

UCare health and wellness resources

UCare Health Promotion programs for Prepaid Medical Assistance Program (PMAP), MinnesotaCare, Minnesota Senior Care Plus (MSC+), UCare's Minnesota Senior Health Options (MSHO) (HMO D-SNP), UCare Connect (SNBC) and UCare Connect + Medicare (HMO D-SNP)

Members can find out what they are eligible for and order health promotion kits through their online member account at member.ucare.org. After logging in, members click on Health & Wellness and go to Wellness, Rewards and Allowance for more info. Members can also get help by calling the customer service phone number on the back of their member identification (ID) card.

Child and Teen Checkups (C&TC) incentives

PMAP, MinnesotaCare and UCare Connect members only

- \$50 reward for eligible members who have six C&TC visits by 15 months
- \$25 reward for eligible members who have two C&TC visits between 16 months and 30 months
- \$25 reward each year for eligible members age 3 – 21 who have a C&TC exam

Management of Maternity Services (MOMS) program with incentives

PMAP, MinnesotaCare, UCare Connect + Medicare and UCare Connect members only

- \$75 reward for eligible members for early prenatal care
- \$75 reward for eligible members who have a timely postpartum visit
- \$25 reward for eligible pregnant smokers for initial phone assessment
- A [MOMS Handbook](#) is sent to pregnant members

Breast pumps: After baby is born, members may call the customer service phone number on the back of their member ID card to order a breast pump.

Expert advice and support: The MOMS program includes pregnancy advisor nurses who can help with basic information and resources during pregnancy or after delivery. To contact the Maternal and Child Health Program, members call 612-676-3326 or 1-855-260-9708 (TTY 711).

UCare contacts members identified as pregnant to conduct a risk assessment and provide resources to support their pregnancy. Members determined to be high risk will have access to our high-risk perinatal nurse program for ongoing support.

SEATS Program

PMAP, MinnesotaCare, UCare Connect and UCare Connect + Medicare members only

Members who are pregnant (starting at 7 months' gestation) and members up to age 9 are eligible for free car seats and car seat education. Limits apply. Details are on the [SEATS page](#).

LivingWell Kids Kit

PMAP and MinnesotaCare members age 17 or younger only

UCare offers fitness and wellness kits to help kids feel and be well. Each kit includes engaging tools to help improve health and wellness — at no cost to the member.

Kit options include:

- Fitness Fun Kit
- Youth De-stress Kit
- Child Dental Kit
- Teen/tween Dental Kit

Parents' guide

PMAP, MinnesotaCare, UCare Connect + Medicare and UCare Connect members only

UCare sends a free booklet on child safety and health at each stage of development to parents of newly enrolled members ages birth to six months. For more information, please visit the UCare [caring for your baby page](#).

Fitness benefits

Members have fitness and wellness options to help lead healthy and active lifestyles. Benefits and programs vary by plan. Check the UCare [benefits and perks page](#) to see a member's options.

Grocery discount

Members can save on healthy foods like milk, whole-grain bread, lean meat, eggs, yogurt, fruits, vegetables and more at participating grocery stores. Weekly specials are pre-loaded onto their UCare Healthy Benefits+ Visa® card. To get the discount, members scan their Healthy Benefits+ Visa card when paying. To register their card and learn more, members can go to the [Healthy Benefits+ page](#) or call 1-833-862-8276 (TTY 711).

Community education classes

Members get a \$100 quarterly allowance on their Healthy Benefits+ Visa card toward most [community education classes](#) nationwide. Members use their Healthy Benefits+ card when they check out in person, over the phone or online.

Nurse Line

Members can get help any time of the day or week at no additional cost by calling the [24/7 Nurse Line](#) or by sending a secure message through their online member account.

Quit Smoking and Vaping Program

UCare members age 13 and older can get [help to quit smoking](#), vaping or chewing tobacco through coaching over the phone, online or on the mobile app. Members can call the tobacco and nicotine quit line at 1-855-260-9713 (TTY 711), 24 hours a day, seven days a week, go to myquitforlife.com/ucare or download the Rally Coach Quit For Life mobile app.

Food access referrals

Members can connect with Second Harvest Heartland Care Center for help with applying for SNAP benefits and finding food resources in their community, including food shelves, Fare for All and more. For more information, members can contact Second Harvest Heartland by calling 651-401-1411 or 1-866-844-FOOD, or by emailing shhcarecenter@2harvest.org.

Juniper health and wellness classes

UCare's MSHO members only

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

Lutheran Social Services Healthy Transitions Program

UCare's MSHO and UCare Connect + Medicare members only

[This program](#) provides individualized support, education and resources for eligible members during the critical first 30 days after a hospital or short-term rehabilitation center stay.

Disease management

Members can call the UCare Disease Management Line at 612-676-6539 or 1-866-863-8303 or can visit ucare.org/manage-hlth for more information about disease management programs.

Asthma: Members age 5 – 64 with an asthma diagnosis may participate in our asthma program. Members receive asthma education and support through telephone calls with an asthma educator.

Asthma or diabetes: Enrolled members receive regularly scheduled interactive phone calls or text messages providing asthma or diabetes education and tips.

Diabetes and heart failure: Members with a diabetes or heart failure diagnosis can work one-on-one with a health coach over the phone to learn more about their chronic condition, set goals for self-management and receive expert coaching support throughout the program.

Migraine: Members age 18 and older with a migraine diagnosis can partner with a health coach over the phone to identify migraine triggers, ease migraine symptoms and reach their health goals.

Healthy lifestyle support: The Brook Health Companion app connects members to dietitians and health coaches to help turn their your health goals into healthy habits. Visit ucare.org/brook to learn more.

Chronic kidney disease (CKD): Members get support from a registered dietician, including guidance on how to slow or prevent the progression of CKD through healthy eating and exercise. Visit ucare.org/CKDprogram to learn more.

Chronic obstructive Pulmonary disease (COPD): Members get support from a registered respiratory therapist. Together they'll develop a plan to better understand the member's health needs and help manage the disease. Visit ucare.org/COPDprogram to learn more.

Mental health and substance use disorder services

Members have coverage for [mental health and substance use disorder services](#). County staff may call UCare Customer Service at 612-676-3200 or 1-800-203-7225 for provider information.

UCare has a Mental Health and Substance Use Services Triage Line, 612-676-6533 or 1-833-276-1185, available Monday – Friday, 8 am – 5 pm for all UCare members, providers, Tribes, counties and care coordinators. This line includes options for help scheduling, finding providers and after-hours support.

Dental health

Eligible members can earn a \$25 reward for dental visits. UCare sends vouchers to eligible members with no dental visits in the last 12 months.

Members should call DentaQuest if they have dental questions or need help managing their dental care, coordinating transportation and/or interpreter services for dental appointments. Medicaid and MinnesotaCare plan members can call 888-227-3310 (TTY users call 800-466-7566) while dual-eligible plan members can call 855-209-3155 (TTY users call 800-466-7566) 8 am – 5 pm, Monday – Friday.

Members may also access the [UCare Mobile Dental Clinic](#) for dental check-ups, cleanings and basic restorative care. Check the schedule to see where the Mobile Dental Clinic visits. Members may call the University of Minnesota School of Dentistry to make an appointment at 1-866-451-1555 (TTY 1-800-627-3529).

Transportation

Members can call the UCare Health Ride transportation program to arrange no-cost transportation to and from covered medical, dental and pharmacy visits at 1-800-864-2157.

Interpreter services

Clinics can call UCare contracted interpreter service agencies (list is in the UCare [Provider Manual](#), chapter 28) to arrange for interpreter services for UCare members who need them.

Billing questions

Contact the UCare Provider Assistance Center with billing questions at 612-676-3300 or 1-888-531-1493.

Contact Annie Halland, MPH, County, Tribal and Public Health Manager, with questions: ahalland@ucare.org or 612-676-3317.

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