

Member Handbook

Minnesota Senior Care Plus (MSC+)

January 1, 2026

This booklet contains important information about your health care services.

Customer Service:

8 am – 5 pm, Monday – Friday

612-676-3200 or 1-800-203-7225 (this call is free)

Or call our TTY number:

612-676-6810 or 1-800-688-2534 (this call is free)

UCare

PO Box 52

Minneapolis, MN 55440-0052

ucare.org

Civil Rights Notice

Discrimination is against the law. UCare does not discriminate on the basis of any of the following:

- race
- color
- national origin
- creed
- religion
- sexual orientation
- public assistance status
- age
- disability (including physical or mental impairment)
- sex (including sex stereotypes and gender identity)
- marital status
- political beliefs
- medical condition
- health status
- receipt of health care services
- claims experience
- medical history
- genetic information

You have the right to file a discrimination complaint if you believe you were treated in a discriminatory way by UCare. You can file a complaint and ask for help filing a complaint in person or by mail, phone, fax, or email at:

UCare

Attn: Appeals and Grievances

PO Box 52

Minneapolis, MN 55440-0052

Toll Free: 1-800-203-7225

TTY: 1-800-688-2534

Fax: 612-884-2021

Email: cag@ucare.org

Auxiliary Aids and Services: UCare provides auxiliary aids and services, like qualified interpreters or information in accessible formats, free of charge and in a timely manner to ensure an equal opportunity to participate in our health care programs. **Contact** UCare at 612-676-3200 (voice) or 1-800-203-7225 (voice), 612-676-6810 (TTY), or 1-800-688-2534 (TTY).

Language Assistance Services: UCare provides translated documents and spoken language interpreting, free of charge and in a timely manner, when language assistance services are necessary to ensure limited English speakers have meaningful access to our information and services. **Contact** UCare at 612-676-3200 (voice) or 1-800-203-7225 (voice), 612-676-6810 (TTY), or 1-800-688-2534 (TTY).

Civil Rights Complaints

You have the right to file a discrimination complaint if you believe you were treated in a discriminatory way by UCare. You may also contact any of the following agencies directly to file a discrimination complaint.

U.S. Department of Health and Human Services Office for Civil Rights (OCR)

You have the right to file a complaint with the OCR, a federal agency, if you believe you have been discriminated against because of any of the following:

- race
- color
- national origin
- age
- disability
- sex
- religion (in some cases)

Contact the OCR directly to file a complaint:

Office for Civil Rights
 U.S. Department of Health and Human Services
 Midwest Region
 233 N. Michigan Avenue, Suite 240
 Chicago, IL 60601
 Customer Response Center: Toll-free: 800-368-1019
 TDD Toll-free: 800-537-7697
 Email: ocrmail@hhs.gov

Minnesota Department of Human Rights (MDHR)

In Minnesota, you have the right to file a complaint with the MDHR if you have been discriminated against because of any of the following:

- race
- color
- national origin
- religion
- creed
- sex
- sexual orientation
- marital status
- public assistance status
- disability

Contact the **MDHR** directly to file a complaint:

Minnesota Department of Human Rights
 540 Fairview Avenue North, Suite 201
 St. Paul, MN 55104
 651-539-1100 (voice)
 800-657-3704 (toll-free)
 711 or 800-627-3529 (MN Relay)
 651-296-9042 (fax)
Info.MDHR@state.mn.us (email)

Minnesota Department of Human Services (DHS)

You have the right to file a complaint with DHS if you believe you have been discriminated against in our health care programs because of any of the following:

- race
- color
- national origin
- religion (in some cases)
- age
- disability (including physical or mental impairment)
- sex (including sex stereotypes and gender identity)

Complaints must be in writing and filed within 180 days of the date you discovered the alleged discrimination. The complaint must contain your name and address and describe the discrimination you are complaining about. We will review it and notify you in writing about whether we have authority to investigate. If we do, we will investigate the complaint.

DHS will notify you in writing of the investigation's outcome. You have the right to appeal if you disagree with the decision. To appeal, you must send a written request to have DHS review the investigation outcome. Be brief and state why you disagree with the decision. Include additional information you think is important.

If you file a complaint in this way, the people who work for the agency named in the complaint cannot retaliate against you. This means they cannot punish you in any way for filing a complaint. Filing a complaint in this way does not stop you from seeking out other legal or administrative actions.

Contact **DHS** directly to file a discrimination complaint:

Civil Rights Coordinator

Minnesota Department of Human Services

Equal Opportunity and Access Division

P.O. Box 64997

St. Paul, MN 55164-0997

651-431-3040 (voice) or use your preferred relay service

American Indians can continue or begin to use tribal and Indian Health Services (IHS) clinics. We will not require prior approval or impose any conditions for you to get services at these clinics. For elders age 65 years and older this includes Elderly Waiver (EW) services accessed through the tribe. If a doctor or other provider in a tribal or IHS clinic refers you to a provider in our network, we will not require you to go to your primary care provider prior to the referral.

TRS: 711

ATTENTION: If you speak English, free language assistance services are available to you free of charge and without unnecessary delay. Additionally, appropriate auxiliary aids and services to provide information in accessible formats are available free of charge and in a timely manner. Please call the number above or speak to your provider. English

ማሳሰቢያ፡- አማርኛ ተናጋሪ ከሆኑ ፤ ነጻ የቋንቋ ድጋፍ አገልግሎቶች ካለምንም ክፍያ እና ካለአላስፈላጊ መዘግየት ማግኘት ይችላሉ። በተጨማሪም መረጃን በቀላሉ ለማግኘት በሚያስችል ቅርጸት ለማቅረብ ተገቢ የሆኑ የመስማት ድጋፍ እና አገልግሎቶች ከክፍያ ነጻ በሆነ እና ግዜውን በጠበቀ መልኩ ማግኘት ይችላሉ። እባክዎ ከላይ ባለው ቁጥር ይደውሉ ወይም አቅራቢዎን ያነጋግሩ። Amharic

تنبيه: نقدم لمتحدثي اللغة العربية خدمات مساعدة لغوية مجانية وفورية، بالإضافة إلى وسائل وخدمات مساعدة مناسبة، وبصيغة معلومات سهلة بدون تكلفة وبشكل سريع. يرجى التواصل على الرقم الموضح أعلاه أو مراجعة مقدم الخدمة المباشرة. Arabic

သတိပြုရန် - အကယ်၍ သင်သည် မြန်မာဘာသာစကား ပြောဆိုသူဖြစ်လျှင် အခမဲ့ ဘာသာစကားဆိုင်ရာ ပံ့ပိုးထောက်ပံ့ပေးမှု ဝန်ဆောင်မှုများအား မလိုအပ်သည့် နှောင့်နှေးကြန့်ကြာမှုများ မရှိစေဘဲ သင် အခမဲ့ ရရှိနိုင်မည် ဖြစ်သည်။ ထို့ပြင် အချက်အလက်များအား အလွယ်တကူ ဝင်ရောက်ရယူနိုင်စေသော ဖောမတ်ပုံစံများဖြင့် ထောက်ပံ့ပေးထားသည့် သက်ဆိုင်ရာ ဖြည့်စွက် ထောက်ပံ့မှုများနှင့် ဝန်ဆောင်မှုများကိုလည်း အခမဲ့ အချိန်မ ရရှိနိုင်စေရန် စီမံပေးထားပါသည်။ ကျေးဇူးပြုပြီး အထက်ဖော်ပြပါ ဖုန်းနံပါတ်သို့ ခေါ်ဆိုပါ သို့မဟုတ် သင်၏ ထောက်ပံ့သူဖြင့် ပြောဆိုဆွေးနွေးပါ။ မြန်မာဘာသာစကား Burmese

យកចិត្តទុកដាក់៖ ប្រសិនបើអ្នកនិយាយភាសាខ្មែរ (ខ្មែរ) សេវាកម្មជំនួយភាសាភាគីភាគីត្រូវមានផ្តល់ជូនអ្នកដោយមិនគិតថ្លៃ និងដោយគ្មានការពន្យារពេលមិនចាំបាច់ឡើយ។ លើសពីនេះ ជំនួយ និងសេវាកម្មដែលសមស្របក្នុងការផ្តល់ព័ត៌មានក្នុង ទម្រង់ដែលអាចចូលប្រើបានគឺអាចរកបានដោយឥតគិតថ្លៃ និងទាន់ពេលវេលា។ សូមហៅទូរស័ព្ទទៅលេខខាងលើ ឬនិយាយជាមួយអ្នកផ្តល់សេវារបស់អ្នក។ ភាសាខ្មែរ (ខ្មែរ) Cambodian (Khmer)

注意：如果您說簡體中文，您可以免費獲得語言協助服務，且不會有不必要的延誤。此外，還能免費及時獲取以無障礙格式提供資訊的適當輔助工具和服務。請撥打上面的電話號碼，或與您的服務提供商溝通。 Cantonese (Traditional Chinese)

ATTENTION : Si vous parlez français, des services d'assistance linguistique gratuits sont à votre disposition, sans frais et sans délai. En outre, des aides et services auxiliaires appropriés pouvant fournir des informations dans des formats accessibles sont disponibles gratuitement et rapidement. Veuillez appeler le numéro ci-dessus ou contacter votre fournisseur. French

CEEB TOOM: Yog koj hais lus Hmoob, muaj kev pab txhais lus dawb rau koj siv. Koj tsis tas them nqi thiab yuav tsis qeeb. Kuj muaj cuab yeej thiab kev pab los pab koj nyeem cov ntaub ntauv kom yooj yim nkag siab. Koj hu tau rau tus xov tooj saum toj no lossis nrog koj tus kws kho mob tham. Hmong

NO ENGLISH



1-800-203-7225 612-676-3200

TRS: 711

ဟ်သုဉ်ဟ်သး- နမ့ၢ်ကတိၢ်ကညီကိၣ်အယိ, နမၤန့ၢ် ကိၣ်တၢ်ဆိၣ်ထွဲမၤစၢၤ လၢတလၢက်ဘျုးလၢက်စ့ၤ ဒီးတအိၣ်ဒီး တၢ်မၤဟံၣ်မၤနီၢ်သးဘၣ်န့ၣ်လီၤ. အါန့ၢ်အန့ၣ်, တၢ်အိၣ်စ့ၢ်ကိးဒီး တၢ်မၤစၢၤတၢ်န့ၢ်ဟူၤဒီး တၢ်မၤစၢၤတၢ်မၤတဖၣ် လၢကဟ့ၣ်တၢ်ဂ့ၢ်တၢ်ကိၣ်ၤ လၢပုၤအါဂၤန့ၢ်ပၢ်အီၤသ့ လၢတအိၣ်ဒီးအဘူးအလဲ ဒီးချုးဆါချုးကတီၢ်န့ၣ်လီၤ. ဝံသးစ့ၤ ကိးနီၣ်ဂံၢ်လၢထး မ့တမ့ၢ် တဲသကိးတၢ်ဒီး ပုၤလၢအဟ့ၣ်န့ၣ်တၢ်မၤစၢၤ တက့ၢ်. ကညီကိၣ် Karen

안내: 한국어를 사용하시는 분께는 언어 지원 서비스를 무료로, 지체 없이 제공해 드립니다. 또한, 정보 접근성을 위한 적절한 보조 기구 및 서비스가 무료로, 시의적절하게 제공됩니다. 위에 있는 번호로 전화하시거나 담당자에게 말씀해 주십시오. Korean

ພາຍເຫດ: ຖ້າທ່ານເວົ້າພາສາລາວ, ທ່ານຈະໄດ້ຮັບບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາໂດຍບໍ່ເສຍຄ່າ ແລະ ບໍ່ມີການຊັກຊ້າ ທີ່ບໍ່ຈຳເປັນ. ນອກຈາກນັ້ນ, ເຄື່ອງມືຊ່ວຍເຫຼືອແລະ ບໍລິການເສີມທີ່ເໝາະສົມເພື່ອໃຫ້ຂໍ້ມູນໃນຮູບແບບທີ່ເຂົາເຈົ້າໄດ້ ໂດຍບໍ່ເສຍຄ່າໃຊ້ຈ່າຍ ແລະ ທັນເວລາ. ກະລຸນາໂທຫາເບີໂທລະສັບຂ້າງເທິງ ຫຼື ສົນທະນາກັບຜູ້ໃຫ້ບໍລິການຂອງທ່ານ. Lao

HUBADHAA: Yoo Afaan Oromoo dubbattu ta'e, tajaajila gargaarsa turjumaana afaanii biliisaan akkasumas turtii barbaachisaa hin taane hambisu danda'u isiniif dhihaatee jira. Dabalataanis, odeeffannoo haala salphaan argamuu danda'an dhiyeessuuf gargaarsa fi tajaajiloota deeggarsaa qama midhamtootaaf mijatoo ta'an, kaffaltii tokko malee fi yeroo isaa eeggatee kennamu dhihaatee jira. Odeeffanno dabalataaf lakkoofsa armaan oliitti fayyadamuun namoota gargaarsa kana isiniif kennan qunnamaa. Oromo

ВНИМАНИЕ: Если вы разговариваете на русском языке, воспользуйтесь услугами языковой поддержки бесплатно и без лишних проволочек. Также бесплатно и незамедлительно предоставляются соответствующие вспомогательные средства и услуги по обеспечению информацией в доступных форматах. Позвоните по указанному выше номеру или обратитесь к своему поставщику услуг. Russian

FIIRO GAAR AH: Haddii aad ku hadasho Soomaali, waxaa si bilaash ah kuugu diyaar ah adeegyada caawinada luuqadeed oo aan lahayn daahitaan aan munaasib ahayn. Intaas waxaa dheer, waxaa la heli karaa adeegyada iyo kaabitaanka naafada ee haboon si macluumaadka loogu bixiyo qaabab la adeegsan karo oo bilaash ah laguna bixinayo waqqigeeda. Fadlan wac lambarka kore ama la hadal adeegbixiyahaaga. Somali

ATENCIÓN: si habla español, tiene a su disposición los servicios gratuitos de traducción sin costo alguno y sin demoras innecesarias. Además, se encuentran disponibles de forma gratuita y oportuna ayuda y servicios auxiliares adecuados con el fin de brindarle información en formatos accesibles. Llame al número indicado anteriormente o hable con su proveedor. Spanish

LUU Ý: Nếu bạn nói tiếng Việt, bạn có thể được hỗ trợ ngôn ngữ miễn phí mà không phải chờ đợi lâu. Ngoài ra, các thiết bị hỗ trợ và dịch vụ phù hợp để cung cấp thông tin ở định dạng dễ tiếp cận cũng có sẵn miễn phí và kịp thời. Vui lòng gọi số điện thoại phía trên hoặc trao đổi với nhân viên y tế của bạn. Vietnamese

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Welcome to UCare

We are pleased to welcome you as a member of UCare's Minnesota Senior Care Plus (MSC+) (referred to as “Plan” or “the Plan”).

UCare (referred to as “we,” “us,” or “our”) is part of Minnesota Senior Care Plus (MSC+). We coordinate and cover your medical services. You will get most of your health services through the Plan’s network of providers. When you need health care or have questions about your health services, you can call us. We will help you decide what to do next and which qualified health care provider to use.

You will be contacted by UCare to complete a health assessment by phone or in person with a care coordinator. The assessment will help us connect you to health care services or other services available to you as a member. Based on your answers, we may contact you for additional information. If you have questions about this assessment, please call Customer Service.

This *Member Handbook* is our contract with you. It is an important legal document.

This *Member Handbook* includes:

- Contact information
- Information on how to get the care you need
- Your rights and responsibilities as a member of the Plan
- Information about cost sharing
- A listing of covered and non-covered health care services
- When to call your county worker
- Using the Plan coverage with other insurance or other sources of payment
- Information on what to do if you have a grievance (complaint) or want to appeal a Plan action, as defined in Section 13
- Definitions

The counties in the Plan service area are as follows: Aitkin, Anoka, Becker, Benton, Blue Earth, Carlton, Carver, Cass, Chippewa, Chisago, Clay, Cook, Cottonwood, Crow Wing, Dakota, Dodge, Faribault, Fillmore, Freeborn, Hennepin, Houston, Isanti, Jackson, Kandiyohi, Kittson, Koochiching, Lac Qui Parle, Lake, Lake of the Woods, Le Sueur, Lincoln, Lyon, Mahnomon, Marshall, Martin, Mille Lacs, Morrison, Mower, Murray, Nicollet, Nobles, Norman, Olmsted, Otter Tail, Pennington, Pine, Polk, Ramsey, Red Lake, Redwood, Rice, Rock, Roseau, Scott, Sherburne, St. Louis, Stearns, Swift, Todd, Wabasha, Wadena, Washington, Watonwan, Winona, Wright and Yellow Medicine in Minnesota.

Please tell us how we're doing. You can call or write to us at any time. (Section 1 of this *Member Handbook* tells how to contact us.) Your comments are always welcome, whether they are positive or negative. From time to time, we do surveys that ask our members to tell about their experiences with us. If you are contacted, we hope you will participate in a member satisfaction survey. Your answers to the survey questions will help us know what we are doing well and where we need to improve.

Section 1. Telephone Numbers and Contact Information

How to contact our Customer Service

If you have any questions or concerns, please call or write to Customer Service. We will be happy to help you. Customer Service hours of service are 8 am – 5 pm, Monday – Friday.

Method	Customer Service
CALL	612-676-3200 or 1-800-203-7225 (this call is free) 8 am – 5 pm, Monday – Friday
TTY	612-676-6810 or 1-800-688-2534 (this call is free)
FAX	612-676-6501 or 1-866-457-7145 (this call is free)
WRITE	Attn: Customer Service UCare PO Box 52 Minneapolis, MN 55440-0052
VISIT	UCare 500 Stinson Blvd. NE Minneapolis, MN 55413-2615
WEBSITE	ucare.org
MESSAGING THROUGH YOUR MEMBER ACCOUNT	You can also send us a message through your Member Account at member.ucare.org .

Our Plan contact information for certain services

Appeals and Grievances

An appeal is a formal way of asking us to review and change a coverage decision we have made.

Method	Appeals and Grievances
CALL	612-676-6841 or 1-877-523-1517 (this call is free) 8 am – 4:30 pm, Monday – Friday
TTY	612-676-6810 or 1-800-688-2534 (this call is free)
WRITE	Attn: Member Appeals and Grievances UCare PO Box 52 Minneapolis, MN 55440-0052
EMAIL	cag@ucare.org
FAX	612-884-2021 or 1-866-283-8015

Refer to Section 13 for more information.

Complaints about your Medical Care

You can make a complaint about us or one of our network providers, including a complaint about the quality of your care.

Method	Customer Service
CALL	612-676-3200 or 1-800-203-7225 (this call is free) 8 am – 5 pm, Monday – Friday
TTY	612-676-6810 or 1-800-688-2534 (this call is free)
FAX	612-676-6501 or 1-866-457-7145 (this call is free)
WRITE	Attn: Customer Service UCare PO Box 52 Minneapolis, MN 55440-0052
VISIT	UCare 500 Stinson Blvd. NE Minneapolis, MN 55413-2615
WEBSITE	ucare.org
MESSAGING THROUGH YOUR MEMBER ACCOUNT	You can also send us a message through your Member Account at member.ucare.org .

Dental Services

We contract with DentaQuest to manage your dental benefits. For more information on UCare’s dental services, you can go online to ucare.org/dental, or call UCare Dental Connection.

Method	UCare Dental Connection
CALL	1-888-227-3310 (this call is free) 8 am – 5 pm, Monday – Friday
TTY	1-800-466-7566

UCare Mobile Dental Clinic

We offer dental check-ups, cleanings and basic restorative care aboard the UCare Mobile Dental Clinic. Call to find out when the clinic will be near you or go to ucare.org/mdc for scheduled dates and locations. Schedule your appointment by calling the UCare Mobile Dental Clinic.

Method	UCare Mobile Dental Clinic
CALL	1-866-451-1555 (this call is free) 8 am – 4:30 pm, Monday – Friday
TTY	1-800-627-3529 (this call is free)

Durable Medical Equipment Coverage Criteria

Method	Customer Service
CALL	612-676-3200 or 1-800-203-7225 (this call is free) 8 am – 5 pm, Monday – Friday
TTY	612-676-6810 or 1-800-688-2534 (this call is free)

Home and Community Based Services (Elderly Waiver)

If you have questions about Home and Community-Based Services, call Customer Service.

Method	Customer Service
CALL	612-676-3200 or 1-800-203-7225 (this call is free) 8 am – 5 pm, Monday – Friday
TTY	612-676-6810 or 1-800-688-2534 (this call is free)

Interpreter Services

Call UCare Customer Service for American Sign Language (ASL) or spoken language interpreter services.

Method	Customer Service
CALL	612-676-3200 or 1-800-203-7225 (this call is free) 8 am – 5 pm, Monday – Friday
TTY	612-676-6810 or 1-800-688-2534 (this call is free)

Mental Health Services

If you have any questions or concerns, call UCare Customer Service. To find a provider, call Customer Service or use the Search Network tool on UCare's website.

Method	Customer Service
CALL	612-676-3200 or 1-800-203-7225 (this call is free) 8 am – 5 pm, Monday – Friday
TTY	612-676-6810 or 1-800-688-2534 (this call is free)
WEBSITE	ucare.org/searchnetwork

Prescriptions

If you have questions about drug benefits, call UCare Customer Service.

Method	Customer Service
CALL	612-676-3200 or 1-800-203-7225 (this call is free) 8 am – 5 pm, Monday – Friday
TTY	612-676-6810 or 1-800-688-2534 (this call is free)

Substance Use Disorder Services

If you have any questions or concerns, call UCare Customer Service. To find a provider, call Customer Service or use the Search Network tool on UCare’s website.

Method	Customer Service
CALL	612-676-3200 or 1-800-203-7225 (this call is free) 8 am – 5 pm, Monday – Friday
TTY	612-676-6810 or 1-800-688-2534 (this call is free)
WEBSITE	ucare.org/searchnetwork

Transportation

If you need transportation to and from medical appointments.

Method	HealthRide
CALL	612-676-6830 or 1-800-864-2157 (this call is free) 7 am – 6 pm, Monday – Friday
TTY	612-676-6810 or 1-800-688-2534 (this call is free)

UCare 24/7 Nurse Line

The UCare 24/7 nurse line is a telephone service that provides members with reliable health information from a registered nurse 24 hours a day, seven days a week. The nurses can offer health advice or answer health questions. The phone number for the UCare 24/7 nurse line can be found on the back of your member ID card.

Method	Nurse Line
CALL	1-800-942-7858 (this call is free) 24 hours a day, seven days a week
TTY	1-855-307-6976 (this call is free)

Other important contact information

People with hearing loss or a speech disability may call the following numbers to access the resources listed in this *Member Handbook*: 711, Minnesota Relay Service at 1-800-627-3529 (TTY, Voice, ASCII, Hearing Carry Over), or 1-877-627-3848 (speech to speech relay service). Calls to these numbers are free.

For information and to learn more about health care directives and how to exercise an advance directive, please contact UCare Customer Service at 612-676-3200 or 1-800-203-7225 (this call is free). Hours of service are 8 am – 5 pm, Monday – Friday. Or call our TTY number at 612-676-6810 or 1-800-688-2534 (this call is free). More information about health care directives can be found: ucare.org/advance-directives. You may also visit the Minnesota Department of Health (MDH) website at: <https://www.health.state.mn.us/facilities/regulation/infobulletins/advdir.html>.

To report Fraud and Abuse, contact UCare’s Compliance Hotline by phone at 1-877-826-6847 (this call is free) or by email at compliance@ucare.org. Or call our TTY number at 612-676-6810 or 1-800-688-2534 (this call is free), 8 am – 5 pm, Monday – Friday; 711 Minnesota Relay Service 24 hours, seven days per week. You may remain anonymous. If you suspect fraud or abuse by someone receiving benefits, health care providers working with the Minnesota Health Care Programs, or childcare providers receiving childcare assistance funds, you can report it to Minnesota Department of Human Services (DHS) by:

- submitting the Program Integrity Oversight Hotline form (recommended) (<https://mn.gov/dhs/general-public/office-of-inspector-general/report-fraud/>),
- calling the Program Integrity Oversight Hotline at 651-431-2650 or 1-800-657-3750 (this call is free) or 711 (TTY) (this call is free) or use your preferred relay services,
- sending your report via email to OIG.Investigations.DHS@state.mn.us, or
- sending a letter via US Mail to the Office of Inspector General – Program Integrity Oversight Division – PO Box 64982, St. Paul, MN 55164-0982.

Minnesota Department of Human Services

The Minnesota Department of Human Services (DHS) is a state agency that helps people meet their basic needs. It provides or administers health care, financial help, and other services. DHS administers the Medical Assistance program through counties. If you have questions about your eligibility for Medical Assistance, contact your county worker.

Ombudsperson for Public Managed Health Care Programs

The Ombudsperson for Public Managed Health Care Programs, at the Minnesota Department of Human Services, helps people enrolled in a health plan in resolving access, service and billing problems. They can help you file a grievance or appeal with us. The Ombudsperson can also

help you request a State Appeal (Fair Hearing with the State). Call 651-431-2660 or 1-800-657-3729 (this call is free) or 711 (TTY), or use your preferred relay services. Hours of service are Monday through Friday, 8:00 am to 4:30 pm.

Office of Ombudsman for Long-Term Care

Contact the Office of Ombudsman for Long-Term Care for assistance with concerns about nursing homes, boarding care homes, adult care homes (i.e., housing with services, assisted living, customized living, or foster care), home care services, and hospital access or discharge for people with Medicare. Call 651-431-2555 or 1-800-657-3591. This call is free.

Minnesota Aging Pathways (formerly the Senior LinkAge Line®)

The Minnesota Aging Pathways is a state program that gives free help, information, and answers to your questions about Medicare. The Minnesota Aging Pathways is independent (not connected with any insurance company or health plan). It is a state program that gets money from the federal government to give free local health insurance counseling to people with Medicare.

Minnesota Aging Pathways counselors can help you with your Medicare questions or problems. They can help you understand your Medicare rights, help you make complaints about your medical care or treatment, and help you straighten out problems with your Medicare bills. Minnesota Aging Pathways counselors can also help you understand your Medicare plan choices and answer questions about switching plans.

You can call Minnesota Aging Pathways at 1-800-333-2433, Monday through Friday, from 8:00 am to 4:30 pm. This call is free. You can also visit the Minnesota Aging and Disability Resources website to find local services and supports near you: Minnesota Aging and Disability Resources (<http://mn.gov/adresources/>).

Veterans Linkage Line™

The Veterans Linkage Line™ provides information and referrals to veterans and their families. The Minnesota Department of Veterans Affairs (MDVA) provides the LinkVet call center. During business hours, trained MDVA staff will provide information on veterans' benefits, health care, education, and reintegration.

Hours of Operation

Monday-Friday: 7 am to 8 pm, CST

Saturday: 9 am to 2:30 pm, CST

Sunday: 11 am to 4:30 pm, CST

Closed Holidays. Call 888-LinkVet (1-888-546-5838) or 711 (TTY) or use your preferred relay services. This call is free.

How to contact the Medicare program

Medicare is the Federal health insurance program for people 65 years of age or over, some people under age 65 with disabilities, and people with End-Stage Renal Disease (permanent kidney failure requiring dialysis or a kidney transplant).

The federal agency in charge of Medicare is the Centers for Medicare & Medicaid Services (sometimes called “CMS”). This agency contracts with Medicare Advantage Organizations including us.

- Call 1-800-MEDICARE (1-800-633-4227) to ask questions or get free information booklets from Medicare. TTY users should call 1-877-486-2048. This call is free. Customer service representatives are available 24 hours a day, including weekends.
- Visit www.medicare.gov. This is the official government website for Medicare. It gives you up-to-date information about Medicare and current Medicare issues. It also has information about hospitals, nursing homes, physicians, home health agencies, and dialysis facilities. It includes booklets you can print directly from your computer. It has tools to help you compare Medicare Advantage Plans and Medicare Prescription Drug Plans in your area. You can also find Medicare contacts in your state by selecting “Phone Numbers and Websites.”
- If you don’t have a computer, your local library or senior center may be able to help you visit this website using its computer. Or, you can call Medicare at the number above and tell them what information you are looking for. They will find the information on the website, print it out, and send it to you.

Section 2. Important Information on Getting the Care You Need

Each time you get health services, check to be sure that the provider is a Plan network provider. In most cases, you need to use Plan network providers to get your services. Members have access to a *Provider and Pharmacy Directory* that lists Plan network providers. The *Provider and Pharmacy Directory* can tell you information about providers such as name, address, phone number, professional qualifications, specialty, and languages spoken by the provider. Call Customer Service if you would like information about board certification, medical school attendance, residency program, and board certification status. You may ask for a print copy of the *Provider and Pharmacy Directory* at any time. To verify current information, you can call Customer Service at the phone number in Section 1, or visit our website listed in Section 1.

When you are a member or become a member of UCare you chose or were assigned to a primary care clinic (PCC) or care system. Your primary care clinic (PCC) or care system can provide most of the health care services you need and will help coordinate your care. You may

change your primary care clinic (PCC) or care system. To find out how to do this, call Customer Service at the phone number in Section 1.

You do not need a referral to use a Plan network specialist. However, your primary care clinic can provide most of the health care services you need and will help coordinate your care.

Contact your primary care clinic for information about the clinic's hours, prior authorizations, and to make an appointment. If you cannot keep your appointment, call your clinic right away.

You may change your primary care provider or clinic. To find out how to do this, call Customer Service at the phone number in Section 1.

Transition of care

If you are a newly enrolled member who is currently receiving care from a provider who is not a Plan network provider, we will help you transition to a network provider.

If a drug you are currently taking is not covered under your new plan, you may be able to receive up to a 90-day temporary supply. For more information, call Customer Service.

Utilization management

UCare wants you to get the right amount of quality care. We want to make sure that the health care services provided are medically necessary, right for your condition and are provided in the best care facility. We also need to make sure that the care you get is a covered benefit. The process to do this is called utilization management (UM). We follow policies and steps to make decisions about approving medical services. We do not reward providers or staff for denying coverage. We do not give incentives for UM decisions. We do not reward anyone for saying no to needed care.

Prior authorizations

Our approval is needed for some services to be covered. This is called prior authorization. The approval must be obtained before you get the services or before we pay for them. Many of these services are noted in Section 7. Please work with your qualified health care provider to get a prior authorization when required. In urgent situations, we will make a decision within 72 hours after we receive the request from your doctor. If you do not get a prior authorization from us when needed, the bill may not be paid. However, if it turns out that the service would have been covered if prior authorization had been obtained, coverage of the service will not be denied. Prior authorizations can be requested retroactively. For more information, call Customer Service at the phone number in Section 1.

In most cases, you need to use Plan network providers to get your services. If you need a covered service that you cannot get from a Plan network provider, you must get a prior authorization from us to use an out-of-network provider. Exceptions to this rule are:

- Open access services: family planning, diagnosis of infertility, testing and treatment of sexually transmitted diseases (STDs), and testing for acquired immune deficiency syndrome (AIDS) or other human immunodeficiency virus (HIV) related conditions. You can use any qualified health care provider, clinic, pharmacy, or family planning agency, even if it is not in our network, to get these services.
- Emergency and post-stabilization services

For more information, call Customer Service at the phone number listed in Section 1.

The Plan allows direct access to the providers in our network, but keeps the right to manage your care under certain circumstances, such as: the Restricted Recipient Program. We may do this by choosing the provider you use and/or the services you receive. For more information, call Customer Service at the phone number in Section 1.

If we are unable to find you a qualified Plan network provider, we must give you a standing prior authorization for you to use a qualified specialist for any of the following conditions:

- A chronic (on-going) condition
- A life-threatening mental or physical illness
- A pregnancy that is beyond the first three months (first trimester)
- A degenerative disease or disability
- Any other condition or disease that is serious or complex enough to require treatment by a specialist

If you do not get a prior authorization from us when needed, the bill may not be paid.

However, if it turns out that the service would have been covered if prior authorization had been obtained, coverage of the service will not be denied. Prior authorizations can be requested retroactively. For more information, call Customer Service at the phone number in Section 1.

If a provider you choose is no longer in our Plan network, you must choose another Plan network provider. You may be able to continue to use services from a provider who is no longer a part of our Plan network for up to 120 days for the following reasons:

- An acute condition
- A life-threatening mental or physical illness
- A pregnancy that is beyond the first three months (first trimester)
- A physical or mental disability defined as an inability to engage in one or more major life activities. This applies to a disability that has lasted or is expected to last at least one year, or is likely to result in death.
- A disabling or chronic condition that is in an acute phase

If your qualified health care provider certifies that you have an expected lifetime of 180 days or less, you may be able to continue to use services for the rest of your life from a provider who is no longer part of our network.

For more information, call Customer Service at the phone number in Section 1.

At UCare, we have staff who can help you figure out the best way to use health care services. If you have questions about things like where to get services, getting authorization for services, or restrictions on prescription drugs, we can help. Call us at 612-676-3200 or 1-800-203-7225 (this call is free), 8 am – 5 pm, Monday – Friday. If you need language assistance to talk about these issues, UCare can give you information in your language through an interpreter. For sign language services, call the TTY line (requires special equipment) at 612-676-6810 or 1-800-688-2534 (this call is free). For other language assistance, call 612-676-3200 or 1-800-203-7225 (this call is free).

Covered and non-covered services

Enrollment in the Plan does not guarantee that certain items are covered. Some prescription drugs or medical equipment may not be covered. This is true even if they were covered before.

Some services and supplies are not covered. All health services must be medically necessary for them to be covered services. Read this *Member Handbook* carefully. It lists many services and supplies that are not covered. Refer to Sections 7 and 8.

Some services are not covered under the Plan but may be covered through another source. Refer to Section 9 for more information. If you are not sure whether a service is covered, call our Customer Service at the phone number in Section 1.

We may cover additional or substitute services under some conditions.

Requests to cover new medical procedures, devices, or drugs are reviewed by UCare's clinical and quality committees and medical directors. This group includes doctors and other health care experts. They use national guidelines and medical and scientific evidence to decide whether UCare should approve new equipment, procedures or drugs.

Payments to providers

We cannot pay you back for most medical bills that you pay. State and federal laws prevent us from paying you directly. If you paid for a service that you think we should have covered, call Customer Service. If you received a medical bill that should have been covered, call Customer Service at the phone number in Section 1. Customer Service will contact your provider to assist them with claim submission.

You may get health services or supplies not covered by the Plan if you agree to pay for them. Providers must have you sign a form acknowledging that you will be responsible for the bill.

Providers must have a signed form before providing services or supplies that are not covered by the Plan.

Cultural awareness

We understand that your beliefs, culture, and values play a role in your health. We want to help you maintain good health and good relationships with your qualified health care provider. We want to ensure you get care in a culturally sensitive way.

Interpreter services

We will provide interpreter services to help you access services. This includes spoken language interpreters and American Sign Language (ASL) interpreters. Face-to-face spoken language interpreter services are only covered if the interpreter is listed in the Minnesota Department of Health's Spoken Language Health Care Interpreter Roster. Please call Customer Service at the phone number in Section 1 to find out which interpreters you can use.

Home and Community Based Services

If you need certain services to help you live in the community, refer to Home and Community Based Services in Section 7 for information on Elderly Waiver services.

Other health insurance

If you have other health or dental insurance, tell us **before** you get care. We will let you know if you should use the Plan network providers or the health care providers used by your other insurance. We will coordinate with your other insurance plan. If your other health or dental insurance changes, tell your county worker.

If you have Medicare, you need to get most of your prescription drugs through the Medicare Prescription Drug Program (Medicare Part D). You must be enrolled in a Medicare prescription drug plan to get these services. The Plan does not pay for prescriptions that are covered under the Medicare Prescription Drug Program.

Private information

We, and the health care providers who take care of you, have the right to get information about your health care. When you enrolled in the Minnesota Health Care Program, you gave your consent for us to do this. We will keep this information private according to law.

Restricted Recipient Program

The Restricted Recipient Program (RRP) is for members who have misused health services. This includes getting health services that members did not need, using them in a way that costs more than they should, or in a way that may be dangerous to a member's health. UCare will notify members if they are placed in the Restricted Recipient Program.

If you are in the Restricted Recipient Program, you must get health services from one designated primary care provider, one clinic, one hospital used by the primary care provider, and one pharmacy. UCare may designate other health services providers. You may also be assigned to a home health agency. You will not be allowed to use the personal care assistance choice or flexible use options, or consumer directed services.

You will be restricted to these designated health care providers for at least 24 months of eligibility for Minnesota Health Care Programs (MHCP). All referrals to specialists must be from your primary care provider and received by the UCare Restricted Recipient Program. Restricted recipients may not pay out-of-pocket to use a non-designated provider who is the same provider type as one of their designated providers.

Placement in the program will stay with you if you change health plans. Placement in the program will also stay with you if you change to MHCP fee-for-service. You will not lose eligibility for MHCP because of placement in the program.

At the end of the 24 months, your use of health care services will be reviewed. If you still misused health services, you will be placed in the program for an additional 36 months of eligibility. You have the right to appeal placement in the Restricted Recipient Program. You must file an appeal within 60 days from the date on the notice from us. You must appeal within 30 days to prevent the restriction from being implemented during your appeal. You may request a State Appeal (Fair Hearing with the State) after receiving our decision that we have decided to enforce the restriction. Refer to Section 13.

Cancellation

Your coverage with us will be canceled if you are not eligible for Medical Assistance or if you enroll in a different health plan.

If you are no longer eligible for Medical Assistance and you do not have Medicare, you may be eligible to purchase health coverage through MNsure. For information about MNsure, call 855-3MNSURE or 855-366-7873; TTY, use your preferred relay services; or visit www.MNsure.org. This call is free.

Section 3. Member Bill of Rights

You have the right to:

- Be treated with respect, dignity, and consideration for privacy.
- Get the services you need 24 hours a day, seven days a week. This includes emergencies.
- Be told about your health problems.

- Have an open discussion to get information about appropriate or medically necessary treatment options for your conditions including how treatments will help or harm you, regardless of cost or benefit coverage.
- Receive information about our organization, our services, our practitioners and providers and member rights and responsibilities.
- Participate with providers in making decisions about your health care.
- Refuse treatment and get information about what might happen if you refuse treatment.
- Refuse care from specific providers.
- Know that we will keep your records private according to law.
- Ask for and get a copy of your medical records. You also have the right to ask to correct the records.
- Get notice of our decisions if we deny, reduce, or stop a service, or deny payment for a service.
- File a grievance or appeal with us. You can also file a complaint with the Minnesota Department of Health.
- Request a State Appeal (Fair Hearing with the state) with the Minnesota Department of Human Services (also referred to as “the state”). You must appeal to us before you request a State Appeal. If we take more than 15 days to decide your plan appeal and we have not asked for an extension, you do not need to wait for our decision to ask for a State Appeal.
- Receive a clear explanation of covered nursing home and home care services.
- Give written instructions that inform others of your wishes about your health care. This is called a “health care directive.” It allows you to name a person (agent) to make decisions for you if you are unable to decide, or if you want someone else to decide for you.
- Choose where you will get family planning services, diagnosis of infertility, sexually transmitted disease testing and treatment services, and AIDS and HIV testing services.
- Get a second opinion for medical, mental health, and substance use disorder services.
- Be free of restraints or seclusion used as a means of: coercion, discipline, convenience, or retaliation.
- Request a written copy of this *Member Handbook* at least once a year.
- Get the following information from us, if you ask for it. Call Customer Service at the phone number in Section 1.
 - Whether we use a physician incentive plan that affects the use of referral services, and details about the plan if we use one
 - Results of an external quality review study from the state

- The professional qualifications of health care providers
- Make recommendations about our rights and responsibilities policy.
- Exercise the rights listed here.

Section 4. Member Responsibilities

You have the responsibility to:

- Read this *Member Handbook* and know which services are covered under the Plan and how to get them.
- Show your health plan member ID card and your Minnesota Health Care Program card every time you get health care. Also show the cards of any other health coverage you have, such as Medicare or private insurance.
- Establish a relationship with a Plan network qualified health care provider before you become ill. This helps you and your qualified health care provider understand your total health condition.
- Give information asked for by your qualified health care provider and/or health plan so the right care or services can be provided to you. Share information about your health history.
- Work with your qualified health care provider to understand your total health condition. Develop mutually agreed-upon treatment goals when possible. Follow plans and instructions for care that you have agreed to with your doctor. If you have questions about your care, ask your qualified health care provider.
- Know what to do when a health problem occurs, when and where to seek help, and how to prevent health problems.
- Practice preventive health care. Have tests, exams and vaccinations recommended for you based on your age and gender.

Contact us if you have any questions, concerns, problems or suggestions. Call Customer Service at the phone number in Section 1.

Section 5. Your Health Plan Member Identification (ID) Card

Each member will receive a Plan member ID card.

- Always carry your Plan member ID card with you.
- You must show your Plan member ID card whenever you get health care.

- You must use your Plan member ID card along with your Minnesota Health Care Program card. Also show the cards of any other health coverage you have, such as Medicare or private insurance.
- Call Customer Service at the phone number in Section 1 right away if your member ID card is lost or stolen. We will send you a new card.
- Call your county worker if your Minnesota Health Care Program card is lost or stolen.

Here is a sample Plan member ID card to show what it looks like:



Section 6. Cost Sharing

Cost sharing is an amount that health plan members may be responsible to pay to their providers for their medical or pharmacy services. **You do not have cost sharing for medical or pharmacy services covered under Medical Assistance.**

Copays

Copays are listed in the following chart:

Service	Copay Amount
Non-preventive visits (such as visits for a sore throat, diabetes checkup, high fever, sore back, mental health services, etc.) provided by a physician, physician assistant, advanced practice nurse, certified professional midwife, acupuncturist, podiatrist, audiologist, or eye doctor.	\$0.00
Diagnostic procedures (for example, endoscopy, arthroscopy)	\$0.00

Emergency room visit when it is not an emergency	\$0.00
Brand name prescriptions	\$0.00
Generic prescriptions	\$0.00

If you have Medicare, you must get most of your prescription drugs through a Medicare Prescription Drug Program (Medicare Part D) plan. You may have different copays with no monthly limit for some of these services. If you have a copay, you must pay your copay to your provider.

Call Customer Service at the phone number in Section 1 if you have questions.

Section 7. Covered Services

This section describes the major services that are covered under the Plan for Minnesota Senior Care Plus (MSC+) members. It is not a complete list of covered services. If you need help understanding what services are covered, call Customer Service at the phone number in Section 1. Some services have limitations. Some services require a prior authorization. A service marked with an asterisk (*) means a prior authorization is required or may be required. Make sure there is a prior authorization in place before you get the service. All health care services must be medically necessary for them to be covered. Refer to Section 2 for more information on prior authorizations. You can also call Customer Service at the phone number in Section 1 for more information.

Acupuncture Services

Covered Services:

- Acupuncture services are covered when provided by a licensed acupuncturist or by another Minnesota licensed practitioner with acupuncture training and credentialing.
- Acupuncture services are covered for the following:
 - acute and chronic pain
 - depression
 - anxiety
 - schizophrenia
 - post-traumatic stress syndrome
 - insomnia
 - smoking cessation

- restless legs syndrome
- menstrual disorders
- xerostomia (dry mouth) associated with the following:
 - Sjogren’s syndrome
 - radiation therapy
- nausea and vomiting associated with the following:
 - post-operative procedures
 - pregnancy
 - cancer care

Care Coordination

You are assigned a care coordinator who will help connect you to the services and resources you need to get the best possible care. Care coordinators can also help you learn more about your health, any health conditions you have, and help you follow your support plan. Care coordinators and Customer Service staff are available to answer questions about care coordination.

You will be contacted by the care coordinator within 30 days of enrollment notification. The care coordinator will offer you a health risk assessment to determine your level of care needs and for potential services.

Care coordination is always available for you. You can stop using this service at any time by telling your care coordinator or by contacting Customer Service. If you want to change your care coordinator, you can file a grievance requesting a new care coordinator.

Covered Services:

- An assessment to identify how the care coordinator can help you with health care, housing, food security and other needs
- Help with scheduling, coordinating, and receiving assessments or tests and health care services such as dental, mental health and substance use disorder, rehabilitative and primary care
- Creation and updating of your support plan, based on your unique needs and working with the people you choose
- With your permission, Minnesota Senior Care Plus care coordinators can communicate with agencies and people who can help meet your needs:
 - Work together with you and others you choose when you have a change in your health care needs or a hospitalization
 - Help you find resources you need in your community
 - Work together with your Home and Community Based Services waiver case managers or other case managers

- With your participation, Minnesota Senior Care Plus care coordinators also do the following:
 - Help you set goals for your health and well-being and work with you to reach them
 - Communicate or meet with you regularly to discuss your health and well-being
 - Remind you when you need preventive services, tests or appointments that are part of your support plan
- Additional Care Coordination services:
 - Disease management, community education programs, locating providers, medical transportation, assistance with establishing home and community-based services

Notes:

- If you have questions or need help contacting your care coordinator, call Minnesota Senior Care Plus Customer Service at the phone number listed in Section 1.

Dental Services

IMPORTANT: This is not a comprehensive list. Specific coverage is not guaranteed.

Service limits may apply to services listed in the dental services section. Some services may or may not require prior authorization due to medical necessity. To find out more about these services, you can contact Customer Service.

Covered Services:

- Diagnostic services:
 - exam and oral evaluation
 - imaging services, which include:
 - bitewing
 - single X-rays for diagnosis of problems
 - panoramic
 - full mouth X-rays
- Preventive services:
 - cavity arresting treatment
 - dental cleanings
 - fluoride varnish
 - sealants
 - oral hygiene instruction
- Restorative services:
 - fillings
 - sedative fillings for relief of pain
 - individual crowns (*restricted to resin and stainless steel*)
- Endodontics (root canals):

- other endodontic procedures
- Periodontics*:
 - gross removal of plaque and tartar (full mouth debridement)
 - scaling and root planing*
 - follow-up procedures (periodontal maintenance) (*for two years following scaling and root planing*)
- Prosthodontics:
 - removable appliances (dentures, partials, overdentures) (*one appliance every three years per dental arch; partials always require prior authorization**)
 - adjustments, modifications, relines, repairs, and rebases of removable appliances (dentures and partials)
 - replacement of appliances that are lost, stolen, or damaged beyond repair under certain circumstances
 - replacement of partial appliances if the existing partial cannot be altered to meet dental needs
 - tissue conditioning liners
 - precision attachments and repairs
- Oral surgery*:
 - tooth extractions
 - wisdom tooth extraction (with prior authorization)
- Orthodontics*
- Additional general dental services:
 - emergency treatment of dental pain
 - general anesthesia, deep sedation
 - extended care facility/house call in certain institutional settings including: boarding care homes, Institutions for Mental Diseases (IMD), Intermediate Care Facilities for Persons with Developmental Disabilities (ICF/DDs), Hospices, Minnesota Extended Treatment Options (METO), nursing facilities, school or Head Start program, skilled nursing facilities, and swing beds (a nursing facility bed in a hospital)
 - behavioral management when necessary to ensure that a covered dental service is safely performed
 - nitrous oxide
 - oral bite adjustments
 - oral or IV sedation

Notes:

If you choose to get dental benefits from a Federally Qualified Health Center (FQHC) or a state-operated dental clinic, you will have the same benefits that you are entitled to under Medical Assistance.

* Requires or may require a prior authorization.

If you begin orthodontia services, we will not require completion of the treatment plan in order to pay the provider for services received.

If you are new to our health plan and have already started a dental service treatment plan (ex. Orthodontia care), contact us for coordination of care.

Refer to Section 1 for Dental Services contact information.

Diagnostic Services

Covered Services:

- Lab tests and X-rays
- Other medical diagnostic tests ordered by your qualified health care provider

Notes:

Diagnostic tests are covered if they meet Medicare or our coverage criteria and the test is medically necessary. Not every test will be covered.

Services may be provided in a physician office, a clinic setting, an outpatient hospital setting, an independent laboratory or radiology setting.

Disease Management Programs

Education and support to help you better understand and manage your health condition(s). Get help managing your health condition(s) through UCare's Disease Management programs. These programs are offered via telephonic health coaching to help you achieve self-management health goals.

Covered Services:

- **Diabetes and Heart Failure:** Personalized health coaching over the phone from a health coach who understands your condition and how it impacts daily life. The health coach will work with you to develop, assess and adjust your health goals. Program goals are for you to self-manage your condition and to improve your overall health and well-being.

For more information on offered program(s), visit ucare.org/health-wellness/special-programs or call UCare's Disease Management Team at 1-866-863-8303 (this call is free). Or call our TTY number at 1-800-688-2534 (this call is free).

Doctor and Other Health Services

Covered Services:

- Doctor visits including:
 - allergy immunotherapy and allergy testing
 - care for pregnant people

- family planning – **open access service**
 - lab tests and X-rays
 - physical exams
 - preventive exams
 - preventive office visits
 - specialists
 - telemedicine consultation
 - vaccines and drugs administered in a qualified health care provider’s office*
 - visits for illness or injury
 - visits in the hospital or nursing home
- Advanced practice nurse services: services provided by a nurse practitioner, nurse anesthetist, nurse midwife, or clinical nurse specialist
 - Behavioral Health Home: coordination of primary care, mental health services and social services
 - Blood and blood products
 - Clinical trial coverage: Routine care that is: 1) provided as part of the protocol treatment of a clinical trial; 2) is usual, customary and appropriate to your condition; and 3) would be typically provided outside of a clinical trial. This includes services and items needed for the treatment of effects and complications of the protocol treatment.
 - Cancer screenings (including mammography, pap test, prostate cancer screening, colorectal cancer screening)
 - Clinical Services
 - Community health worker care coordination and patient education services
 - Community Medical Emergency Technician (CMET) services
 - post-hospital/post-nursing home discharge visits ordered by your primary care provider
 - safety evaluation visits ordered by Primary Care Provider/Physician (PCP)
 - Community Paramedic Services: certain services are provided by a community paramedic. The services must be a part of a support plan by your primary care provider. The services may include:
 - health assessments
 - chronic disease monitoring and education
 - help with medications
 - immunizations and vaccinations
 - collecting lab specimens
 - follow-up care after being treated at a hospital
 - other minor medical procedures

* Requires or may require a prior authorization.

- Counseling and testing for sexually transmitted diseases (STDs), AIDS and other HIV-related conditions – **open access service**
- Health Care Home services: care coordination for members with complex or chronic health care needs
- Health education and counseling (for example, smoking cessation, nutrition counseling, diabetes education)
- Hospital In-Reach Community-Based Service (IRSC) Coordination: coordination of services targeted at reducing hospital emergency room (ER) use under certain circumstances. This service addresses health, social, economic, and other needs of members to help reduce usage of ER and other health care services.
- Immunizations
- Podiatry services (debridement of toenails, infected corns and calluses, and other non-routine foot care)
- Respiratory therapy
- Services of a certified public health nurse or a registered nurse practicing in a public health nursing clinic under a governmental unit
- Treatment for AIDS and other HIV-related conditions – **NOT** an open access service. You must use a provider in the Plan network
- Treatment of End-Stage Renal Disease (ESRD)
- Treatment for sexually transmitted diseases (STDs) – **open access service**
- Tuberculosis care management and direct observation of drug intake

Not Covered Services:

- Artificial ways to become pregnant (artificial insemination, including in-vitro fertilization and related services, fertility drugs and related services)

Emergency Medical Services and Post-Stabilization Care

Covered Services:

- Emergency room services
- Post-stabilization care
- Ambulance (air or ground includes transport on water)

Not Covered Services:

Emergency, urgent, or other health care services delivered or items received from providers located outside of the United States (U.S.). We will not make payment for health care to a provider or any entity outside of the U.S.

Notes:

If you have an emergency and need treatment right away, call 911 or use the closest emergency room. Show them your member ID card and ask them to call your qualified health care provider.

In all other cases, call your qualified health care provider, if possible. You can call the number 24 hours a day, seven days a week and get instructions about what to do.

If you are out of town, use the closest emergency room or call 911. Show them your member ID card and ask them to call your qualified health care provider.

You must call your qualified health care provider within 48 hours or as soon as you can after getting emergency care at a hospital that is not a part of the Plan network.

Family Planning Services

Covered Services:

- Family planning exam and medical treatment – **open access service**
- Family planning lab and diagnostic tests – **open access service**
- Family planning methods (for example, birth control pills, patch, ring, Intrauterine Device (IUD), injections, implants) – **open access service**
- Family planning supplies with prescription (for example, condom, sponge, foam, film, diaphragm, cap) – **open access service**
- Counseling and diagnosis of infertility, including related services – **open access service**
- Treatment for medical conditions of infertility – **NOT** an open access service. You must use a provider in the Plan network.

Note: This service does not include artificial ways to become pregnant.

- Counseling and testing for sexually transmitted disease (STDs), AIDS, and other HIV-related conditions – **open access service**
- Treatment for sexually transmitted diseases (STDs) – **open access service**
- Voluntary sterilization – **open access service**

Note: You must be age 21 or over and you must sign a federal sterilization consent form. At least 30 days, but not more than 180 days, must pass between the date that you sign the form and the date of surgery.

- Genetic counseling – **open access service**
- Genetic testing – **NOT** an open access service. You must use a provider in the Plan network.
- Treatment for AIDS and other HIV-related conditions – **NOT** an open access service. You must use a provider in the Plan network.

Not Covered Services:

- Artificial ways to become pregnant (artificial insemination, including in vitro fertilization and related services; fertility drugs and related services)
- Reversal of voluntary sterilization
- Sterilization of someone under conservatorship/guardianship

Notes:

Federal and state law allow you to choose any physician, clinic, hospital, pharmacy, or family planning agency to get **open access services**, even if they are not in the Plan network.

Health and Wellness Programs

UCare offers programs and resources to improve your health and wellbeing. For the most up to date information on these programs, log in or create an online member account at member.ucare.org or visit ucare.org/healthwellness . You may also call UCare Customer Service at 612-676-3200 or 1-800-203-7225 (this call is free) 8 am – 5 pm, Monday – Friday. TTY, call 612-676-6810 8 am – 5 pm, Monday – Friday.

Covered Services:

- **UCare Healthy Benefits+ Visa® card**

A flexible and convenient way to access your discounts and rewards. The card is valid until it expires or you are no longer a UCare member. You will not get a new card each year. Allowance amounts and expiration dates vary by plan and program.

To learn more, check your card balance or request a replacement card, visit healthybenefitsplus.com/ucare or call 1-833-862-8276 (this call is free); TTY 711 (this call is free). This phone number is also on the back of your Healthy Benefits+ Visa® card.

- **Grocery discounts**

Discounts on pre-qualified healthy foods such as milk, whole-grain bread, lean meat, eggs, yogurt, fruits, vegetables and more. Weekly discounts are loaded to your UCare Healthy Benefits+ Visa® card. Use your card at participating stores to get the discounts.

- **Strong and Stable Kit:**

Information and tools to increase balance and prevent falls. Ask your care coordinator for a kit. Eligible for one kit per year.

- **Food resources:**

Connect to the Second Harvest Heartland Care Center by calling 651-401-1411 or 1-866-844-FOOD (this call is free) or email carecenter@2harvest.org for help applying for SNAP benefits and finding food resources in the community, including food shelves, Fare for All and more.

Hearing Aids

Covered Services:

- Hearing aid batteries
- Hearing aids
- Repair and replacement of hearing aids due to normal wear and tear, with limits

Home Care Services

Covered Services:

- Skilled nurse visit
- Rehabilitation therapies to restore function (for example, speech, physical, occupational, respiratory)
- Home health aide visit
- Home Care Nursing (HCN)*
- Personal Care Assistant (PCA) (PCA is transitioning to Community First Services and Supports (CFSS))*

* Requires or may require a prior authorization.

Home and Community Based Services (Elderly Waiver)*

Covered Services:

The plan will pay for the following services for individuals eligible to get Elderly Waiver (EW) services:

- **Adult Companion Services:** Non-medical care, supervision and socialization.
- **Adult Day Services (ADS) and ADS Bath:** Licensed individualized program of activities to meet the assessed health and social needs of an older adult. ADS Bath is optional. Also includes Family Adult Day Services (FADS).
- **Adult Foster Care:** Licensed, adult appropriate, residential care and supportive services in a family-like setting.
- **Case Management:** Provides you with access to assessment, person-centered planning, referral, linkage, support planning, coordination and advocacy for waiver services, resources, and informal supports.
- **Chore Services:** Assistance for you or your primary caregiver with heavy household services to help maintain a clean, sanitary and safe environment.
- **Consumer Directed Community Support Services:** An individualized set of supports designed to meet your needs that you manage within a set budget.
- **Customized Living/24 Hour Customized Living:** A group of regularly scheduled, individualized services (health related and supported services) provided in a licensed assisted living facility or other qualified residential setting.
- **Environmental Accessibility Adaptations (EAA):** Physical adaptations, including assessments and modifications, to your primary home or primary vehicle to ensure your health and safety or enable you to function with greater independence.
- **Extended State Plan Home Health Care Services:** This includes home health aide and nursing services that are over the Medical Assistance limit.
- **Extended State Plan Home Care Nursing:** This includes home care nursing services that are over the Medical Assistance limit.
- **Extended State Plan Personal Care Assistance Services (PCA) and Community First Services and Supports (CFSS):** Help with personal care and activities of daily living (ADLs) over the Medical Assistance limit. Direct support workers can also assist with covered instrumental activities of daily living (IADLS).
- **Family Caregiver Services:** Caregiver training and caregiver counseling.
- **Home Delivered Meals:** An appropriate, nutritiously balanced meal delivered to your home.

* Requires or may require a prior authorization.

- **Homemaker Services:** Services that help you manage general cleaning and household activities.
- **Individual Community Living Support Services:** A bundled service to offer assistance and support to remain in your own home including reminders, cues, intermittent supervision or physical assistance.
- **Respite Care:** Short-term service when you cannot care for yourself, and your unpaid caregiver needs relief.
- **Specialized Equipment and Supplies:** Supplies and equipment that are over the Medical Assistance limit or coverage or are not a part of other Medical Assistance coverage but are specified in your support plan. This includes Personal Emergency Response System (PERS).
- **Transitional Supports Services:** Items and supports necessary to move from a foster home, hospital or nursing home to an independent or semi-independent community-based housing.
- **Transportation (non-medical):** Enables you to gain access to community activities and waiver services that are identified in your support plan in the community.

Notes:

You must have a MnCHOICES assessment (formerly called a Long-Term Care Consultation (LTCC)) done and be found to meet nursing home certifiable to get Elderly Waiver (EW) services. You can ask to have this assessment in your home, apartment, or facility where you live. Your MSC+ care coordinator will meet with you and your family to talk about your care needs within 20 days if you call to ask for a visit.

Your MSC+ care coordinator will give you information about community services, help you find services to stay in your home or community, and help you find services to move out of a nursing home or other facility.

You have the right to have friends or family present at the visit. You can designate a representative to help you make decisions. You can decide what your needs are and where you want to live. You can ask for services to best meet your needs. You can make the final decisions about your plan for services and help. You can choose who you want to provide the services and supports from those providers available from our plan's network.

After the visit, your MSC+ care coordinator will send you an assessment summary that recommends services that best meet your needs. You will also be sent a copy of the support plan you helped put together. Your MSC+ care coordinator will help you file an appeal if you disagree with suggested services or were informed you may not qualify for these services.

For members not eligible or are pending a waiver assessment, the plan may cover services to assist the member to live as independently as possible. Members are not required to use this service. If you choose to use this service, you keep all your rights. Your health plan cannot deny access to any services just because you were offered, are using, or have used this service before.

People who live on or near the White Earth, Leech Lake, Red Lake, Mille Lacs or Fond du Lac Reservations may be able to choose to get their EW services through the Tribal Nation's health or human services division or through our Plan. Contact the Tribal Nation or our Plan if you have questions.

If you are currently on the Community Access for Disability Inclusion (CADI), Community Alternative Care (CAC), Brain Injury (BI), or the Developmental Disability (DD) waiver you will continue to get services covered by these programs in the same way you get them now. Your county or Tribal Nation case manager will continue to authorize these services and coordinate with your MSC+ care coordinator.

If you need transition planning and coordination services to help you move to the community, you may be eligible to get Moving Home Minnesota (MHM) services. MHM services are separate from EW services, but you must be eligible for EW.

Refer to Home and Community Based Services in Section 1 for contact information.

Hospice

Covered Services:

Hospice benefits include coverage for the following services, when provided directly in response to the terminal illness:

- Physician services
- Nursing services
- Medical social services
- Counseling
- Medical supplies and equipment
- Outpatient drugs for symptom and pain control
- Dietary and other counseling
- Short-term inpatient care
- Respite care
- Home health aide and homemaker services
- Physical, occupational, and speech therapy

- Volunteers
- Other items and services included in the plan of care that are otherwise covered medical services

Notes:

Medicare Election

You must elect hospice benefits to receive hospice services.

If you are eligible for both Medicare and Medical Assistance, and elect hospice, you must elect Medicare hospice care in addition to Medical Assistance hospice care. Federal guidelines prohibit you from choosing hospice care through one program and not the other when you are eligible for both.

If you are interested in using hospice services, please call Customer Service at the phone number in Section 1.

Hospital – Inpatient

Covered Services:

Inpatient hospital services are covered if determined to be medically necessary. This includes:

- Inpatient hospital stay
- Your semi-private room and meals
- Private room when medically necessary
- Tests and X-rays
- Surgery*
- Drugs
- Medical supplies
- Professional services
- Therapy services (for example: physical, occupational, speech, respiratory)

Not Covered Services:

- Personal comfort items, such as TV, phone, barber or beauty services, guest services
- Charges related to hospital care for investigative services, plastic surgery, or cosmetic surgery are not covered unless determined medically necessary through the medical review process

* Requires or may require a prior authorization.

Notes:

For further information on different types of inpatient admissions including inpatient mental health or substance use disorder (SUD), please refer to those specific sections in this member handbook.

Non-emergency care received at a hospital may require a prior authorization. Please work with your qualified health care provider to get a prior authorization when required. You can also call Customer Service at the phone number in Section 1 for more information.

Hospital – Outpatient**Covered Services:**

- Urgent care for conditions that are not as serious as an emergency
- Outpatient surgical center
- Tests and X-rays
- Dialysis
- Emergency room services
- Post-stabilization care
- Observation services – if you're not admitted as an inpatient to the hospital, you may enter "outpatient observation" status until your provider determines your condition requires an inpatient admission to the hospital or a discharge home. Observation services are covered up to 48 hours. UCare will consider observation services up to 72 hours for unusual circumstances when submitted with additional documentation.

Notes:

Non-emergency care received at a hospital may require a prior authorization. Please work with your qualified health care provider to get a prior authorization when required. You can also call Customer Service at the phone number in Section 1 for more information.

Interpreter Services**Covered Services:**

- Spoken language interpreter services
- Sign language interpreter services

Notes:

Interpreter services are available to help you get covered services.

Refer to Interpreter Services in Section 1 for contact information and to find out which interpreters you can use.

Medical Equipment and Supplies*

Covered Services:

- Prosthetics or orthotics
- Durable medical equipment (for example, wheelchairs, hospital beds, walkers, crutches, standers, bath and toilet equipment, and wigs for people with hair loss due to any medical condition). Contact Customer Service for more information on coverage and benefit limits for wigs.
- Repairs of medical equipment
- Batteries for medical equipment
- Some shoes, including therapeutic stock shoes when specific criteria are met and when custom molded or part of a leg brace
- Oxygen and oxygen equipment
- Airway clearance devices
- Electrical stimulation devices
- Medical supplies you need to take care of your illness, injury, or disability
- Diabetic equipment and supplies
- Nutritional/enteral products, when specific criteria are met
- Incontinence products
- Family planning supplies – **open access service**. (Refer to Family Planning Services in this section.)
- Augmentative communication devices, including electronic tablets
- Seizure detection devices

Not Covered Services:

- Constructive modifications to home, vehicle, or workplace, including bathroom grab bars
- Environmental products (such as air filters, purifiers, conditioners, dehumidifiers)
- Exercise equipment

Notes:

You will need to use your qualified health care provider and get a prescription in order for medical equipment and supplies to be covered.

* Requires or may require a prior authorization.

Please call the durable medical equipment coverage criteria phone number in Section 1 if you need more information on our durable medical equipment coverage criteria.

Mental Health Services

Covered Services:

- Certified Community Behavioral Health Clinic (CCBHC)
- Clinical Care Consultation
- Crisis response services including:
 - screening
 - assessment
 - intervention
 - stabilization including residential stabilization
 - community intervention
- Diagnostic assessments including screening for the presence of co-occurring mental illness and substance use disorders
- Dialectical Behavioral Therapy (DBT) Intensive Outpatient Program (IOP)
- Forensic Assertive Community Treatment (FACT)
- Inpatient psychiatric hospital stay, including extended inpatient psychiatric hospital stay
- Mental health provider travel time
- Mental Health Targeted Case Management (MH-TCM)
- Outpatient mental health services including:
 - Explanation of findings
 - Mental health medication management
 - Neuropsychological services
 - Psychotherapy (patient and/or family, family, crisis, and group)
 - Psychological testing
- Physician Mental Health Services including:
 - Health and behavior assessment/intervention
 - Inpatient visits
 - Psychiatric consultations to primary care providers
 - Physician consultation, evaluation, and management
- Rehabilitative Mental Health Services including:
 - Assertive Community Treatment (ACT)
 - Adult day treatment
 - Adult Rehabilitative Mental Health Services (ARMHS)
 - Certified Peer Specialist (CPS) support services in limited situations

- Intensive Residential Treatment Services (IRTS)
- Partial Hospitalization Program (PHP)
- Telehealth

Not Covered Services:

- Conversion Therapy

The following services are not covered under the Plan but may be available through your county. Call your county for information. Also refer to Section 9.

- Treatment at Rule 36 facilities that are not licensed as Intensive Residential Treatment Services (IRTS)
- Room and board associated with Intensive Residential Treatment Services (IRTS)

Notes:

Refer to Mental Health Services in Section 1 for information on where you should call or write.

Use a Plan network provider for mental health services.

If we decide no structured mental health treatment is necessary, you may get a second opinion. For the second opinion, we must allow you to use any qualified health professional that is not in the Plan network. We will pay for this. We must consider the second opinion, but we have the right to disagree with the second opinion. You have the right to appeal our decision.

We will not determine medical necessity for court-ordered mental health services. Use a Plan network provider for your court-ordered mental health assessment.

Nursing Home Services

Covered Services:

- Nursing Home Daily Rate – We are responsible for paying a total of 180 days of nursing home room and board. If you need continued nursing home care beyond the 180 days, the Minnesota Department of Human Services (DHS) will pay directly for your care. If DHS is currently paying for your care in the nursing home, DHS, not us, will continue to pay for your care.
- Nursing services
- Therapy services
- Drugs
- Medical supplies and equipment

Not Covered Services:

- A private room, unless your doctor orders it for a medical reason
- Personal comfort items such as TV, phone, barber or beauty services, guest services

Optical Services

Covered Services:

- Eye exams
- Initial eyeglasses, when medically necessary (eyeglass frames selection may be limited)
- Replacement eyeglasses, when medically necessary
 - Identical replacement of covered eyeglasses for loss, theft, or damage beyond repair
- Repairs to frames and lenses for eyeglasses covered under the Plan
- Tinted, photochromatic (for example, Transition® lenses) or polarized lenses, when medically necessary
- Contact lenses, when medically necessary under certain conditions

Not Covered Services:

- Extra pair of glasses
- Progressive bifocal/trifocal lenses (without lines)
- Protective coating for plastic lenses
- Contact lens supplies

Out-of-Area Services

Covered Services:

- A service you need when temporarily out of the Plan service area*. A prior authorization may be required to get medically necessary services (other than urgent or emergency services) when you are out of area. Call Customer Service at the phone number in Section 1 for more information.
- A service you need after you move from our service area while you are still a Plan member*
- Emergency services for an emergency that needs treatment right away
- Post-stabilization care
- Medically necessary urgent care when you are outside of the Plan service area. (Call Customer Service at the phone number in Section 1 as soon as possible.)
- Covered services that are not available in the Plan service area*

* Requires or may require a prior authorization.

Not Covered Services:

- Emergency, urgent, or other health care services delivered or items received from providers located outside of the United States (U.S.). We will not make payment for health care to a provider or any entity outside of the U.S.

Notes:

If you need to use a pharmacy when out of the Plan service area, call Customer Service at the phone number in Section 1 first before you pay for a prescription drug or over-the-counter drug, even if the drug is on our list of covered drugs (formulary). We cannot pay you back if you pay for it.

Out-of-Network Services

Covered Services:

- Certain services you need that you cannot get through a Plan network provider*
- Emergency services for an emergency that needs treatment right away
- Post-stabilization care
- A second opinion for mental health and substance use disorder
- A non-emergency medical service you need when temporarily out of the network or plan service area that is or was prescribed, recommended, or is currently provided by a network provider*
- Services related to the diagnosis, monitoring, and treatment of a rare disease or condition

Notes:

Sometimes members need to see a very specialized type of doctor. We will work with your qualified health care provider to make sure you get the specialist or service when you need it, for as long as you need it, even if the provider is not currently a network provider. There is no cost to you when we authorize the care or service before you see the provider.

Prescription Drugs (for members who do NOT have Medicare)

Covered Services:

- Prescription drugs
- Medication therapy management (MTM) services
- Certain over-the-counter drugs (*when prescribed by a qualified health care provider with authority to prescribe*)

* Requires or may require a prior authorization.

Not Covered Services:

- Drugs used to treat erectile or sexual dysfunction
- Drugs used to enhance fertility
- Drugs used for cosmetic purposes including drugs to treat hair loss
- Drugs excluded from coverage by federal or state law
- Experimental drugs, investigational drugs, or drugs not approved or authorized by the Food and Drug Administration (FDA)
- Medical cannabis

Notes:

The list of covered drugs (formulary) includes the prescription drugs covered by UCare. The drugs on the list are selected by the Plan with the help of a team of doctors and pharmacists. The list has to be similar to the list covered by fee-for-service Medical Assistance. The list also must include drugs listed in the Department of Human Services' Preferred Drug List (PDL).

In addition to the prescription drugs covered by UCare, some over-the-counter drugs are covered under your Medical Assistance benefits. You can search for prescription drugs using our online search tool at ucare.org/mhcp-druglist. A list of covered drugs (formulary) is also posted on the website. You can also call Customer Service and ask for a written copy of our list of covered drugs (formulary).

If a drug you are currently taking is not covered under your new plan, you may be able to receive up to a 90-day temporary supply. For more information, call Customer Service.

Some covered drugs may have additional requirements or limits on coverage. These requirements and limits may include:

- **Prior Authorization (PA):** UCare requires you or your health care provider to get prior authorization for certain drugs. This means that you will need to get approval from UCare before you fill your prescriptions. If you don't get approval, UCare may not cover the drug.
- **Quantity Limits (QL):** For certain drugs, UCare limits the amount of the drug that UCare will cover.
- **Preferred/Non-Preferred (P/NP):** For some groups of drugs, UCare requires you to try the preferred drugs before paying for the non-preferred drugs. In order to receive a non-preferred drug, your doctor or health care provider will have to get prior authorization.
- **Age Requirements:** In some cases, there are age requirements for you to try certain drugs. A prior authorization is needed depending on your age and the specific drug prescribed.
- **Brand-name Drugs:** Brand-name version of the drug will be covered by UCare only when:

1. Your prescriber informs UCare in writing that the brand name version of the drug is medically necessary; OR
2. UCare prefers the dispensing of the brand-name version over the generic version of the drug; OR
3. Minnesota Law requires the dispensing of the brand-name version of the drug

You can find out if your drug requires prior authorization, has quantity limits, has Preferred/Non-Preferred status, or has an age requirement by contacting Customer Service or visiting our website at ucare.org/mhcp-druglist. A drug restriction or limit can be removed if your doctor submits a statement or documentation supporting the request. You can also get more information about the restrictions applied to specific covered drugs by contacting Customer Service or visiting our website at ucare.org/mhcp-druglist.

If UCare changes prior authorization requirements, quantity limits, and/or other restrictions on a drug you are currently taking, UCare will notify you and your prescriber of the change at least 10 days before the change becomes effective.

We will cover a non-formulary drug if your qualified health care provider shows us that: 1) the drug that is normally covered has caused a harmful reaction to you; 2) there is a reason to believe the drug that is normally covered would cause a harmful reaction; or 3) the drug prescribed by your qualified health care provider is more effective for you than the drug that is normally covered. The drug must be in a class of drugs that is covered.

We will cover an antipsychotic drug, even if it is not on our drug list, if your provider certifies this is best for you. There is no copay for antipsychotic drugs. In certain cases, we will also cover other drugs used to treat a mental illness even if the drug is not on our approved drug list. We will do this for up to one year if your provider certifies the drug is best for you and you have been treated with the drug for 90 days before: 1) we removed the drug from our drug list; or 2) you enrolled in the Plan.

Most drugs and certain supplies are available up to a 30-day supply. Certain drugs you take on a regular basis for a chronic or long-term condition are available up to a 90-day supply and are identified on UCare's List of Covered Drugs as "EDS."

If UCare does not cover your drug or has restrictions or limits on your drug that you don't think will work for you, you can do one of these things:

- You can ask your health care provider if there is another covered drug that will work for you.
- You and/or your health care provider can ask UCare to make an "exception" and cover the drug for you or remove the restrictions or limits. If your exception request is approved, the drug will be covered at the appropriate generic or brand name copay level.

The drug must be on our list of covered drugs (formulary).

If your qualified health care provider prescribes a drug that is not on our list of covered drugs or a drug that requires prior authorization, he or she should contact Navitus with medical reasons that justify asking for an exception. Your provider may submit an electronic prior authorization request to Navitus, or call, or fax using a request form. Navitus contact information is available on the UCare provider website. Members may also find information about the exception request process by logging in to the member portal on member.ucare.org, going to the My Pharmacy Benefits page and completing an Exception Request Form. You may also call Customer Service at the number listed in Section 1.

If pharmacy staff tells you the drug is not covered and asks you to pay, ask them to call your qualified health care provider. We cannot pay you back if you pay for it. There may be another drug that will work that is covered by us under the Plan. If the pharmacy won't call your qualified health care provider, you can. You can also call Customer Service at the phone number in Section 1 for help.

If the pharmacy staff tells you the pharmacy is out of network, please contact Customer Service.

Specialty drugs are used by people with complex or chronic diseases. These drugs often require special handling, dispensing, or monitoring by a specially trained pharmacist.

If you are prescribed a drug that is on the UCare Specialty Drug List, your prescriber will need to send the prescription of that specialty drug to UCare's Specialty Pharmacy.

For the most current information about this specialty pharmacy, including contact details and hours of operation, refer to the **Specialty Pharmacies section of the Provider and Pharmacy Directory** at ucare.org/formembers, which is updated monthly. If you need help finding this section of the directory, or if you would like a paper copy mailed to you, call Customer Service.

You will also need to call the Specialty Pharmacy at 612-672-5260 or 1-800-595-7140 (this call is free) or 711 or 1-800-595-7140 (this call is free) to set up an account. You will need to have your UCare Member Identification (ID) card when you call the Specialty Pharmacy.

UCare offers mail order services through Costco Mail Order Pharmacy. You do not need to be a Costco member to use this service. If you have prescriptions for a long-term condition, getting your drugs through the mail may be a convenient option for you.

Name of Mail Order Pharmacy: Costco Mail Order Pharmacy

Phone and TTY: 1-800-607-6861 (this call is free)

TTY users call 711 (this call is free)

Website: rx.costco.com

You will need to create a Costco account and Costco Mail Order Pharmacy patient profile before you can begin filling your prescriptions. There are two ways to sign up:

- Online: Go to rx.costco.com. Click “Get Started” and set up an online account.
- By Phone: Call Costco’s customer service team at 1-800-607-6861 (this call is free) or TTY, 711 (this call is free), Monday – Friday: 7 am – 9 pm, Saturday: 11:30 am – 4 pm.

For refills of your mail order prescriptions, you have the option to sign up for an automatic refill reminder program.

A mail-order pharmacy order will usually be delivered to you in no more than 14 days. However, sometimes your mail-order may be delayed. If your mail-order is delayed, call UCare Customer Service to find out how to fill your prescription.

Prescription Drugs (for members who have Medicare)

Covered Services:

- Some over-the-counter products, some prescription cough and cold products, and some vitamins that are not covered under the Medicare Prescription Drug Program (Medicare Part D)

Not Covered Services:

- Prescription drugs that are eligible to be covered under the Medicare Prescription Drug Program (Medicare Part D)
- Drugs used to treat erectile or sexual dysfunction
- Drugs used to enhance fertility
- Drugs used for cosmetic purposes including drugs to treat hair loss
- Drugs excluded from coverage by federal or state law
- Experimental drugs, investigational drugs or drugs not approved or authorized by the Food and Drug Administration (FDA)
- Medical cannabis

Notes:

Medicare pays for most of your prescription drugs through the Medicare Prescription Drug Program (Medicare Part D). **You must enroll in a Medicare prescription drug plan** to receive most of your prescription drug services. You will get your prescription drug services through your Medicare prescription drug plan—not through our Plan. You may have to pay a copay for prescriptions covered by your Medicare prescription drug plan.

Preventive Care and Screening Tests

Covered Services:

- Immunizations

- Age and risk appropriate routine examinations (for example, physical, vision, and hearing)
- Cancer screenings (including mammography, pap test, prostate cancer screening, colorectal cancer screening)
- Health education and counseling (for example, smoking cessation, nutrition counseling, diabetes education)
- Family planning visit – **open access service**
- Bone mass measurement

Recuperative Care

Recuperative care helps qualified members avoid being readmitted to the hospital. It provides short-term lodging, medical care and support for up to 60 days for those who are recovering from an illness and are unhoused. This care is for members who need help to recover, but don't need to stay in the hospital.

Covered Services:

- Basic nursing care, like checking health and pain
- Wound care
- Help with taking medicine
- Teaching about health
- Checking and updating shots (immunizations)
- Planning for recovery and going home
- Checking and planning for medical, emotional, and social needs
- Creating and following a care plan
- Helping with legal issues, finding a place to live, getting rides, and other community services
- Helping with health care and other benefits
- Following up on care plans
- Providing medical, social, and emotional support, like counseling
- Community health worker services

Not Covered Services:

- Services related to a member's emotional health needs that exceed those a provider can support

- Services related to activities of daily living (ADL) that a member cannot perform on their own, such as standing up or using the bathroom
- Payment for room and board associated with recuperative care services is the responsibility of the Minnesota Department of Human Services

Notes:

A member must have a referral from a hospital or clinic to receive recuperative care.

Rehabilitation

Covered Services:

- Rehabilitation therapies to restore function: physical therapy, occupational therapy, speech therapy
 - Physical therapy is limited to 14 visits per year unless prior authorization is obtained
 - Occupational therapy is limited to 24 visits per year unless prior authorization is obtained
- Augmentative Communication Devices
- Audiology services including hearing tests

Not Covered Services:

- Vocational rehabilitation
- Health clubs and spas

Substance Use Disorder Services (SUD)

Covered Services:

- Screening/Assessment/Diagnosis including Screening Brief Intervention Referral to Treatment (SBIRT) authorized services
- Comprehensive assessments
- Outpatient treatment
- Inpatient hospital
- Residential non-hospital treatment
- Outpatient medication assisted treatment
- Detoxification (*only when inpatient hospitalization is medically necessary because of conditions resulting from injury or accident or medical complications during detoxification*)
- SUD treatment coordination

- Peer recovery support
- Withdrawal management

Not Covered Services:

Payment for room and board determined necessary by substance use disorder assessment is the responsibility of the Minnesota Department of Human Services.

Notes:

Refer to Section 1 for Substance Use Disorder Services contact information.

A qualified professional who is part of the Plan network will make recommendations for substance use disorder services for you. You may elect up to the highest level of care recommended by the qualified professional. You may receive an additional assessment at any point throughout your care if you do not agree with the recommended services. If you agree with the second assessment, you may access services according to substance use disorder standards and the second assessment. You have the right to appeal. Refer to Section 13 of this Member Handbook.

Surgery*

Covered Services:

- Office/clinic visits/surgery
- Removal of port wine stain birthmarks
- Reconstructive surgery (for example, following mastectomy, following surgery for injury, sickness or other diseases; for birth defects)
- Anesthesia services
- Circumcision when medically necessary
- Gender affirming surgery

Not Covered Services:

- Cosmetic surgery

Telehealth Services

Covered Services:

- Telehealth services cover medically necessary services and consultations delivered by a licensed health care provider by telephone or video call with the member. The member’s location can be their home. Telehealth is defined as the delivery of health care services or consultations through the use of real time, two-way interactive audio and visual communications. The purpose of telehealth is to provide or support health care delivery

* Requires or may require a prior authorization.

and facilitate the assessment, diagnosis, consultation, treatment education, and care management of a patient's health care while the patient is at an originating site and the licensed health care provider is at a distant site.

Telemonitoring

Telemonitoring is the use of technology to provide care and support to a member's complex health needs from a remote location such as in a member's home. Telemonitoring can track a member's vital signs using a device or equipment that sends the data electronically to their provider for review. Examples of vital signs that can be monitored remotely include heart rate, blood pressure, and blood glucose levels.

Covered Services:

- Telemonitoring services for members with high-risk, medically complex conditions like congestive heart failure, chronic obstructive pulmonary disease (COPD) or diabetes (when medically necessary)

Tobacco and Nicotine Cessation

Covered Services:

- **In-Person Counseling:** You can get help with quitting tobacco or nicotine through individual or group sessions led by trained health care practitioners.
- **Telephone Counseling:** You can call the Tobacco and Nicotine Quit Line for support. This service can be accessed by phone and does not require video.
 - Call the Tobacco and Nicotine Quit Line at 1-855-260-9713 (this call is free) or for TTY, 711 (this call is free), 24 hours a day, seven days a week.
 - Visit [ucare.org/quit](https://www.ucare.org/quit)
 - Download the Rally Coach Quit For Life mobile app
- **Medications:** You can get both prescription and over-the-counter medications approved by the Food and Drug Administration to help you quit smoking or using nicotine.
- **Telemedicine:** Services can also be provided through telemedicine (video calls or online).

Notes:

No Limits: There are no limits on how often you can use these services or how many times you can receive counseling or medications for tobacco and nicotine cessation services.

Multiple Services: You can use different types of support at the same time, like counseling and medications.

No prior authorization needed for any tobacco and nicotine cessation services and Food and Drug Administration approved drugs for tobacco cessation treatment.

Transplants*

Covered Services:

- Organ and tissue transplants, including: bone marrow, cornea, heart, heart-lung, intestine, intestine-liver, kidney, liver, lung, pancreas, pancreas-kidney, pancreatic islet cell, stem cell, and other transplants
- Ventricular Assist Device: inserted as a bridge to a heart transplant or as a destination therapy treatment

Notes:

The type of transplant must be: 1) listed in the Minnesota Department of Human Services Provider Manual; 2) a type covered by Medicare; or 3) approved by the state's medical review agent.

Transplants must be done at a transplant center that is a Medicare approved transplant center.

Stem cell or bone marrow transplants centers must meet the standards set by the Foundation for the Accreditation of Cellular Therapy (FACT).

Transportation to/from Medical Services

Covered Services:

- Ambulance (air or ground includes transport on water)
- Volunteer driver transport
- Unassisted transport (taxicab or public transit)
- Assisted transport
- Lift-equipped/ramp transport
- Protected transport
- Stretcher transport

Not Covered Services:

- Mileage reimbursement (for example, when you use your own car), meals, lodging, and parking also including out of state travel. These services are not covered under the Plan, but may be available through the local county or Tribal agency. Call your local county or Tribal agency for more information.

* Requires or may require a prior authorization.

Notes:

If you need transportation to and from health services that we cover, call the transportation phone number in Section 1. We will provide the most appropriate and cost-effective form of transportation.

The Plan is not required to provide transportation to your primary care clinic if it is more than 30 miles from your home or if you choose a specialty provider that is more than 60 miles from your home. Call the transportation phone number in Section 1 if you do not have a primary care clinic that is available within 30 miles of your home and/or if you do not have a specialty provider that is available within 60 miles of your home.

HealthRide: We provide rides to and from medical appointments for eligible members who have no other means of transportation.

Transportation is covered to places where you receive covered benefits, such as: a UCare network doctor's office (primary care provider and/or specialist), dental, mental health, and substance use disorder treatment providers. Rides are also provided to and from a pharmacy to pick up prescriptions.

Bus passes are available in the seven-county Minneapolis/St. Paul metro area, St. Cloud, Duluth, and greater St. Louis County, among other areas.

How to schedule or cancel a ride:

- You must schedule your ride with HealthRide at least two business days before your appointment to ensure transportation availability.
- You can order a bus pass from HealthRide (if available in your area) fourteen days prior to your scheduled appointment. If you have a bus pass you must use the bus for eligible medical appointments.
- Have the following information ready before you call HealthRide:
 - your member ID,
 - date of birth,
 - the address on file with the county,
 - the pick-up and drop-off address, and
 - your contact phone number (for pick-up).
- You must call HealthRide if you need to cancel your scheduled ride or change your destination.

Things you should know about how to use your transportation benefit:

- You cannot pick up or drop off anyone during your trip.
- You may bring an attendant.
- HealthRide reserves the right to verify appointments/prescriptions prior to providing rides.

- UCare may contact you to verify a ride if another individual is calling on your behalf.
- The driver will give you a card or a voucher with the company name and phone number on it. Keep it with you and call the number for your return ride.

Urgent Care

Covered Services:

- Urgent care within the Plan service area
- Urgent care outside of the Plan service area

Not Covered Services:

- Urgent, emergency, or other health care services delivered or items received from providers located outside of the United States (U.S.). We will not make payment for health care to a provider or any entity outside of the U.S.

Notes:

An urgent condition is not as serious as an emergency. This is care for a condition that needs prompt treatment to stop the condition from getting worse. Urgent care is available 24 hours a day.

You may also call the 24/7 Nurse Line at 1-800-942-7858 (this call is free), TTY 1-855-307-6976 (this call is free). The 24/7 Nurse Line provides clinical support 24 hours per day, 7 days a week.

It's good to know what in-network urgent care clinic is nearest to you. You can find an urgent care clinic here: ucare.org/searchnetwork. Or you can call Customer Service.

Call Customer Service at the phone number in Section 1 as soon as possible when you get urgent care outside the Plan service area.

Virtual Visits or eVisits

No-cost E-visits or virtual visits through Virtuwel.

Covered Services:

UCare offers unlimited virtual (online) visits at no cost through virtuwel.com or [Fairview myChart](https://fairviewmychart.com). Virtual visits are available online 24/7 with no appointment needed. You can access care without leaving your home and pick up any prescribed medications sent to your network pharmacy.

Section 8. Services We Do Not Cover

If you get services or supplies that are not covered, you may have to pay for them yourself. Some “not covered” services and supplies are listed under each category in Section 7. Below is a list of other services and supplies that are not covered under the Plan. This is not a complete list. Call Customer Service for more information.

- Autopsies (exams that are done on the bodies of people who have died to find out the cause of death)
- Cosmetic procedures or treatments
- Emergency, urgent, or other health care services delivered or items received from providers located outside of the United States (U.S.). We will not make payment for health care to a provider or any entity outside of the U.S.
- Experimental or investigative services
- Health care services or supplies that are not medically necessary
- Homeopathic and herbal products
- Hospital inpatient and nursing home incidental services, such as TV, phone, barber and beauty services, and guest services
- Supplies that are not used to treat a medical condition

Section 9. Services That Are Not Covered Under The Plan but May Be Covered Through Another Source

These services are not covered under the Plan, but may be covered through another source, such as the state, county, federal government, Tribe, or a Medicare prescription drug plan. To find out more about these services, call DHS Health Care Consumer Support (HCCS) at 651-297-3862 or 1-800-657-3672 (this call is free) or 711 (TTY) (this call is free), or use your preferred relay services.

- Case management for members with developmental disabilities
- Day training and habilitation services
- Except Elderly Waiver services, other waiver services provided under Home and Community Based Services waivers
- HIV case management
- Intermediate care facility for members with developmental disabilities (ICF/DD)
- Job training and educational services

- Mileage reimbursement (for example, when you use your own car), meals, lodging, and parking. Contact your county for more information.
- Nursing home stays for which our plan is not otherwise responsible. Refer to “Nursing Home Services” in Section 7.
- Prescriptions covered under the Medicare Prescription Drug Program (Medicare Part D). You must be enrolled in a Medicare prescription drug plan to get these services.
- Room and board associated with Intensive Residential Treatment Services (IRTS)
- Room and board associated with recuperative care services
- Services provided by federal institutions
- Services provided by a state regional treatment center or a state-owned long-term care facility unless approved by us or the service is ordered by a court under conditions specified in law
- Treatment at Rule 36 facilities that are not licensed as Intensive Residential Treatment Services (IRTS)

Section 10. When To Call Your County Worker

Call your county worker to report these changes:

- Name changes
- Address changes including moving out of Minnesota
- Pregnancy begin/end dates
- Addition or loss of a household member
- Lost or stolen Minnesota Health Care Program ID card
- New insurance or Medicare — begin/end dates
- Change in income including employment changes

Section 11. Using the Plan Coverage with Other Insurance

If you have other insurance, tell us before you get care. We will let you know if you should use the Plan network providers or the health care providers used by your other insurance. We will coordinate our payments with them. This is called “coordination of benefits.” Examples of other insurance include:

- No-fault car insurance

- Workers' compensation
- Medicare
- Tricare
- Other Health Maintenance Organization (HMO) coverage
- Other commercial insurance

When you become a member of the Plan, you agree to:

- Let us send bills to your other insurance
- Let us get information from your other insurance
- Let us get payments from your other insurance instead of having payments sent to you
- Help us get payments from your other insurance

If your other insurance changes, call your county worker.

Section 12. Subrogation or Other Claim

You may have other sources of payment for your medical care. They might be from another person, group, insurance company or other organization. Federal and state laws provide that Medical Assistance benefits pay only if no other source of payment exists. If you have a claim against another source for injuries, we will make a separate claim for medical care we covered for you. The laws require you to help us do this. The claim may be recovered from any source that may be responsible for payment of the medical care we covered for you. The amount of the claim will not be more than federal and state laws allow.

Section 13. Grievance, Appeal and State Appeal (Fair Hearing with the State) Process

This section tells you about the grievance and appeal system including notices, grievances (complaints), health plan appeals, and State Appeals (Fair Hearings with the State). It tells you how and when to use the grievance and appeal system if you are not satisfied with your health care or service or disagree with a decision we made. It tells you about your rights when using the grievance and appeal system.

Call Customer Service at the phone number in Section 1 if you have questions or want help filing a grievance or appeal.

Grievance and appeal system terms to know:

A grievance is when you are not satisfied with the services you have received and may include any of the following:

- quality of care or services provided
- failure to respect your rights
- rudeness of a provider or health plan employee
- delay in appropriate treatment or referral
- not acting within required time frames for grievances and appeals

A denial, termination or reduction (DTR) (notice of action) is a form or letter we send you to tell you about a decision we made on a request for service, payment of a claim, or any other request. The notice will tell you how to file an appeal with the health plan or request a State Appeal (Fair Hearing with the State) if you disagree with our decision.

A health plan appeal is your request for us to review a decision we made. You may ask for an appeal if you disagree with our decision in any of the following **actions** (decisions):

- denial or limited authorization of the type or level of service requested by your provider
- reduction, suspension, or stopping of a service that was approved before
- denial of all or part of payment for a service
- not providing services (including transportation) in a reasonable amount of time
- denial of a member's request to get services out of network for members living in a rural area with only one health plan
- not providing a response to your grievance or appeal in the required timelines
- denial of your request to dispute your financial liability including copayments and other cost sharing

Your provider may Appeal on your behalf with your written consent. Your treating provider may Appeal a Prior Authorization decision without your consent.

A State Appeal (Fair Hearing with the State) is your request for the state to review a decision we made. You must appeal to UCare before asking for a State Appeal. If we take more than 15 days to decide your appeal and an extension has not been requested by you or added by us, you do not need to wait for our decision to ask for a State Appeal. You may appeal any of these actions (decisions):

- denial or limited authorization of the type or level of service
- reduction, suspension, or stopping of a service that was approved before
- denial of all or part of a payment for a service
- not providing services in a reasonable amount of time
- our failure to act within required timelines for prior authorizations and appeals
- financial liability including copayments or other cost sharing
- any other action

Important Timelines for Appeals

You must follow the timelines for filing health plan appeals and State Appeals (Fair Hearing with the State). If you go over the time allowed, we may not review your appeal and the state may not accept your request for an appeal.

You must appeal to us **within 60 days** from the date of the DTR (notice of action). We can give you more time if you have a good reason for missing the deadline. You must file an appeal with us **before** you request a State Appeal. If we take more than 15 days to decide your appeal and an extension has not been requested by you or added by us, you can request a State Appeal without waiting for us.

You must request a State Appeal **within 120 days** of our appeal decision.

If we are stopping or reducing a service, you can keep getting the service if you file a health plan appeal **within 10 days** from the date on the notice, or before the service is stopped or reduced, whichever is later. **You must ask to keep getting the service when you file an appeal.** The service can continue until the appeal is decided. If you lose the appeal, you may be billed for these services, but only if state policy allows it.

If you lose the appeal, you may keep getting the service during a State Appeal if you request a State Appeal within 10 days from the date of the decision on your plan appeal.

For the Restricted Recipient Program, a member who receives a notice of restriction may file an appeal with us. You must file an appeal **within 60 days** from the date on the notice. You must appeal within 30 days to prevent the restriction from being implemented during your appeal. You may request a State Appeal after receiving our decision.

To file an oral or written appeal with us:

You may appeal by phone, writing, fax, or in person. The contact information and address is found in Section 1 under “Appeals and Grievances.” You can also appeal using your online member account at member.ucare.org.

You may submit any documents and give information in person, by telephone, or in writing. Your records will be kept private according to law. You will receive a letter from us confirming we have received your appeal request.

Your appeal request should include:

- Your name
- Date of birth
- Address
- Member number
- Phone number

- Reasons for appeal

You may also include any information you want us to review, such as medical records, provider's letters, or other information that explains why you need the item or service. Call your provider if you need this information. We recommend keeping a copy of everything you send us for your records.

Fast appeals are for urgently needed services. If we agree that it is urgent, we will give you a decision within 72 hours. We will try to call you with the decision before we send the decision in writing.

We may take up to 14 extra days if we need more information and it is in your best interest or if you or your provider requests extra time. We will tell you why we are taking the extra time.

If your appeal is not urgent, we will tell you within 10 days that we received it. We will give you a written decision within 15 days. We may take up to 4 extra days if we need more information and it is in your best interest or if you request extra time. We will tell you we are taking the extra time and why.

The person making the decision will not be the same person who was involved in the prior review or decision-making.

If we are deciding an appeal about a service that was denied because it was not medically necessary, the decision will be made by a health care professional with appropriate clinical expertise in treating your condition or disease.

You or your representative may present your information in person, by telephone, or in writing.

If you appeal, we will send you or your representative the case file upon request, including medical records and any other documents and records considered by us during the appeal process.

To file a State Appeal (Fair Hearing with the State) with the Minnesota Department of Human Services:

You must file a health plan Appeal with us **before** you ask for a State Appeal. You must ask for a State Appeal **within 120 days** from the date of our appeal decision (resolution).

Your appeal to the state must be in writing. You can write to the Minnesota Department of Human Services to request a State Appeal.

Write to: Minnesota Department of Human Services
Appeals Office
PO Box 64941
St. Paul, MN 55164-0941

File online at: <https://edocs.dhs.state.mn.us/lfserver/Public/DHS-0033-ENG>

Or fax to: 651-431-7523

Tell the state why you disagree with the decision we made. You can ask a friend, relative, advocate, provider, or lawyer to help you. Your provider must have your written permission to request a State Appeal for you.

A human services judge from the state Appeals Office will hold a hearing. You may ask to attend the hearing by telephone, by video, or in person. You can ask your providers or others to give testimony. You can provide documents for the judge to consider.

The process can take 90 days. If your hearing is about an urgently needed service, tell the Judge or the Ombudsperson when you call or write to them.

If your hearing is about a service that was denied because it was not medically necessary, you may ask for review by a medical expert. The medical expert is independent of both the state and UCare. The state pays for this review. There is no cost to you.

If you do not agree with the human service judge's decision, you may ask the state to reconsider their decision. Send a written request for reconsideration to the Minnesota Department of Human Services Appeals Office within 30 days from the date of the decision. The contact information is listed earlier in this section.

If you do not agree with the state's decision, you may appeal to the district court in your county.

Grievances (Complaints)

You may file a Grievance with us **at any time** for issues or concerns that occurred when you were enrolled in the health plan. There is no timeline for filing a grievance with us.

To file an oral grievance with us:

Call Customer Service at the phone number in Section 1 and tell us about the problem.

We will give you a decision within 10 days. We may take up to 14 more days to make a decision if we need more information and it will be in your best interest or if you or your provider requests extra time. We will tell you within 10 days that we are taking extra time and the reasons why.

If your grievance is about our denial of a fast appeal or a grievance about urgent health care issues, we will give you a decision within 72 hours.

To file a written grievance with us:

Send a letter to us about your grievance. Write to the address listed in Section 1 under “Appeals and Grievances.” Or you can fax the letter to us using the fax number listed in Section 1. You can also tell us about your grievance using the member portal at member.ucare.org.

We can help you put your grievance in writing. Call Customer Service at the phone number in Section 1 if you need help.

We will tell you that we received your grievance in writing within 10 days.

We will give you a written decision within 30 days. We may take up to 14 extra days if we need more information and it is in your best interest or if you or your provider requests extra time. We will tell you we are taking the extra time and why.

If you do not agree with our decision, you can file your complaint with the Minnesota Department of Health.

Write to: Minnesota Department of Health
Managed Care Systems Section
PO Box 64975
St. Paul, MN 55164-0975

Call: 1-800-657-3916 (this call is free) or 651-201-5100

TTY: 711, or use your preferred relay services

Visit: health.state.mn.us/facilities/insurance/clearinghouse/complaints.html

You can also call the Ombudsperson for Public Managed Health Care Programs for help. The contact information is listed after this section.

Important information about your rights when filing a grievance, appeal, or requesting a State Appeal (Fair Hearing with the State):

If you decide to file a grievance or appeal, or request a State Appeal, it will not affect your eligibility for medical services. It will also not affect your enrollment in our health plan.

You can have a relative, friend, advocate, provider, or lawyer help with your grievance, appeal, or a State Appeal.

There is no cost to you for filing a health plan appeal, grievance, or a State Appeal. We may pay for some expenses such as transportation, childcare, photocopying, etc.

If you ask for your medical records or other documents we used to make our decision or want copies, we or your provider must provide them to you at no cost. If you ask, we must give you a

copy of the guidelines we used to make our decision, at no cost to you. You may need to put your request in writing.

If you need help with your grievance, health plan appeal or a State Appeal, you can call or write to the Ombudsperson for Public Managed Health Care Programs. They may be able to help you with access, service, or billing problems. They can also help you file a grievance or appeal with us or request a State Appeal.

Call: 651-431-2660 or 1-800-657-3729 (this call is free) or 711 (TTY),
or use your preferred relay service.
Hours of service are Monday through Friday 8:00 am to 4:30 pm.

Or

Write to: Ombudsperson for Public Managed Health Care Programs
PO Box 64249
St. Paul, MN 55164-0249

Fax to: 651-431-7472

Section 14. Definitions

These are the meanings of some words in this Member Handbook.

Action: This includes:

- denial or limited authorization of the type or level of service
- reduction, suspension, or stopping of a service that was approved before
- denial of all or part of payment for a service
- not providing services in a reasonable amount of time
- not acting within required time frames for grievances and appeals
- denial of a member's request to get services out-of-network for members living in a rural area with only one health plan

Anesthesia: Drugs that make you fall asleep for an operation.

Appeal: A way for you to challenge our action if you think we made a mistake. You can ask us to change a coverage decision by filing a written or oral appeal.

Care Coordinator: A person who develops, coordinates and provides (in some cases) supports and services stated in the support plan. This person works with us.

Clinical Trial: A qualified medical study test that is: subject to a defined peer review; sponsored by a clinical research program that meets federal and state rules and approved standards; and whose true results are reported.

Copay/Copayment: A fixed amount you may pay as your share of the cost each time you get certain services, supplies, or prescription drugs. Copays are usually paid at the time services, supplies, or prescription drugs are provided.

Cost Sharing: Amounts you may be responsible to pay toward your medical services. Refer to Section 6 for information on cost sharing.

Covered Services: The health care services that are eligible for payment.

Cultural Competency: Cultural and language competence is the ability of managed care organizations and the providers within their network to provide care to members with diverse values, beliefs and behaviors, and to tailor the delivery of care to meet members' social, cultural, and language needs. The ultimate goal is a health care delivery system and workforce that can deliver the highest quality of care to every patient, regardless of race, ethnicity, cultural background, language proficiency, literacy, age, gender, sexual orientation, disability, religion, or socioeconomic status.

Denial, Termination or Reduction (DTR) (Notice of Action): A form or letter we send you to tell you about a decision on a claim, service, or any other action taken by us.

Direct Access Services: You can use any provider in the Plan network to get these services. You do not need a referral or prior authorization from your PCP or PCC before getting services.

Durable Medical Equipment (DME): Certain medical equipment that is ordered by your doctor for use at home. Examples are walkers, wheelchairs, oxygen equipment and supplies.

Emergency: A medical emergency is when you, or any other person with an average knowledge of health and medicine, believe that you have medical symptoms that need immediate medical attention to prevent death, loss of a body part, or loss of function of a body part or could cause serious physical or mental harm. The medical symptoms may be a serious injury or severe pain. This is also called Emergency Medical Condition.

Emergency Care/Services: Covered services that are given by a provider trained to give emergency services and needed to treat a medical emergency. This is also called Emergency Room Care.

Emergency Medical Transportation: Ambulance services for an emergency medical condition.

Experimental Service: A service that has not been proven to be safe and effective.

External Quality Review Study: A study about how quality, timeliness and access of care are provided by UCare. This study is external and independent.

Family Planning: Information, services, and supplies that help a person decide about having children. These decisions include choosing to have a child, when to have a child, or not to have a child.

Fee-for-Service (FFS): A method of payment for health services. The medical provider bills the Minnesota Department of Human Services (DHS) directly. DHS pays the provider for the medical services. This method is used when you are eligible for Minnesota Health Care Programs but are not enrolled in a health plan.

Formulary: The list of drugs covered under the Plan.

Grievance: A complaint you make about us or one of our network providers or pharmacies. This includes a complaint about the quality of your care.

Home and Community Based Services: Additional services that are provided to help you remain in your home.

Home Health Care: Health care services for an illness or injury given in the home or in the community where normal life activities take the member.

Hospice: A special program for members who are terminally ill and not expected to live more than six months to live comfortably for the rest of the member's time. It offers special services for the member and their family. This is also known as Hospice Services.

Hospitalization: Care in a hospital that requires admission as an inpatient and usually requires an overnight stay.

Hospital Outpatient Care: Care in a hospital that usually doesn't require an overnight stay.

Inpatient Hospital Stay: A stay in a hospital or treatment center that usually lasts 24 hours or more.

Investigative Service: A service that has not been proven to be safe and effective.

Medical Assistance: Minnesota's Medicaid program for people with low income.

Medically Necessary: This describes services, supplies, or drugs you need to prevent, diagnose, or treat your medical condition or to maintain your current health status. This includes care that keeps you from going into a hospital or nursing home. It also means the services, supplies, or drugs meet accepted standards of medical practice. Medically necessary care is appropriate for your condition. This includes care related to physical conditions and behavioral health (including Mental Health and Substance Use Disorder). It includes the kind and level of services. It includes the number of treatments. It also includes where you get the services and how long they continue. Medically necessary services must:

- be the services, supplies and prescription drugs other providers would usually order
- help you get better or stay as well as you are

- help stop your condition from getting worse
- help prevent or find health problems

Medicare: The federal health insurance program for people age 65 or over. It is also for some people under age 65 with disabilities, and people with End-Stage Renal Disease.

Medicare Prescription Drug Plan: An insurance plan that offers Medicare Prescription Drug Program (Medicare Part D) drug benefits.

Medicare Prescription Drug Program: The prescription drug benefit for Medicare members. It is sometimes called Medicare Part D. Drug coverage is provided through a Medicare prescription drug plan.

Member: A person who is receiving services through a certain program, such as a Minnesota Health Care Program or Medicare.

Member Handbook: This is the document you are reading. This document tells you what services are covered under the Plan. It tells what you must do to get covered services. It tells your rights and responsibilities. It also tells our rights and responsibilities.

Minnesota Senior Care Plus (MSC+): A program in which the State contracts with health plans to cover and manage health care and Elderly Waiver services for Medical Assistance members age 65 and older.

Network: Our contracted health care providers for the Plan.

Network Providers: These are providers who agree to work with the health plan and accept our payment and not charge our members an extra amount. While you are a member of our plan, you must use network providers to get covered services. Network providers are also called plan providers or participating providers.

Nursing Home Certifiable: A decision that you need a nursing home level of care. A screener uses a process called a Long-Term Care Consultation to decide.

Ombudsperson for Public Managed Health Care Programs: A person at the Minnesota Department of Human Services who can help you with access, service or billing problems. The Ombudsperson can also help you file a grievance or appeal or request a State Appeal (Fair Hearing with the State).

Open Access Services: Federal and state law allow you to choose any qualified health care provider, clinic, hospital, pharmacy, or family planning agency – even if not in our network – to get these services.

Outpatient Hospital Services: Services provided at a hospital or outpatient facility that are not at an inpatient level of care. These services may also be available at your clinic or another health facility.

Out-of-Area Services: Health care provided to a member by an out-of-network provider outside of the Plan service area.

Out-of-Network Provider or Out-of-Network Facility: A provider or facility that is not employed, owned, or operated by our Plan and is not under contract to provide covered services to members of our Plan. This is also known as a non-participating provider.

Out-of-Network Services: Health care provided to a member by a provider who is not part of the Plan network.

Physician Incentive Plan: Special payment arrangements between us and the doctor or doctor group that may affect the use of referrals. It may also affect other services that you might need.

Physician Services: Services provided by an individual licensed under state law to practice medicine or osteopathy. Health care services a licensed medical physician (M.D. – Medical Doctor or D.O. – Doctor of Osteopathic Medicine) provides or coordinates.

Plan: An organization that has a network of doctors, hospitals, pharmacies, providers of long-term services, and other providers. It also has care coordinators to help you.

Post-stabilization Care: A hospital service needed to help a person’s conditions stay stable after having emergency care. It starts when the hospital asks for our approval for coverage. It continues until the person is discharged, our Plan network qualified health care provider begins care, or we, the hospital, and qualified health care provider agree to a different arrangement.

Premium: The periodic payment to Medicare, an insurance company, or a health care plan for health or prescription drug coverage.

Prescriptions: Medicines and drugs ordered by a medical provider.

Prescription Drug Coverage: A health plan that helps pay for prescription drugs and medications. Also refer to “Medicare Prescription Drug Program.”

Preventive Services: Services that help you stay healthy, such as routine physicals, immunizations, and well-person care. These services help find and prevent health problems. Follow-up on conditions that have been diagnosed (like a diabetes checkup) are **not** preventive.

Primary Care Clinic: The primary care clinic (PCC) you choose for your routine care. This clinic will provide most of your care.

Primary Care Provider: Your primary care provider (PCP) is the doctor or other qualified health care provider you use at your primary care clinic. This person will manage your health care.

Prior Authorization: Our approval that is needed for some services before you get them. This is also known as preauthorization or service authorization.

Provider: A qualified health care professional or facility approved under state law to provide health care.

Quality of Care Complaint: For purposes of this handbook, "quality of care complaint" means an expressed dissatisfaction regarding health care services resulting in potential or actual harm to a member. Quality of care complaints may include: access, provider and staff competence, clinical appropriateness of care, communications, behavior, facility and environmental considerations, and other factors that could impact the quality of health care services.

Rehabilitation Services and Devices: Treatment and equipment you get to help you recover from an illness, accident or major operation.

Restricted Recipient Program (RRP): A program for members who have received medical care and have not followed the rules or have misused services. If you are in this program, you must get health services from one designated primary care provider, one pharmacy, one hospital or other designated health care provider. You must do this for at least 24 months of eligibility for Minnesota Health Care Programs. Members in this program who fail to follow program rules will be required to continue in the program for an additional 36 months.

Second Opinion: If you do not agree with an opinion you get from a Plan network provider, you have the right to get an opinion from another provider. We will pay for this. For mental health services, the second opinion may be from an out-of-network provider. For substance use disorder services, the second opinion will be from a different qualified assessor who does not need to be in the Plan network. We must consider the second opinion but do not have to accept a second opinion for substance use disorder or mental health services.

Service Area: The area where a person must live to be able to become or remain a member of the Plan. Contact Customer Service at the phone number in Section 1 for details about the service area. You can also refer to the Introduction for information on counties in the Plan service area.

Service Authorization: Our approval that is needed for some services before you get them. This is also known as preauthorization or prior authorization.

Skilled Nursing Care: Care or treatment that can only be done by licensed nurses.

Skilled Nursing Facility: A facility which provides inpatient skilled nursing care, rehabilitation services or other related health services. Medicare must certify this facility if you are receiving Medicare benefits.

Specialist: A doctor who provides health care for a specific disease or part of the body.

Standing Authorization: Written consent from us to use an out-of-network specialist more than one time (for ongoing care).

State Appeal (Fair Hearing with the State): A hearing at the state to review a decision made by us. You must request a hearing in writing. Your provider may request a State Appeal with your written consent. You may ask for a hearing if you disagree with any of the following:

- a denial, termination, or reduction of services
- enrollment in the Plan
- denial of part or all of a claim for a service
- our failure to act within required timelines for prior authorizations and appeals
- any other action

Subrogation: Our right to collect money in your name from another person, group, or insurance company. We have this right when you get medical coverage under this Plan for a service that is covered by another source or third-party payer.

Substance Use Disorder: Using alcohol or drugs in a way that harms you.

United States: For the purpose of this Member Handbook, the United States includes the fifty states, the District of Columbia, the Commonwealth of Puerto Rico, The Virgin Islands, Guam, American Samoa, and the Northern Mariana Islands.

Urgently Needed Care: Care you get for a sudden illness, injury, or condition that is not an emergency but needs care right away. This is also known as Urgent Care.

Section 15. Additional Information

Questions and answers about health care directives

Minnesota Law

Minnesota law allows you to inform others of your health care wishes. You have the right to state your wishes or appoint an agent in writing so that others will know what you want if you can't tell them because of illness or injury. The information that follows tells about health care directives and how to prepare them. It does not give every detail of the law.

What is a health care directive?

A health care directive is a written document that informs others of your wishes about your health care. It allows you to name a person ("agent") to decide for you if you are unable to decide. It also allows you to name an agent if you want someone else to decide for you. You must be at least 18 years old to make a health care directive.

Why have a health care directive?

A health care directive is important if your attending physician determines you can't communicate your health care choices (because of physical or mental incapacity). It is also important if you wish to have someone else make your health care decisions. In some

circumstances, your directive may state that you want someone other than an attending physician to decide when you cannot make your own decisions.

Do I have to have a health care directive? What happens if I don't have one?

You don't have to have a health care directive. But writing one helps to make sure your wishes are followed. You will still receive medical treatment if you don't have a written directive. Health care providers will listen to what people close to you say about your treatment preferences, but the best way to be sure your wishes are followed is to have a health care directive.

How do I make a health care directive?

There are forms for health care directives. You don't have to use a form, but your health care directive must meet the following requirements to be legal:

- Be in writing and dated.
- State your name.
- Be signed by you or someone you authorize to sign for you, when you can understand and communicate your health care wishes.
- Have your signature verified by a notary public or two witnesses.
- Include the appointment of an agent to make health care decisions for you and/or instructions about the health care choices you wish to make.

Before you prepare or revise your directive, you should discuss your health care wishes with your doctor or other health care provider. Information about how to obtain forms for preparation of your health care directive can be found at the end of this document, under "How to obtain additional information."

I prepared my directive in another state. Is it still good?

Health care directives prepared in other states are legal if they meet the requirements of the other state's laws or the Minnesota requirements. But requests for assisted suicide will not be followed.

What can I put in a health care directive?

You have many choices of what to put in your health care directive. For example, you may include:

- The person you trust as your agent to make health care decisions for you. You can name alternative agents in case the first agent is unavailable, or joint agents.
- Your goals, values, and preferences about health care.
- The types of medical treatment you would want (or not want).

- How you want your agent or agents to decide.
- Where you want to receive care.
- Instructions about artificial nutrition and hydration.
- Mental health treatments that use electroshock therapy or neuroleptic medications.
- Instructions if you are pregnant.
- Donation of organs, tissues, and eyes.
- Funeral arrangements.
- Who you would like as your guardian or conservator if there is a court action.

You may be as specific or as general as you wish. You can choose which issues or treatments to deal with in your health care directive.

Are there any limits to what I can put in my health care directive?

There are some limits about what you can put in your health care directive. For instance:

- Your agent must be at least 18 years of age.
- Your agent cannot be your health care provider, unless the health care provider is a family member or you give reasons for the naming of the agent in your directive.
- You cannot request health care treatment that is outside of reasonable medical practice.
- You cannot request assisted suicide.

How long does a health care directive last? Can I change it?

Your health care directive lasts until you change or cancel it. As long as the changes meet the health care directive requirements listed above, you may cancel your directive by any of the following:

- A written statement saying you want to cancel it.
- Destroying it.
- Telling at least two other people you want to cancel it.
- Writing a new health care directive.

What if my health care provider refuses to follow my health care directive?

Your health care provider generally will follow your health care directive, or any instructions from your agent, as long as the health care follows reasonable medical practice. But you or your agent cannot request treatment that will not help you or which the provider cannot provide. If the provider cannot follow your agent's directions about life-sustaining treatment, the provider must inform the agent. The provider must also document the notice in your medical record.

The provider must allow the agent to arrange to transfer you to another provider who will follow the agent's directions.

What if I've already prepared a health care document? Is it still good?

Before August 1, 1998, Minnesota law provided for several other types of directives, including living wills, durable health care powers of attorney, and mental health declarations. The law changed so people can use one form for all their health care instructions. Forms created before August 1, 1998, are still legal if they followed the law in effect when written. They are also legal if they meet the requirements of the new law (described above). You may want to review any existing documents to make sure they say what you want and meet all requirements.

What should I do with my health care directive after I have signed it?

You should inform others of your health care directive and give people copies of it. You may wish to inform family members, your health care agent or agents, and your health care providers that you have a health care directive. You should give them a copy. It's a good idea to review and update your directive as your needs change. Keep it in a safe place where it is easily found.

What if I believe a health care provider has not followed health care directive requirements?

Complaints of this type can be filed with the Office of Health Facility Complaints at 651-201-4200 or 1-800-369-7994 (this call is free). TTY users, call 651-201-5797. Or email: health.ohfc-complaints@state.mn.us.

What if I believe a health plan has not followed health care directive requirements?

Complaints of this type can be filed with MDH Managed Care at 651-201-5176 or 888-345-0823 (this call is free). TTY users, call 651-201-5797. Email: health.mcs@state.mn.us.

How to obtain additional information

If you want more information about health care directives, contact your health care provider, your attorney, or Minnesota Board on Aging's Minnesota Aging Pathways (formerly known as Senior LinkAge Line®) at 1-800-333-2433. TTY: Minnesota Relay at 711 or 1-800-627-3529. These calls are free. A suggested health care directive form is available on the internet at mn.gov/board-on-aging/connect-to-services/legal/advanced-care-planning/advance-directives/.

How UCare evaluates new technologies

If your provider recommends a new technology that is not currently covered, UCare has a process to evaluate new technologies. When new technologies enter the marketplace (devices, procedures or drugs), UCare's clinical and quality committees and medical directors carefully research and review new technologies before determining their medical necessity and/or appropriateness. We use information gathered from many sources in our evaluation efforts, including the Hayes, Inc. Technology Assessment Reports, published peer-reviewed medical

literature, consensus statements and guidelines from national medical associations and physician specialty societies, the U.S. Food and Drug Administration (FDA), other regulatory bodies, and internal and external expert sources.

Authorization and notification

UCare wants you to get the most appropriate care for your specific needs. To do this, we work closely with your doctor to review various services and procedures. The Member Handbook outlines the care and services that may require UCare notification or authorization. Please note that this list is subject to change. Examples of such services include spine surgery and home health care.

Notification

Providers are required to notify UCare if you are admitted to a hospital, long term care facility (LTAC), Acute Inpatient Rehabilitation (AIR), Skilled Nursing Facility (SNF) or Swing Bed. UCare's clinical team works closely with your healthcare professionals to make sure that you receive the necessary care you need. In addition, the UCare clinical team can also help in coordinating post-hospitalization care if it is necessary or required.

Authorization

Some services require UCare approval. This approval must happen before, during, or shortly after the service is completed. Your provider is responsible for getting approval. This applies to both providers in and out of UCare's network.

Pre-authorization, also known as pre-service review, is when your provider must provide information to UCare and request approval *before* you receive the service. If a service requires pre-approval, it will only be covered if the approval is granted.

Urgent concurrent and concurrent review often takes place during a stay at a Long-Term Acute Care (LTAC) or Skilled Nursing Facility (SNF). This allows UCare to review your care plan. During the review, UCare will assess whether some of your care needs to be extended or if different care will be required.

Post-service review is needed if your doctor did not request pre-service review. Your claim may have initially been denied because authorization is required for coverage. Your doctor should provide information to UCare for review. UCare's clinical team will review your care plan to make sure you get the coverage you are entitled to as a UCare member.

To make a coverage decision, UCare's clinical team assesses if the service is medically necessary, appropriate and effective for your needs.

If we deny a request made by you or your doctor, you or your doctor may appeal our decision. When filing an appeal, you or your doctor may submit additional documentation. Appeal requests are reviewed by doctors against current medical evidence and your benefit plan. If your appeal is denied, you will get information on how to file a second-level appeal.

For more information, go to ucare.org.

Notice of Privacy Practices

Effective Date: July 1, 2013

This Notice describes how medical information about you* may be used and disclosed and how you can get access to this information. Please review it carefully.

*In this Notice, “you” means the member and “we” means UCare.

Questions

If you have questions or want to file a complaint, you may contact our Privacy Officer at Attn: Privacy Officer, UCare, P.O. Box 52, Minneapolis, MN 55440-0052 or by calling our 24-hour Compliance Hotline at 612-676-6525. You may also file a complaint with the Secretary of the U.S. Department of Health & Human Services at the Office for Civil Rights, U.S. Department of Health & Human Services, 233 N. Michigan Ave., Suite 240, Chicago, IL 60601. We will not retaliate against you for filing a complaint.

Why are we telling you this?

UCare believes it is important to keep your health information private. In fact, the law requires us to do so. The law also requires us to tell you about our legal duties and privacy practices. We are required to follow the terms of the Notice currently in effect.

What do we mean by “information?”

In this Notice, when we talk about “information,” “medical information,” or “health information,” we mean information about you that we collect in our business of providing health coverage for you and your family. It is information that identifies you.

What kinds of information do we use?

We receive information about you as part of our work in providing health plan services and health coverage. This information includes your name, address, and date of birth, race, ethnicity, language, sexual orientation, gender identity, telephone numbers, family information, financial information, health records, or other health information. Examples of the kinds of information we collect include: information from enrollment applications, claims, provider information, and customer satisfaction or health surveys; information you give us when you call us about a question or when you file a complaint or appeal; information we need to answer your question or decide your appeal; and information you provide us to help us obtain payment for premiums.

What do we do with this information?

We use your information to provide health plan services to members and to operate our health plan. These routine uses involve coordination of care, preventive health, and case management

* Requires or may require a prior authorization.

programs. For example, we may use your information to talk with your doctor to coordinate a referral to a specialist.

We also use your information for coordination of benefits, enrollment and eligibility status, benefits management, utilization management, premium billing, claims issues, and coverage decisions. For example, we may use your information to pay your health care claims.

Other uses include customer service activities, complaints or appeals, health promotion, quality activities, health survey information, underwriting, actuarial studies, premium rating, legal and regulatory compliance, risk management, professional peer review, credentialing, accreditation, antifraud activities, as well as business planning and administration. For example, we may use your information to make a decision regarding an appeal filed by you.

We do not use or disclose any genetic information, race, ethnicity, language, sexual orientation or gender identity, for the purpose of underwriting.

In addition, we may use your information to provide you with appointment reminders, information about treatment alternatives, or other health-related benefits and services that may be of interest to you. We may also share information with family members or others you identify as involved with your care, or with the sponsor of a group health plan, as applicable.

We do not sell or rent your information to anyone. We will not use or disclose your information for fundraising without your permission. We will only use or disclose your information for marketing purposes with your authorization. We treat information about former members with the same protection as current members.

Who sees your information?

UCare employees see your information only if necessary to do their jobs. We have procedures and systems to keep personal information secure from people who do not have a right to see it. We may share the information with providers and other companies or persons working with or for us. We have contracts with those companies or persons. In those contracts, we require that they agree to keep your information confidential. This includes our lawyers, accountants, auditors, third party administrators, insurance agents or brokers, information systems companies, marketing companies, disease management companies, or consultants.

We also may share your information as required or permitted by law. Information may be shared with government agencies and their contractors as part of regulatory reports, audits, encounter reports, mandatory reporting such as child abuse, neglect, or domestic violence; or in response to a court or administrative order, subpoena, or discovery request. We may share information with health oversight agencies for licensure, inspections, disciplinary actions, audits, investigations, government program eligibility, government program standards compliance, and for certain civil rights enforcement actions. We also may share information for research, for law enforcement purposes, with coroners to permit identification or determine cause of death, or with funeral directors to allow them to carry out their duties. We may be

required to share information with the Secretary of the Department of Health and Human Services to investigate our compliance efforts. There may be other situations when the law requires or permits us to share information.

We only share your psychotherapy notes with your authorization and in certain other limited circumstances.

Other uses and disclosures not described above will be made only with your written permission. We will also accept the permission of a person with authority to represent you.

In most situations, permissions to represent you may be cancelled at any time. However, the cancellation will not apply to uses or disclosures we made before we received your cancellation. Also, once we have permission to release your information, we cannot promise that the person who receives the information will not share it.

What are your rights?

You have the right to ask that we don't use or share your information in a certain way. Please note that while we will try to honor your request, we are not required to agree to your request.

You have the right to ask us to send information to you at an address you choose or to request that we communicate with you in a certain way. For example, you may request that your mailings be sent to a work address rather than your home address. We may ask that you make your request in writing.

You have the right to look at or get a copy of certain information we have about you. This information includes records we use to make decisions about health coverage, such as payment, enrollment, case, or medical management records. We may ask you to make your request in writing. We may also ask you to provide information we need to answer your request. We have the right to charge a reasonable fee for the cost of making and mailing the copies. In some cases, we may deny your request to inspect or obtain a copy of your information. If we deny your request, we will tell you in writing. We may give you a right to have the decision reviewed. Please let us know if you have any questions about this.

You have the right to ask us to correct or add missing information about you that we have in our records. Your request needs to be in writing. In some cases, we may deny a request if the information is correct and complete, if we did not create it, if we cannot share it, or if it is not part of our records. All denials will be in writing. You may file a written statement of disagreement with us. We have the right to disagree with that statement. Even if we deny your request to change or add to your information, you still have the right to have your written request, our written denial, and your statement of disagreement included with your information.

You have the right to receive a listing of the times when we have shared your information in some cases. Please note that we are not required to provide you with a listing of information shared prior to April 14, 2003; information shared or used for treatment, payment, and health

care operations purposes; information shared with you or someone else as a result of your permission; information that is shared as a result of an allowed use or disclosure; or information shared for national security or intelligence purposes. All requests for this list must be in writing. We will need you to provide us specific information so we can answer your request. If you request this list more than once in a 12-month period, we may charge you a reasonable fee. If you have questions about this, please contact us at the address provided at the end of this Notice.

You have the right to receive notifications of breaches of your unsecured protected health information.

You have the right to receive a copy of this Notice from us upon request. This Notice took effect July 1, 2013 and was last revised July 20, 2022.

How do we protect your information?

UCare protects all forms of your information, written, electronic and oral. We follow the state and federal laws related to the security and confidentiality of your information. We have many safety procedures in place that physically, electronically and administratively protect your information against loss, destruction or misuse.

These procedures include computer safeguards, secured files and buildings and restriction on who may access your information.

What else do you need to know?

We may change our privacy policy from time to time. As the law requires, we will send you our Notice if you ask us for it. If you have questions about this Notice, please call UCare Customer Service at 612-676-3200 or 1-800-203-7225 (this call is free). TTY users call 612-676-6810 or 1-800-688-2534 (this call is free). This information is also available in other forms to people with disabilities. Please ask us for that information.



PO Box 52
Minneapolis, MN 55440-0052

612-676-3200 or 1-800-203-7225 (this call is free)
TTY: 612-676-6810 or 1-800-688-2534 (this call is free)
8 am – 5 pm, Monday – Friday

ucare.org

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