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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 — the agenda and registration information will be available in our November newsletter.

The **June 12** meeting recording, featuring health & wellness and appeals & grievance information can be found [here](#).

The **September 16** meeting recording on our dental administrator transition can be found [here](#).

UCare Dental Administration Transition

UCare is transitioning to DentaQuest for our dental administrator starting January 1, 2025. DentaQuest will replace 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.

DentaQuest has a national footprint and is one of the largest dental payors for Medicaid in the nation. We are united in our missions — to provide access to the highest quality of care — and will work together to accelerate UCare's ability to do so for oral health in Minnesota.

DentaQuest is actively recruiting dental providers. This includes all critical access providers to ensure we meet all geographical access needs. Dental clinics will hear from DentaQuest soon if they haven't already. If a dental clinic is looking for more information, clinic staff can contact:

- DentaQuest Network via email at networkdevelopment@dentaquest.com or call 1-855-873-1283
- UCare contracting staff Bryan Strotbeck at bstrotbeck@ucare.org.

UCare Dental Connection will continue with enhancements, and will have a new phone number, which will be included on the 2025 member ID cards. UCare’s Mobile Dental Unit partnerships will continue and are not impacted by this change.

If you have any questions, please reach out to ucarecountyrelations@ucare.org.

2024 UCare County Satisfaction Survey coming soon

Watch your inbox for an email with a link to the 2024 UCare County Satisfaction Survey. This survey will take approximately 5-10 minutes to complete. Your valuable feedback helps us make meaningful improvements. Because of your input in 2023, UCare added statewide quarterly meetings for any county or Tribal staff to join, learn and ask questions about a specific topic.

The survey is a personalized link, so please do not forward to other county staff. 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 you will receive a personalized link. Thank you for taking time to share your feedback with us.

UCare’s Health Improvement Team

UCare’s health improvement specialists provide health education with an emphasis on preventive care. Specialists can help members find which [rewards](#) they can earn for taking care of their health, order incentive forms and materials and wellness kits. Additionally, this team can schedule appointments, arrange interpreter and transportation services and find community resources.

If a member needs help finding resources, or scheduling the types of appointments listed below, encourage them to contact the Health Improvement Team at 612-676-3481 or 1-833-951-3185 or via email at outreach@ucare.org. The team can refer members to social services for food, housing, transportation and any other community resources that aligns with their needs or cultural or ethnic background.

Preventive care	Diabetes care
<ul style="list-style-type: none">• Well-child visits• Dental visits• Colon cancer screenings• Breast cancer screenings• Cervical cancer screenings• Annual exams (such as immunizations and blood pressure checks)	<ul style="list-style-type: none">• A1C testing• Dilated eye exams• Nephropathy (blood and urine) testing

Indian Health Grant – available through Minnesota Department of Health

The Indian Health Grant offers funding for Tribal Nations and nonprofit entities to provide clinical health services — including culturally informed preventive, medical, dental, and mental health care services — to American Indian individuals who live off reservations. The state will award 4 – 5 grants and have approximately \$348,000 in total available grant funding. Applications are due Monday, October 7 at 4:30 pm. More information can be found [here](#).

UCare Healthy Benefits+ Visa card

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

The UCare Healthy benefits+ Card offers members the flexibility and convenience of one card for many benefits and rewards.

2024 Programs and benefits

- Over-the-counter (OTC) allowance
(effective 10/1/24, see next section for more information)
- Healthy food allowance
(Only for UCare’s MSHO and UCare Connect + Medicare members with qualifying chronic conditions)
- Utility allowance
(Only for UCare’s MSHO members with qualifying chronic conditions)
- Grocery discounts
- Rewards and incentives



Members should keep their Healthy Benefits+ card at the end of the year. The card is reloadable, and members can keep using the same card year after year.

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

- Learn more about eligible allowance and reward programs
- View eligible health items online and place an order
- Request a catalog
- Check their balance
- Go over recent transactions
- Find participating locations

Over-the-counter allowance moving to UCare Healthy Benefits+ Visa® card

For UCare Connect + Medicare and UCare's MSHO members.

To improve member experience, UCare is moving the quarterly over-the-counter (OTC) allowance to the UCare Healthy Benefits+ Visa card effective October 1, 2024. Impacted members received a letter in the mail at the end of August notifying them of the change.

Prior to October 1, 2024, members could only use the OTC allowance online or over the phone through CVS OTC Health Solutions. Beginning October 1, the allowance will be loaded onto the member's Healthy Benefits+ card at the start of each quarter and members will be able to use the allowance in person, online or over the phone at participating retailers including Walmart, CVS and more. You can search for participating retailers using the search tool at healthybenefitsplus.com/ucare/stores/storefinder.

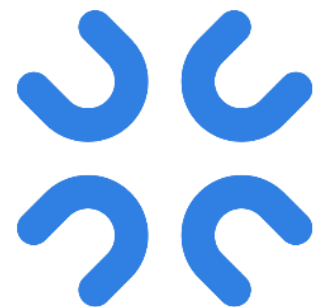
The allowance expires at the end of each quarter or upon plan termination. If the member already has a UCare Healthy Benefits+ card, they can continue using it. If they haven't received a card, one will be mailed to them at the beginning of October.

UCare Tobacco and Nicotine Quit Program for Maternity

For UCare Connect, UCare Connect + Medicare, MinnesotaCare and PMAP 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 coaches, behavioral support with relapse prevention, outbound coaching calls and unlimited inbound calls. Eligible pregnant and postpartum members who call the quit line and complete an initial assessment receive a \$25 reward.







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



Connect to Wellness Kit

For UCare Connect and UCare Connect + Medicare members.

Members can order a [Connect to Wellness Kit](#) to help improve their health and wellness. Members may choose one of the following kit options at no cost:

Fitness Kit	Sleep Aid Kit
 <ul style="list-style-type: none"> • Activity tracker watch • Resistance band • Extendable massage roller 	 <ul style="list-style-type: none"> • Aromatherapy diffuser with sound machine and night light • Essential oil
Stress Relief Kit	Dental Kit
 <ul style="list-style-type: none"> • Therapy lamp • Putty • Push pop 	 <ul style="list-style-type: none"> • Toothpaste • Floss picks • Electric toothbrush
Smart Home Device Kit	Weighted Blanket Kit
 <ul style="list-style-type: none"> • Amazon Echo 	 <ul style="list-style-type: none"> • 5-pound weighted blanket • only available to UCare Connect + Medicare members

To order, members should call UCare Customer Service at the number on the back of their member ID card or they can log in to their online member account.

Members must be an eligible UCare member at the time of the order. Limit one kit per year per member.

Juniper® health and wellness classes

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

Juniper® provides evidence-based health management and wellness classes. Group-based classes are available through a statewide broad network of participating facilities. These facilities include customized living facilities, community centers, senior centers, places of worship 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 visit yourjuniper.org to register. Both online and in-person classes are available.

New Minnesota Health Literacy Partnership website

According to The Minnesota Health Literacy Partnership, studies show that low health literacy affects a person's health status more than any other factor, including education, income, employment and race. In fact, only 12% of literate Americans are able to understand health information. To be health-literate, a person must be able to find, understand, and act on health information. At the same time, health-literate providers and health care systems must be able to communicate clearly and educate patients.

The Minnesota Health Literacy Partnership created a list of free resources to help educate people and health care professionals about the importance of health literacy. To learn about these tools and resources, go to mnhealthliteracy.org.

UCare's County & Tribal Team at County Conferences

UCare was a proud participant at the Minnesota Supervisors' Conference in Breezy Point from September 8 – 11. UCare's County & Tribal Relations 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 October 23 – 25 and the Association of Minnesota Counties Annual Conference at the Bloomington DoubleTree Hotel from December 9 – 11. Stop by the UCare booth and say hi!



UCare’s Mobile Dental Clinic is on the road!

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

September 23 – 27

Duluth
First United Methodist Church
230 E Skyline Pkwy

Sept. 30 – Oct. 4

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

October 7 – 11

Forest Lake
Faith Lutheran Church
886 North Shore Drive

October 14 – 18

Rochester
Olmsted County Public Health
2100 Campus Drive SE

October 21 – 25

Minneapolis (North)
Minneapolis Salem Lutheran
4150 Dupont Ave N

Oct. 28 – Nov. 1

Eden Prairie
Immanuel Lutheran Church
16515 Luther Way

November 4 – 8

Blaine
Christ Lutheran Church
641 89th Ave. NE

November 11 – 15

Walker
Hope Lutheran Church
305 10th Street South

November 18 – 22

Roseville
Anpétu Téča Education Center
1910 County Road B

November 25 – 27

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