

# Keep Your Coverage program

## Who is eligible for the Keep Your Coverage (KYC) program?

- UCare Connect (SNBC)
- UCare Connect + Medicare (HMO D-SNP)
- Minnesota Senior Care Plus (MSC+)
- UCare's Minnesota Senior Health Options (MSHO) (HMO D-SNP)

## What does the Keep Your Coverage team do?

Keep Your Coverage (KYC) specialists are dedicated to helping members maintain Medical Assistance (MA) eligibility and health plan enrollment.

This includes:

- Identifying members at risk of losing MA eligibility
- Collaborating with care coordinators to track members' MA eligibility
- Educating members about their benefits and provider network
- Connecting members to health program and county resources
- Helping members complete and submit MA renewal forms
- Assisting members with MA and UCare plan reinstatement
- Connecting members to alternate UCare plans if they no longer qualify for MA

## Who should you refer?

Any UCare Connect, UCare Connect + Medicare, MSG+ or UCare's MSHO member that is:

- Due for MA renewal and needs help with their paperwork
- Experiencing a lapse in MA coverage

## What to expect when you make a referral

- 1. Research** — The KYC team will research the member's history and collect relevant information
- 2. Outreach** — A KYC specialist will contact the member to discuss their situation in detail
- 3. Plan for continued health care** — A KYC specialist will work with the member to meet their needs or connect them with appropriate resources to avoid disenrollment or disruptive lapses in care

**Please note:** Working with a KYC specialist does not guarantee a member will stay on MA. The KYC specialist will discuss with each member which options are available based on their eligibility.

## How to refer a UCare member to the KYC team

Referring a member to the KYC team is easy. Send us an email or give us a call.

### What to include in your referral:

- Member name, PMI or UCare member ID and updated member contact information
- Brief description of why you are referring the member
- Your contact information

Once you have submitted a referral, you should receive a follow-up email or phone call within one business day.

## Contact us

612-676-3438, 8 am – 5 pm, Monday – Friday

[KeepYourCoverage@ucare.org](mailto:KeepYourCoverage@ucare.org)