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Quarterly statewide check-in meetings

UCare's County & Tribal Relations Team is offering virtual statewide quarterly check-in meetings for all counties and Tribes where UCare is a Minnesota Health Care Programs option. The next meeting will be:

December 11 at 1 pm — agenda includes 2025 updates from the dental administrator transition team and information from our Health Promotion team. Register [here](#).

UCare County Satisfaction Survey complete

Thanks to all who responded to UCare's 2024 County Satisfaction Survey. We had 150 responses this year. Your feedback helps shape our work. We are busy analyzing the survey responses and sharing your feedback within our teams. We will identify appropriate action items to improve our work with you and the services we provide our members. Look for future newsletter articles on actions we will take in 2025. Thank you for your feedback!

Register for UCare's Lunch & Learn: Housing Stabilization Services & Statewide Resources webinar

Please join our UCare Housing Specialists on December 17, 2024, from 12 pm – 1 pm for a virtual webinar event dedicated to navigating Housing Stabilization Services, understanding the Moving Expense and exploring a range of statewide programs designed to support individuals and families experiencing housing instability.

This event provides essential background knowledge, strategies and key resources to effectively assist individuals seeking support with housing instability. The webinar is open to anyone interested in learning more about housing options and resources in Minnesota, and we encourage attendees to bring questions or scenarios to discuss during the Q&A.

Register [here](#).

UCare dental administrator transition

UCare is transitioning to DentaQuest for our dental administrator on January 1, 2025, replacing the functions currently provided by Delta Dental. UCare is working closely with both DentaQuest and Delta Dental to make this transition as smooth as possible for members. We anticipate a comparable network for 2025, however, if a member's current dental clinic is not contracted with DentaQuest by December 1, 2024, the member will receive a letter informing them. UCare will also send a copy of the letter template(s) to all Managed Care County Advocates.

DentaQuest is actively recruiting dental providers. If a dental clinic is looking for more information, clinic staff can review information [here](#) and contact:

DentaQuest Network via email at networkdevelopment@dentaquest.com or call 1-855-873-1283

UCare contracting staff Bryan Strotbeck at bstrotbeck@ucare.org

Please join us for the December 11 statewide quarterly meeting at 1 pm – 2 pm for more details and the opportunity to ask questions about the transition. You can register for the statewide meeting [here](#).

Minnesota Health Care Programs 2025 benefit updates

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

Minnesota Health Care Programs (MHCP) have the following benefit changes for 2025:

- **Maternity Care:** The transfer of mothers or newborns between medical facilities is now covered with no cost sharing.
- **Wig Coverage:** Scalp hair prostheses and all necessary equipment and accessories are covered for regular use. There is a limit like there is for other products.
- **Rapid Whole Genome Sequencing** is now a covered service and includes testing to identify disease-causing genetic changes with results in 14 days.
- **Amino Acid-Based Formula** is covered when formula is medically necessary.
- **Orthodontics** is now covered for MinnesotaCare adults.
- **Orthotic and Prosthetic Devices**, accessories and services are covered, including those customized to the member's needs. Coverage includes repair and replacement of devices and supplies.
- **Intermittent Catheters:** Intermittent urinary catheters and insertion supplies are covered if recommended by the member's health care provider.
- **Mifepristone** is now a covered benefit for all FDA approved uses with the exception of abortions. This is a pharmacy benefit.

Supplemental benefit changes for 2025

For UCare's Minnesota Senior Health Options (MSHO) (HMO D-SNP) and UCare Connect + Medicare (HMO D-SNP) members.

The following changes have been made to the supplemental benefits for 2025:

- **All Part D co-pays eliminated.**
- **Crown coverage:** Two crown repairs available per year, but crown type is now limited to high noble metal fused to porcelain.
- **Eyewear upgrade replacements** now available: One per year, due to loss, theft or damage.

For UCare's MSHO members:

- **Healthy Food Allowance increased to \$75 per month;** available to all members (qualifying conditions removed).
- **Healthy Food Allowance transportation:** Up to one round trip ride per week to participating Healthy Food Allowance grocery stores available to all members (qualifying conditions removed).
- **Utilities Allowance increased to \$55 per month;** available to all members (qualifying conditions removed). Rent is now an eligible utility expense.
- **Over the Counter Allowance (OTC) increased to \$70 per quarter.**
- **GrandPad qualifying conditions expanded to include anxiety:** Qualifying conditions include depression and anxiety.
- **Home and Bath Safety benefit:** Carbon monoxide detectors and smoke alarms are now eligible items in the \$750/year benefit.
- **Lifeline/Personal Emergency Response System (PERS) (non-EW)** added loss replacement. One per year, due to loss, theft or damage.

For UCare Connect + Medicare members:

- **Healthy Food Allowance increased to \$75 per month** for members with hypertension, diabetes or lipid disorders
- **ADHD and Autism Support Kit:** This is a new kit option available in our [Connect to Wellness Kits](#). The kit includes metal roller, acrobatic fidget, teething tube, phone cord bracelet and an ADHD planner.
- **Caregiver Support through Caregiver Assurance:** Includes up to 12 visits per year with a caregiver advisor, resource information and advice, service referrals and stress reduction tips.
- **Post-discharge Lutheran Social Services (LSS) Healthy Transitions Program:** Individualized support, education and resources for members during the critical first 30 days after a hospital or short-term rehabilitation center stay. When a member returns home from the hospital or rehabilitation center, they are paired with a specially trained and certified community health worker who provides two in-home and two phone visits during the 30 days.

Community education class allowance

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

Starting January 1, 2025, the community education discount will move to the UCare Healthy Benefits+ Visa® Card as an allowance program.

- **UCare's MSHO and UCare Connect + Medicare members** receive a quarterly allowance of \$100 automatically on their UCare Healthy Benefits+ Visa card.
- **PMAP, MinnesotaCare, MSC+ and UCare Connect members** can get a quarterly allowance of \$100 by calling UCare Customer Service to opt in to the allowance.



Current UCare members who used the community education discount program in 2024 will receive a letter in December to inform them of the program change and details on how to use the Healthy Benefits+ card. Members will not be sent a new card; they should continue using their current Healthy Benefits+ card. If a PMAP, MinnesotaCare, MSC+ or UCare Connect member does not have a card they will need to call UCare Customer Service to request one and opt in to receive the allowance.

Members can visit healthybenefitsplus.com/ucare or call 1-833-862-8276 (TTY 711) to:

- Learn more about eligible allowance and reward programs
- Check card balance
- Go over recent transactions
- Request a replacement card

Stress and Anxiety Kit

For UCare's MSHO members.

To help improve health and wellness, members can order a [Stress & Anxiety Kit](#) at no cost. Each kit includes engaging tools to help members living with stress or anxiety. Members may choose one of the following kit options:

- Sleep Aid Kit
- Stress Relief Kit
- Smart Home Device Kit

To order a kit members may log in or create an online member account at member.ucare.org, call UCare Customer Service at the number on the back of their member ID card or ask their care coordinator to order a kit for them. There is a limit of one kit per member per year.

Falls Prevention

Falls are the leading cause of fatal and nonfatal injuries for older adults. Each year 1 in 3 adults 65 or older experience falls. Because falls are all too common among older adults, many people develop a fear of falling. This fear may cause them to limit their activities, which leads to reduced mobility, loss of physical fitness and an increased risk of falling. Dangerous falls can happen to anyone, at any time. Make sure to assess every client over 65 years for fall risk and talk to members about falls prevention measures.

For more information visit ucare.org/falls.

UCare offers tools to help prevent falls:

For UCare's MSHO and MSC+ members.

To help members stay strong and prevent falls, members can order a [Strong and Stable Kit](#) at no cost. Each kit includes:

- Resistance band strength kit
- Tip sheets with helpful falls prevention advice
- Tub grips
- Nightlight
- Medication box



Members can contact their care coordinator who can order the kit. There is a limit of one kit per member per year.





UCare's Mobile Dental Clinic is on the road!

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

November 25 – 27

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

December 2 – 6

Minneapolis (south)
Diamond Lake Church
5760 Portland Ave. South

December 9 – 13

North Mankato
Nicollet County Social Services
2070 Howard Drive W

December 16 – 20

Forest Lake
Faith Lutheran Church
2070 Howard Drive W

January 7 – 10

Eden Prairie
Immanuel Lutheran Church
16515 Luther Way

January 13 – 17

Blaine
Christ Lutheran Church
641 89th Ave. NE

January 21 – 24

Roseville
Anpétu Téča Education Center
1910 County Road B

January 27 – 31

Rochester
Olmsted County Public Health
2100 Campus Drive SE