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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 (MHCP) option. The next meeting will be:

June 18 at 12 pm — agenda includes updates from the UCare Appeals & Grievances team and information from our Health Promotion team, who will discuss rewards and the UCare SEATS program. [Register](#) for the statewide quarterly check-in meeting.

UCare provider training series

In 2025, UCare kicked off monthly virtual training opportunities for participating providers and a separate training designed for Elderly Waiver (EW) providers. These trainings give providers a better understanding of:

- Programs available for UCare members
- Enrollment processes and requirements
- Provider portal and clearinghouse requirements
- Authorization and notification information
- Claims processing overview and tips
- How to notify UCare of administrative changes
- How to access UCare resources and assistance

Upcoming trainings are scheduled for April 8 and May 8. Providers can register for the live training by visiting our [Training and Education](#) page. Open the "Elderly Waiver Services (+)" accordion for the EW training schedule and registration links or the "Working with UCare Provider Training (+)" accordion for the schedule and registration links for all other providers.

Upcoming Request for Information (RFI) on Care Coordination Delegation

UCare is launching an RFI on Care Coordination Delegation to assess interest and capabilities in supporting Medical Assistance (Medicaid) members. This RFI will help shape UCare's future delegation strategy and guide decisions on care coordination partnerships.

Why this matters:

- Provides an opportunity to share your county's expertise and interest
- Helps inform the structure of potential Request for Proposals (RFPs)
- Ensures counties play a role in future delegation planning

Key dates:

- RFI issued: March 26
- Responses to vendor questions: April 9
- Deadline for responses: April 23

Next steps: We encourage counties to review the RFI once released and submit responses. Your input is critical in shaping Medical Assistance care coordination for the future. For questions, please contact Evan Corbeil at ecorbeil@ucare.org.

UCare Special Needs BasicCare (SNBC) enrollment update

Effective April 1, UCare will freeze new enrollment into our non-integrated SNBC plan (UCare Connect) in the following twelve counties: Anoka, Benton, Carver, Chisago, Dakota, Hennepin, Ramsey, Scott, Sherburne, Stearns, Washington and Wright. UCare will continue to accept new enrollments into the rest of our [available counties](#).

This means that all current HealthPartners SNBC enrollees in Anoka, Benton, Carver, Chisago, Dakota, Ramsey, Scott, Sherburne, Stearns, Washington and Wright will be moved to fee-for-service coverage beginning April 1. In Hennepin County, all HealthPartners SNBC enrollees will be moved to Hennepin Health. For questions, please contact ucarecountyrelations@ucare.org.

Special Election Period (SEP) change for dual-eligible Special Needs Plans (D-SNP)

UCare Connect + Medicare and UCare's MSHO members.

The federal Centers for Medicare & Medicaid Services (CMS) issued a final rule for 2025 that changed the Special Enrollment Period (SEP) for dual-eligible Special Needs Programs (D-SNPs). Effective January 1, 2025 the quarterly SEP was replaced with a SEP that allows D-SNP individuals a once-per-month election. Visit the [CMS website](#) for more information.

You can reach out to UCare Special Needs Plans at 612-676-3554 or SNPsales@ucare.org for more information.

Partner with our Keep Your Coverage program

UCare Connect, UCare Connect + Medicare, UCare's Minnesota Senior Health Options (MSHO) and Minnesota Senior Care Plus (MSC+) members.

Helping your community stay covered and healthy

UCare's Keep Your Coverage (KYC) program is dedicated to helping members maintain Medical Assistance (Medicaid) eligibility and health plan enrollment. By partnering with us, you can help prevent disruptive lapses in care and support continuous access to health services in your communities.

Why partner with UCare?

UCare Connect, UCare Connect + Medicare, UCare's MSHO and MSC+ members are at a high risk for disenrollment, which can lead to disruptions in care, added strain on county resources and increased health care costs. By working together, we can reduce the risk and minimize disruptions.

How we help

Each month, our team collaborates with counties to identify UCare members at risk of losing coverage. We help by:

- **Proactively reaching out** to members to remind them to complete Medical Assistance renewal forms and Account Validation Services (AVS) release forms or submit missing verifications
- **Connecting members with questions** to the appropriate county resources for seamless support
- **Guiding members** to health program resources, ensuring they have the information they need
- **Educating members** about their benefits and provider networks, helping them make informed health care decisions

Benefits for your county

Partnering with our KYC program means:

- **Reduced call volume**, freeing up your staff to focus on other critical tasks
- **Fewer lapses in care**, ensuring continuous health coverage for your community members
- **Enhanced community health** by helping members maintain uninterrupted access to essential health services

Let's work together

To learn more or get started, contact the Keep Your Coverage Team at keepyourcoverage@ucare.org. If you would like to refer a UCare member to our team, please direct them to contact us at 612-676-3438 or 1-855-307-6978.

Disease Management overview

UCare Disease Management engages with UCare members living with chronic conditions. We provide programs for members across all product lines. Our programs focus on meeting members where they are in their health journey. Our goal is to promote healthy living, improve quality of life, and advocate for self-care efforts and treatment plans to help members better manage their conditions.

Program topics include:

- Asthma
- Chronic obstructive pulmonary disease (COPD)
- Chronic kidney disease (CKD)
- Diabetes
- Hypertension
- Heart failure
- Migraines
- Weight management

Our delivery modes include reminder mailings, newsletters, phone apps, interactive voice response (IVR) or text message education, and one-to-one telephonic education and coaching programs.

Our team works closely with the Case Management, Pharmacy, Health Improvement, Health Promotion and Provider teams to help members manage their chronic conditions. We accept referrals for all our programs and provide members with referrals to other programs and resources.

For more information, [visit our website](#).

To send us a referral, please contact us.

- **Email** us at Disease_mgmt2@ucare.org
- **Leave us a voicemail** at 612.294.6539 or 866.863.8303
- **Find referral forms** [on our website](#)

Planned home birth services now available for UCare members

UCare now covers low-risk pregnancy and low-risk delivery services provided at home for Minnesota Health Care Programs (MHCP) members. Low risk means a routine, uncomplicated prenatal course as determined by documentation of adequate prenatal care and the anticipation of a routine, uncomplicated labor and birth.

See the [MHCP Provider Manual](#) for coverage details on home birth.

Cecelia Health Weight Management virtual support program

Prepaid Medical Assistance Plan (PMAP), MinnesotaCare, UCare Connect, UCare Connect + Medicare, MSC+, or UCare's MSHO members, age 18 or older who are identified via claims, pharmacy or other records who take a weight loss medication.

UCare partners with Cecelia Health to help members better manage their health through Cecelia's weight management support program. At no additional cost, members receive virtual support from a Cecelia Health registered dietician. Together, they'll develop a plan to achieve and maintain a healthy weight and enjoy a healthier life.

The weight management program offers one-on-one support and education to help members:

- Manage weight loss, with or without medication
- Design a personalized nutrition plan
- Access helpful guides, recipes and tips for maintaining motivation
- Get real-time feedback and chat with their clinical team through a secure app
- Connect to smart devices and share results with their clinical team
- Set goals and track progress

Members can learn more and [register here](#).

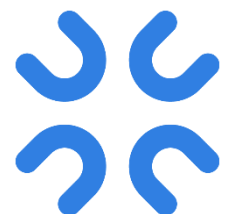
Seats, Education and Travel Program (SEATS) program

PMAP, UCare Connect and UCare Connect + Medicare members age 0 to 9 and pregnant members in their third trimester.

Pregnant members are eligible to receive a car seat during their third trimester through [UCare's SEATS program](#). However, once the baby is born the seat is billed under the baby's plan.

UCare's SEATS program partners have seen an influx of adult members requesting car seats after their baby has been delivered. Please help encourage adult UCare members to get their education and car seat prior to giving birth.

Members can call the UCare Customer Service number on the back of their member ID card to get referred to partners for car seat education and distribution.



LivingWell Kids Kit

PMAP and MinnesotaCare members.

UCare offers the LivingWell Kids Kit to help kids feel and be well. Each kit includes engaging tools to improve health and wellness at no cost. Members can call the customer service phone number on the back of their member ID card to order their kit and choose one of the following options:

Fitness Fun Kit

- Fitness tracker
- Frisbee
- Fitness dice
- Hacky sack



Youth De-stress Kit

- Coloring book
- Colored pencils
- Fidget toys



Child Dental Kit

- Child-sized toothbrush
- Floss picks
- Toothpaste
- Timer
- Dental care tracker
- Curious George book



Tween or Teen Dental Kit

- Electric toothbrush
- Toothpaste
- Floss picks
- Kit bag



Juniper health and wellness classes

UCare's MSHO members.

Members of UCare's MSHO plan can take health and wellness classes through Juniper. Juniper is an independent company providing evidence-based classes that promote health and prevent disease among adults, led by certified instructors and coaches. These classes help foster well-being, prevent falls and promote self-management of chronic conditions. UCare members can register through the [Juniper](#) site or by contacting the customer service phone number on the back of their member ID card.

UCare introduces new provider search

On March 27, UCare will launch a new provider search on [ucare.org](#). The new search contains the same provider information as the previous search, but it offers users enhanced filtering options. Check it out at [search.ucare.org](#).





UCare's Mobile Dental Clinic is on the road!

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

March 24 – 28

North Mankato
Nicollet County Social Services
2070 Howard Drive West

March 31 – April 4

Blaine
Christ Lutheran Church
641 89th Ave NE

April 7 – 10

Roseville
Anpétu Téča Education Center
1910 County Road B

April 14 – 18

West S. Paul
Dakota County Human Services
1 Mendota Road West

April 21 – 24

Duluth
First United Methodist Church
230 E Skyline Pkwy

April 28 – May 2

Minneapolis (south)
Diamond Lake Church
5760 Portland Ave South