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Medicaid (Medical Assistance) renewals

As you know, the first group of Medicaid members who did not renew their eligibility lost their coverage on Aug. 1. Members who believe they are still eligible can still submit their renewal paperwork and may be eligible for retroactive coverage.

Check out the [Minnesota Department of Human Services Renewals Dashboard](#) to see the number of members impacted across all counties.

To better support our members in completing their renewals, UCare now offers rides to MNSure Navigator Organizations and county or tribal agencies within 90 days of the member's renewal date. Members can call Health Ride to arrange their transportation.

UCare Health Ride

For members who need a ride to the facility to complete their renewal
1-800-864-2157
Monday – Friday, 7 am – 8 pm

Visit [UCare's renewal webpage](#) for more information.

2023 UCare County Satisfaction Survey coming soon

Watch your inbox for an email with a link to the 2023 UCare County Satisfaction Survey. This survey will take approximately 10 minutes to complete. Your valuable feedback helps us make meaningful improvements. Because of your input in 2022, UCare continued to focus on rural dental access and providing data to county public health departments. Please don't forward the survey to other county staff — it is a personalized link. If you'd like another person in your agency to fill out the survey or if you don't receive an email with the link, please contact ahalland@ucare.org, and she will send it to you. Thank you for taking time to share your feedback with us.

County pass through Elderly Waiver claims

UCare is implementing a new process regarding county pass through Elderly Waiver (EW) claims. EW providers deliver services to our members outside of traditional health care, such as lawn care and homemaking. Counties pay these providers directly. The county “passes through” the cost to UCare through paid claims.

Counties are required to collect information that proves recipients of the state or federal funds (like EW providers) are not on any sanction lists. UCare must confirm that counties collect that information.

Our new process ensures that this information is documented as efficiently as possible for a seamless provider experience. **We need all counties to notify UCare of the EW providers they are using by completing and submitting [the Elderly Waiver Pass Through Provider List](#) to providerdatavalidation@ucare.org by 10/31/2023.**

After the initial submission, we will only require this form when there are updates to this information. This form can be submitted any time when you have permanent changes regarding providers. If there are seasonal changes to providers, please put them on the initial submission.

This link contains additional information and resources regarding this process:
<https://www.ucare.org/providers/policies-resources/claims-billing/non-contracted-providers>

UCare’s Annie Halland elected as the Minnesota Public Health Association’s (MPHA) Affiliate Representative

Annie Halland, UCare’s County, Tribal & Public Health Manager, was elected as MPHA’s Affiliate Representative to the governing council. Annie will represent Minnesota for the next three years at the American Public Health Association (APHA) and the Great Lakes Coalition. She joined MPHA to make Minnesota a healthier place for all.

Since 1907, the MPHA has been dedicated to creating a healthier Minnesota through effective public health practice and engaged citizens. [Click here](#) to read more about Annie and MPHA.



Mental Health and Substance Use Disorder Triage and Access Lines

UCare has helpful resources for members in need of mental health and substance use treatment, crisis, consultation, appointments and so much more. County staff may use the triage and access lines to assist UCare members.

[Mental Health and Substance Use Disorder Triage Line](#)

The Triage Line is a team of MH-SUD experienced professionals who are trained to meet the member where they're at and assist in meeting their needs at a clinical level.

Members can get help 8 am – 5 pm, Monday – Friday at 612-676-6533 or 1-833-276-1185 (TTY 1-800-688-2534).

[Mental Health and Substance Use Disorder Access Line](#)

The Access Line is a team of licensed professionals who are skilled at finding the right appointments that are accessible to members and assist with scheduling, reminders, transportation, etc.

UCare's County & Tribal Team at County Conferences

UCare was a proud participant at the Minnesota Supervisors' Conference in Breezy Point from Sept. 10 – 13. UCare's County & Tribal team and the Keep Your Coverage team were at the UCare booth to answer questions and make connections. We will be at the upcoming Minnesota Financial Worker and Case Aide Association Conference at Maddens from Oct. 25 – 27 and the Association of Minnesota Counties Annual Conference at the Minneapolis Hyatt Regency from Dec. 4 – 6. Stop by the UCare booth!

September is Falls Prevention Awareness month

Falls are the leading cause of fatal and nonfatal injuries for older adults. Each year, one in three adults age 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. For more information visit ucare.org/falls.

UCare offers tools to help prevent falls:

Strong and Stable Kit

UCare's Minnesota Senior Health Options (MSHO) and MSC+ members are eligible for one kit per year. Members can contact their care coordinator or case manager who can order the kit.



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

Juniper® health and wellness classes

Available to UCare's MSHO members

Juniper® provides evidence-based health management and wellness classes for UCare's MSHO members. Group-based classes are available through a statewide broad network of participating facilities. These facilities include customized living facilities, community centers, senior centers, churches and fitness centers.

Juniper® classes are designed for older adults and led by certified instructors/coaches. They provide education, skills and strategies to prevent falls and promote self-management of chronic conditions like diabetes and chronic pain.

Members can learn more at yourjuniper.org or by talking to their care coordinator.

UCare Tobacco & Nicotine Quit Program for pregnant members

UCare offers a special program to help UCare members who are planning a pregnancy, pregnant or postpartum to quit smoking, chewing tobacco and vaping. Members have access to specially trained quit coaches, greater intensity of behavioral support with relapse prevention, and outbound coaching calls (unlimited inbound calls). Eligible pregnant and postpartum members who call the quit line to complete an initial assessment will receive a \$25 gift card.

Members can enroll by calling the tobacco and nicotine quit line at 1-855-260-9713 (TTY 711), by visiting myquitforlife.com/ucare or by downloading the Quit for Life mobile app on a smartphone.

UCare SEATS (Seats, Education and Travel Safety) program

Our SEATS program provides free car seats along with installation and safety education from certified car seat technicians through our trusted partners to all eligible UCare members. Please continue to connect UCare members to this program.

To receive a free car seat, members must be either pregnant within their third trimester or under age eight and enrolled in one of these UCare plans:

- Prepaid Medical Assistance Program (PMAP)
- MinnesotaCare
- UCare Connect
- UCare Connect + Medicare

Members or their parent or guardian should call the UCare Customer Service phone number on the back of their UCare member identification (ID) card to get information on the car seat partner in their area. Limits may apply.



UCare's Mobile Dental Clinic is on the road!

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

September 18 – 22

Roseville
Anpétu Téča Education
Center (formerly Fairview
Community Center)
1910 County Road B

September 25 – 29

Apple Valley
Dakota County Western
Services Center
14955 Galaxie Ave

October 2 – 6

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

October 9 – 13

Forest Lake Faith
Lutheran Church
886 North Shore Drive

October 16 – 20

Rochester
Olmsted County Public
Health
2100 Campus Drive SE

October 23 – 27

Minneapolis (North)
Minneapolis Salem
Lutheran
4150 Dupont Ave N

Oct. 30 – Nov. 3

Eden Prairie
Immanuel Lutheran
Church
16515 Luther Way

