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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 **June 18 at 12 pm**. The agenda includes updates from the UCare Appeals and 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.

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### **UCare selects Availity as new provider portal partner**

UCare is partnering with Availity to develop its new provider portal, which will be available through Availity Essentials once completed. Availity Essentials is a multi-payer portal that offers providers a consistent experience for verifying member eligibility and benefits, submitting claims, checking claim status and more.

Last year, UCare began working with Availity as its new trading partner for electronic data interchange (EDI) services. These efforts will be leveraged with the new portal, providing more consistent information between electronic transactions and data reported in the portal.

Work on the portal implementation is underway and will be rolled out to providers in phases. UCare will update providers closer to launch on how their organizations can prepare to use UCare's Availity Essentials platform.

## UCare's 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

Providers can register for the live training by visiting UCare's [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.

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## Lutheran Social Services: Healthy Transitions Program

*UCare's Minnesota Senior Health Options (MSHO) and UCare Connect + Medicare members*

The Healthy Transitions program provides individualized support, education and resources for eligible members during the critical first 30 days after a hospital or short-term rehabilitation center stay.

When the member returns home from the hospital or rehabilitation center, the member is paired with a specially trained and certified community health worker. The community health worker provides two in-home and two phone visits. These visits cover:

- Discharge documentation
- Home safety and fall risks
- Nutrition
- Medications
- Socialization
- Appointment setting and transportation
- Short-term goal setting
- Resources and referrals to other providers

The community health worker collaborates with the member and their care coordinator to ensure that all needs are being met. To learn more and see if they are eligible, members contact their care coordinator.

## Quit For Life program

World No Tobacco Day is coming up on May 31. All UCare members are eligible for the Quit For Life tobacco cessation program. Nicotine patches, gum or lozenges are available to eligible members.

- Call the tobacco and nicotine quit line toll-free 1-855-260-9713 (TTY 711), available 24 hours a day, seven days a week
- Visit [Quit For Life](#)
- Download the Rally Coach Quit For Life mobile app

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## Food access referrals

*Prepaid Medical Assistance Program (PMAP), MinnesotaCare, UCare Connect, UCare Connect + Medicare, UCare's MSHO and Minnesota Senior Care Plus (MSC+) 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 refer themselves by contacting the SHH Care Center:

**SHH Phone:** 1-866-844-FOOD

**SHH Email:** [shhcarecenter@2harvest.org](mailto:shhcarecenter@2harvest.org)

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

Because members can call SHH directly, there is no need to send SNAP referrals to UCare. Please send SNAP referrals only 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, email those referrals to [wellness@ucare.org](mailto:wellness@ucare.org). SHH will connect with these members within 2 – 3 weeks of receiving the referral.



## Grocery discounts

*PMAP, MinnesotaCare, UCare Connect, UCare Connect + Medicare, UCare's MSHO and MSC+ 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. Weekly discounts are pre-loaded to the UCare Healthy Benefits+ Visa® card. Members simply scan their Healthy Benefits card or app at checkout to access available discounts.

To learn more, visit [healthybenefits.com/ucare](https://healthybenefits.com/ucare) or call 1-833-862-8276 (TTY 711).

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## Healthy food allowance

*UCare's MSHO and UCare Connect + Medicare members with diabetes, hypertension or lipid disorders*

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 receive a welcome letter that includes the UCare Healthy Benefits+ Visa® card, which is used to access the benefit. Members using the healthy food allowance saved on average \$438 on healthy food in 2024.

Healthy food items can be purchased at participating retailers including Cub, Hy-Vee 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 will expire at the end of the month, or when the plan terminates.

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





## UCare's Mobile Dental Clinic is on the road!

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

### May 27 - 30

Minneapolis (north)  
 Minneapolis Salem Lutheran  
 4150 Dupont Ave N

### June 2 - 4

Eden Prairie  
 Immanuel Lutheran Church  
 16515 Luther Way

### June 9 - 13

Rochester  
 Olmsted County Public Health  
 2100 Campus Drive SE

### June 16 - 20

Apple Valley  
 Dakota County Western Services Center  
 14955 Galaxie Ave

### June 23 - 27

Roseville  
 Anpétu Téča Education Center  
 1910 County Road B

### June 30 - July 3

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

### July 7 - 11

Winona  
 Pleasant Valley Church  
 1363 Homer Rd

### July 14 - 18

Minneapolis (south)  
 Diamond Lake Church  
 5760 Portland Ave South