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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:

June 12 at 1 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 here](#)

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

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

Access UCare's online resource for the Change Healthcare/Optum outage

Change Healthcare is experiencing a nationwide network interruption related to a cyberattack that started Feb. 21, 2024. UCare is monitoring the ongoing interruption and is committed to keeping you up to date on the evolving impact. Providers are encouraged to regularly check our [online resource](#) for updates.

UCare understands the hardship and disruption this outage has created for our provider partners. Dr. Tenbit Emiru, UCare's Executive VP and Chief Medical Officer, showcases the swift actions UCare took to mitigate impact to members and provider partners in her recent article, [Anatomy of a Cyberattack: The Change Healthcare incident](#).

2024 summer camps for young UCare members

UCare is partnering with summer camps across Minnesota, including Camp Superkids, One Heartland and the American Diabetes Association Camps. Camp can be defining experiences for children, and we are partnering to provide opportunities for kids who may not otherwise have opportunities to attend. UCare will pay the attendance fee for eligible young UCare Prepaid Medical Assistance Program (PMAP) and MinnesotaCare members! Campers must be UCare members at both the time of registration and the time of camp begins to be eligible for the program.

Camp Superkids

YMCA Camp Ihduhapi

Kids with asthma, ages 7 – 16

June 23 – 28

YMCA Camp Ihduhapi, Loretto MN

One Heartland

Camp True Colors

LGBTQ+ youth, ages 7 – 17

Multiple camp dates between June 15 – July 13

One Heartland Camp, Willow River, MN

Camp Northstar

Youth experiencing housing instability, ages 7 – 13

July 15 – 20

One Heartland Camp, Willow River, MN

Camp Heartland

Kids living with or impacted by HIV/AIDS, ages 7 – 17

July 22 – July 27

One Heartland Camp, Willow River, MN

American Diabetes Association

Camp Daypoint

Kids with type 1 diabetes, ages 5 – 9

August 11– 16 or August 18 – 23

YMCA Camp St. Croix, Hudson, WI

Camp Needlepoint

Kids with type 1 diabetes, ages 8 – 16

August 11 – 16 or August 18 – 23

YMCA Camp St. Croix, Hudson, WI

Camp Maverick

Kids with type 1 diabetes, ages 8 – 17

June 9 – 14 or June 16 – 21

Camp Maverick, Park River, ND

For more information visit [Summer Camps for Youth | UCare](#).

Upcoming Elderly Waiver provider training seminar

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

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

The first training takes place in the metro on June 10th. You can [Register here](#).

Twin Cities Area Elderly Waiver provider training

Date	In-person	Virtual
June 10, 2024	12:30 – 2:00 UCare 500 Stinson Blvd. Minneapolis, MN 55413	1:00 – 2:00 Microsoft Teams

UCare's Elderly Waiver Provider Liaison will contact registrants with additional information about the training, including information about how to attend virtually.

Future training dates* in the Duluth, Rochester and Faribault/Owatonna can be found on the UCare providers [Training & Education](#) page under "Elderly Waiver (EW) Services."

**Dates will be updated as trainings are scheduled.*

GrandPad

For UCare's Minnesota Senior Health Options (MSHO) members.

GrandPad is an electronic tablet offered to members with a depression 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, including LTE service and 24-hour customer support. 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 family, friends and caregivers
- Connect with a GrandPad customer service specialist to answer questions

Resource for building relationships with Tribal Nations

Feather LaRoche, Native American Outreach & Communications Associate with the University of Minnesota's School of Public Health has compiled multiple resources and strategies for building relationships with Tribal Nations. You can find the resource here: [Building Tribal Relationships](#).

Grocery discounts

For UCare's MSHO, Minnesota Senior Care Plus (MSC+), UCare Connect, UCare Connect + Medicare, MinnesotaCare, and Prepaid Medical Assistance Program (PMAP) members.

UCare members can save on healthy foods like milk, whole-grain bread, lean meat, eggs, yogurt, fruits, vegetables and more at participating grocery stores — including Cub, Hy-Vee and Walmart. Weekly discounts are pre-loaded to the UCare Healthy Benefits+ Visa® card. Members simply scan the Visa card or app at checkout to access available discounts.

To learn more, visit healthybenefitsplus.com/ucare or call 1-833-862-8276 (TTY 711).

Healthy Food Allowance

Some UCare Connect + Medicare and UCare's MSHO members are eligible based on their health conditions.

The monthly Healthy Food Allowance can be used toward the purchase of approved healthy foods and produce including fruit, vegetables, healthy grains, dairy, beans and more. Eligible members will receive a welcome letter that includes the card used to access the benefit. The monthly allowance is pre-loaded to the UCare Healthy Benefits+ Visa® card for the following members:

- UCare's MSHO members with congestive heart failure, ischemic heart failure, diabetes or hypertension.
- UCare Connect + Medicare members with diabetes, hypertension or lipid disorders.

Eligible members using the healthy food allowance saved an average \$388 on groceries throughout 2023.

Healthy food items can be purchased at participating retailers including Cub, HyVee and WalMart. Eligible members simply scan their Healthy Benefits+ Visa card or app at checkout. This allowance is effective the first day of each month. Unused funds expire at the end of the month, or when the plan terminates.

To learn more about the allowance, visit healthybenefitsplus.com/ucare or call 1-833-862-8276 (TTY 711). Members can also find more information within their UCare online member account.

Food access referrals

For UCare's MSHO, MSC+, UCare Connect, UCare Connect + Medicare, MinnesotaCare, and PMAP members.

UCare partners with Second Harvest Heartland (SHH) to connect members with local food resources. Through this partnership, members can receive help on the phone to apply for Supplemental Nutrition Assistance Program (SNAP) benefits and find community food resources (e.g., food shelf, Fare for All, etc.).

Members can now refer themselves by contacting the Second Harvest Heartland Care Center:

Phone: 1-866-844-FOOD

Email: shhcarecenter@2harvest.org

Note: Please do not email SHH on behalf of the member, as SHH cannot open encrypted/secure emails through this inbox

Now that members can call Second Harvest Heartland directly, there is no need to send SNAP referrals to the UCare Health Promotion team. Please only send SNAP referrals if the member states they have been unsuccessful getting help via the SHH Care Center, or they state they are not in urgent need of food and prefer that UCare sends through a referral for the outreach.

If a member prefers that UCare submits a SHH referral on their behalf, please email those referrals to wellness@ucare.org. Second Harvest will connect with these members within 2 – 3 weeks of receiving the referral files.

Quit For Life tobacco cessation program

For all UCare members.

World No Tobacco Day is May 31st! What a perfect time to remind members they can get help quitting at no charge through the tobacco and nicotine quit line. Nicotine patches, gum or lozenges are also available to eligible members. Members can:

- Call the tobacco and nicotine quit line 1-855-260-9713 (TTY 711) 24/7
- Visit myquitforlife.com/ucare
- Download the Rally Coach Quit For Life mobile app



Lutheran Social Services (LSS) Healthy Transitions

For UCare's MSHO members.

Lutheran Social Services (LSS) Healthy Transitions is a statewide supplemental benefit offered to members returning home after a stay at the hospital or short-term rehabilitation center. LSS works with members over the course of 4 visits in 30 days.

LSS Healthy Transition Services includes an assessment of the following areas:

- Social history
- Nutrition
- Follow up appointments
- Transportation
- Falls risks
- Health concerns
- Goal setting
- Resource provision

LSS reviews things that are going well and identifies areas where more support is needed. LSS also completes the CDC's STEADI checklist to assess for falls risks. LSS shares the results with members and members' care coordinators.

During each visit, LSS community health workers make note of upcoming appointment information, write down questions and concerns members have; track all medications; put goals for members in writing; and provide detailed care notes to members. These detailed care notes are also given to members upon completion of service.

Enrollment in LSS Healthy Transitions can be completed in one of two ways. Members can request enrollment through their care coordinator or Lutheran Social Services can enroll members directly and notify the member's care coordinator on behalf of the member.

UCare Health Coaching programs

- Diabetes Health Journey Health Coaching
- Migraine Management Health Coaching Program
- Healthy Hearts Health Journey Health Coaching Program (Heart Failure)

What is health coaching?

Health Coaching is a partnership with a trained or certified health coach who offers support, guidance and encouragement in helping our members make changes in their health and lives. The coach meets members where they are at in their health journey to address what they want to change by looking at their strengths, needs, values, barriers, gaps in care and goals to help bring about their personal best. Each program offers guidance, resources, and education.

Why use health coaching?

- It is an effective way to create sustainable and lasting change
- It creates health improvement for members
- It helps members develop specific visions for change and appropriate goals
- It identifies and breaks down barriers and patterns of behavior that prevent change
- It helps members focus on the present and holds them accountable to their goals

What does a health coach do?

- Empowers members to overcome challenges and become their best selves
- Changes perspectives
- Honors autonomy and readiness to change
- Facilitates and guides change and growth
- Highlights members' strengths
- Creates resiliency and confidence

Members who have participated in our programs reported improvements in the following areas:

- Diabetes and heart failure management
- Overall health improvement
- Weight loss
- Healthier diet
- Quality of life
- Pain and stress management
- Positive thinking, mindset and motivation
- Confidence in managing their physical and mental well-being

How to refer?

Send a referral with the member's first name, last name, member ID and program they are interested in to:

Phone: 612-676-6539 or 1-866-863-8303

Email: Disease_mgmt2@ucare.org





UCare's Mobile Dental Clinic is on the road!

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

June 3 – 7

Eden Prairie
Immanuel Lutheran Church
16515 Luther Way

June 10 – 14

Rochester
Olmsted County Public Health
2100 Campus Drive SE

June 17 – 18

Blaine
Christ Lutheran Church
641 89th Ave NE

June 20 – 21

Blaine
Christ Lutheran Church
641 89th Ave NE

June 24 – 28

Roseville
Anpétu Téča Education Center
1910 County Road B

July 1 – 3

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

July 8 – 12

Winona
Pleasant Valley Church
1363 Homer Road

July 15 – 19

Minneapolis (south)
Diamond Lake Church
5760 Portland Ave S