [All counties](#) served by UCare, including Hennepin County
- **MinnesotaCare:** Anoka, Benton, Carver, Chisago, Crow Wing, Dakota, Hennepin, Pennington, Ramsey, Roseau, Scott, Sherburne, Stearns, St. Louis, Wadena, Washington and Wright (counties with 2+ health plan options)

By September 1, UCare will freeze new enrollment for **UCare Connect (non-integrated SNBC)** in the following counties:

Aitkin, Becker, Carlton, Chippewa, Cook, Cottonwood, Crow Wing, Fillmore, Freeborn, Isanti, Jackson, Kanabec, Kandiyohi, Kittson, Koochiching, Lac Qui Parle, Lake, Le Sueur, Lincoln, Lyon, Mahnommen, Mille Lacs, Morrison, Murray, Nicollet, Nobles, Norman, Olmsted, Red Lake, Redwood, Rice, Rock, St. Louis, Swift, Todd, Wadena, Wilkin, Yellow Medicine

This is in addition to the 12 counties that were frozen earlier this year, which are: Anoka, Benton, Carver, Chisago, Dakota, Hennepin, Ramsey, Scott, Sherburne, Stearns, Washington, Wright

The only remaining exceptions are newborns for current UCare enrollee parents and individuals eligible for MinnesotaCare who have a family member already enrolled in UCare.

Starting September 1, UCare will reduce our service area for **PMAP and MinnesotaCare**. This means UCare will not be able to return to these counties until the next DHS procurement in Benton, Chisago, Crow Wing, Pennington, Ramsey, Roseau, Sherburne, Stearns, St. Louis, Wadena and Wright counties for these products.

Although the temporary freeze agreed to by UCare and DHS at the beginning of 2025 was expected to result in gradual enrollment reductions throughout 2025 and mitigate financial losses and constraints, UCare (as well as other Minnesota and national health plans) have experienced never-before-seen shifts in enrollment and medical expenses, while rates have not kept pace. As a result, UCare and DHS agreed to further freeze enrollment in PMAP and MinnesotaCare, as well as reduce UCare's service area for these products.

These service area changes **do not** impact Special Needs BasicCare (SNBC), UCare's Minnesota Senior Health Options (MSHO) or Minnesota Senior Care Plus (MSC+).

For questions, please contact [ucarecountyrelations@ucare.org](mailto:ucarecountyrelations@ucare.org).

## Medical Assistance renewal support

UCare remains committed to helping our members with their medical assistance renewals.

### **UCare's MSHO, MSC+, UCare Connect and UCare Connect + Medicare:**

UCare's Keep Your Coverage Team is no longer accepting new referrals. Please refer members to:

- Disability Hub MN: 866-333-2466
- Senior LinkAge Line: 800-333-2433

### **PMAP and MinnesotaCare:**

Portico Healthnet continues to support UCare's PMAP and MinnesotaCare members with renewals and eligibility assistance. Please refer members to:

- Portico Healthnet UCare Member Line: 651-603-4360

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## Partnership opportunity: UCare flu clinics

UCare is partnering with local **Thrifty White and Cub Pharmacies** to host flu and/or COVID-19 vaccine clinics from September through December, targeting rural and underserved communities.

### **What's provided:**

- Vaccine supplies and staff
- Mobile unit (based on location and availability)
- UCare's Health Improvement Specialists to help complete consent forms and assist with community resources (based on availability)

### **Hosting requirements:**

- Adequate space for service delivery (our flu clinics have served various sites such as community events, health fairs and senior sites)
- One on-site contact for support on clinic day

**Interested?** Contact Panyia Thao in the Quality & Population Health Department at [pthao@ucare.org](mailto:pthao@ucare.org) with questions. If you are interested in hosting a clinic, please include the following information in your email:

- Location of your agency – will you be using Cub's mobile unit or your own facility space?
- Preferred dates and times
- Estimated number of attendees and interpreter needs
- Estimated vaccine doses (flu and COVID-19)

UCare will do our best to accommodate preferred dates and geographic location. There may be limitations based on resource availability.

## Dental access for members

**UCare Dental Connection** helps UCare members:

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

Contact numbers:

- **PMAP, MinnesotaCare, UCare Connect and MSC+:** 888-227-3310
- **UCare's MSHO and UCare Connect + Medicare:** 855-209-3155

## Teledentistry services

When members cannot reach their regular dentist (after hours, on weekends, or during emergencies) they can access care through [Teledentistry.com](https://teledentistry.com). This includes:

- Remote consultations from a DentaQuest-affiliated dentist
- Referrals to in-network providers with authorization, if needed
- Available 24 hours a day, seven days a week

To access:

- **Visit:** [Teledentistry.com](https://teledentistry.com)
- **Download:** Teledentistry.com mobile app
- **Call:** 866-302-0905

## Mobile Dental Clinic

UCare's Mobile Dental Clinic offers preventive and basic restorative care to UCare members with limited dental access. Services include check-ups, fluoride treatment, and fillings.

The 43-foot, wheel-chair accessible clinic features:

- Three full dental chairs
- Digital X-rays and electronic health record (EHR) system
- Supervised care from the University of Minnesota School of Dentistry

**Schedule a visit:** Call 866-451-1555 (TTY 800-627-3529), Monday- Friday, 8 am to 4:30 pm.

View our [schedule](#) for upcoming stops in the metro and Greater Minnesota.



## UCare in the community

Summer 2025 is packed with outreach events, including:

- **State Fair (Dan Patch Park)** August 28, 2025 (Senior Day)
  - **Stretch & Stroll program:** UCare hosts an all-day event. Join us throughout the day for live music from the Pearl Brothers, senior fitness classes, entertainment and giveaways.
- **Events** at Stillwater Summer PIT Stop, Pillsbury United Communities North Market Health Fair, Hmong Community Explore Your Parks Day, Rondo Block Party, Milaca Operation Community Connect, Nicollet County Community Connect, Onamia Operation Community Connect, Hinckley Operation Community Connect and more.

Stop by to introduce yourself, learn some new information and snag some fun trinkets. UCare is always looking for new opportunities to meet members and ways to support communities. Please reach out to [ucarecountyrelations@ucare.org](mailto:ucarecountyrelations@ucare.org) with any event suggestions.

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## GrandPad for UCare's MSHO members

*UCare's MSHO members with a depression or anxiety diagnosis on file with UCare*

Eligible MSHO members can receive a **GrandPad tablet** to connect with family, friends and caregivers.

### Features include:

- Phone/video calls (no Wi-Fi required)
- FM/AM radio, music, and podcasts
- Easy messaging and voice memos
- GrandPad support specialist for onboarding

Members can check eligibility by contacting their MSHO care coordinator or calling UCare Customer Service at the number on the back of their UCare member ID card.

