



# Your 2024 guide to UCare Prepaid Medical Assistance Program

(PMAP)

 **Ucare**<sup>®</sup>  
people powered health plans

# Quick reference

## UCare Health Ride

612-676-6830 or 1-800-864-2157  
TTY 612-676-6810 or 1-800-688-2534  
7 am – 8 pm, Monday – Friday  
[ucare.org/healthride](https://ucare.org/healthride)

In case of a medical emergency: 911

## UCare Mental Health and Substance Use Disorder Triage Line

For crisis support or ongoing help to manage a mental health or substance use condition.

612-676-6533 or 1-833-276-1185  
TTY 1-800-688-2534  
8 am – 5 pm, Monday – Friday  
[ucare.org/mhsudtriage](https://ucare.org/mhsudtriage)

## UCare Dental Connection

651-768-1415 or 1-855-648-1415  
TTY 711  
7 am – 7 pm, Monday – Friday  
[ucare.org/dentalconnection](https://ucare.org/dentalconnection)

## UCare Mobile Dental Clinic

1-866-451-1555  
TTY 1-800-627-3529  
8 am – 4:30 pm, Monday – Friday  
[ucare.org/mdc](https://ucare.org/mdc)

## Nurse Line

1-800-942-7858  
TTY 1-855 307-6976

## Maternal and Child Health Program Line

612-676-3326 or 1-855-260-9708  
TTY 711  
9 am – 5 pm, Monday – Friday

## Quit Smoking and Vaping Program

1-855-260-9713  
TTY 711  
24 hours a day, seven days a week  
[myquitforlife.com/ucare](https://myquitforlife.com/ucare)

## Not sure where to start?

Not sure where to start? Call UCare PMAP Customer Service and they will help answer your questions.

612-676-3200 or 1-866-599-2490  
TTY 612-676-6810 or 1-800-688-2534  
8 am – 5 pm, Monday – Friday

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# Welcome to UCare!

We're very happy to have you as a member of UCare Prepaid Medical Assistance Program (PMAP). This guide will help you learn how to use the benefits and features of your PMAP plan. Review it carefully, keep it handy and refer to it often.

PMAP offers many opportunities for you to improve your health. We hope you'll take advantage of all the wellness benefits and programs that are yours with this plan.

Have questions? Reach out and let us know. We always welcome your thoughts, comments and questions. We're glad you are here. Now let's get started!

## Everything you need to know to start using your plan

### Your secure online member account

Set up your secure online member account at [member.ucare.org](https://member.ucare.org).

Once you're setup, you'll be able to:

- See, print and order your member identification (ID) card
- See your UCare plan materials to find out what is covered
- Send and receive secure messages with customer service and a web nurse
- View coverage updates and important health and wellness information
- Do a health assessment to understand your health
- Find wellness services, products and more

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### Customer service

Call our customer service representatives for answers to your benefit and service questions.

612-676-3200 or 1-866-599-2490  
TTY 612 676 6810 or 1-800 688 2534  
8 am – 5 pm, Monday – Friday

*Although we understand your family is concerned about you, we cannot release information to family members calling on your behalf, unless you are the parent/guardian and or have a signed Statement of Authorized Representation showing the family member(s) have your consent. Visit [ucare.org](https://ucare.org) or call customer service to learn more.*

# Using your member ID card

Your member identification (ID) card is key to helping you get the care you need. This important tool helps health care providers understand your coverage.

## Member ID number

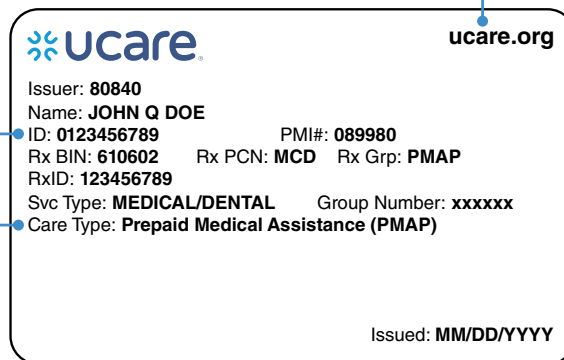
Secure number unique to you.

## UCare website

Access the member site and helpful information.

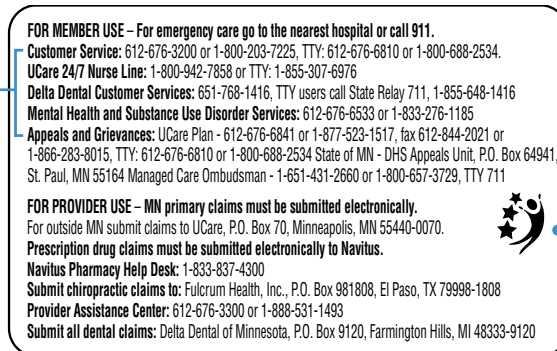
## Plan name

The name of your specific plan.



## Contact information

Numbers to know, including customer service and Nurse Line numbers.



## Health Club Savings

Health Club Savings logo shows your program eligibility.

## Tips for using your card

Check your new member ID card to make sure your information is correct. Here are a few other tips:

- Always carry your card with you
- Discard your old member ID card
- Provide your current health care providers and pharmacies with your new member ID card information
- Have your card handy whenever you call us
- If your card is lost, download or request a replacement through your online member account or call customer service

# Understand your coverage

## Get your member materials

It's important to know what's included in your health plan. Here are a few resources that can help:

- **Member Handbook** — Gives you detailed information about what is covered by your plan, including your member rights and responsibilities
- **Provider and Pharmacy Directory** — Lists the doctors, dentists, pharmacies, hospitals and chiropractors in our network, including details on specialty, languages spoken, ADA accessibility, new patient availability, medical school attended, residency completed and board certification status
- **List of Covered Drugs (Formulary)** — Lists what drugs your plan covers

Here's how to get these important member materials:

Online: View or print the *Member Handbook*, *Provider and Pharmacy Directory* and *List of Covered Drugs (Formulary)* from [ucare.org/member-documents](https://member.ucare.org/member-documents). Or log into your online member account at [member.ucare.org](https://member.ucare.org).

Request printed materials two ways:

1. Online — Log into your member account at [member.ucare.org](https://member.ucare.org) and send us a request
2. Phone — Call customer service

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## Drug benefits

### Check your drug coverage

Keep your costs low by making sure your prescription drugs are on the plan's drug list (also called a formulary). You can always check the drug list at [search.ucare.org](https://search.ucare.org). Select "Drug List" from the menu at the top of the page and choose your specific plan from the "Pick your plan" menu. The drug list is updated monthly.

If you have a prescription for a drug that's NOT on the drug list, the price may be higher, so talk to your doctor about which drugs are covered and the prescriptions you need.

### Filling prescriptions

You can choose from three ways to fill your prescription:

- Have your doctor send your prescription to a pharmacy in your plan network
- Take the written prescription to a pharmacy in your plan network
- Use Costco Mail Order Pharmacy

### Costco Mail Order Pharmacy

Save time with free home delivery from Costco Mail Order Pharmacy and you don't need to be a Costco member to use this service. To learn more, visit [ucare.org/pbm](https://ucare.org/pbm).

### Save more when you use a network pharmacy

Fill your prescriptions nationwide at one of our 63,000 network pharmacies and pay less for your drugs. To find a network pharmacy near you, use the search network tool at [search.ucare.org](https://search.ucare.org).

# Where to get care

Use this guide to ensure you get the right level of care at the right time.

## Nurse Line



Speak with a nurse, available 24/7, for:

- Reliable health information
- Advice on what level of care is needed

Call 1-800-942-7858 (TTY 1-855 307-6976), 24 hours a day, seven days a week

## Primary care



The best choice for most of the care you need, like:

- Preventive (checkups, vaccines and immunizations)
- New symptoms or long-standing (chronic) conditions

## Online care



Available 24/7 for common conditions like:

- Acne
- Allergies
- Cold, cough and flu
- Pink eye
- Bug bites
- Ear pain

Online care is provided by:

- [virtuwell.com](https://www.virtuwell.com)
- [cvs.com/minuteclinic](https://www.cvs.com/minuteclinic)
- [mhealthfairview.org/evisits](https://www.mhealthfairview.org/evisits)

## Urgent care



Immediate but non-life-threatening care for things like:

- Back pain, migraines and headaches
- Broken bones, sprains and strains
- Minor burns, cuts, lacerations, rashes and infections
- Asthma, bronchitis and respiratory infections

## Convenience care



Walk-in or virtual visits to convenience clinics, often in retail stores, grocery stores and pharmacies, for common injuries and illnesses like:

- Ear infections
- Sinus infection and congestion
- Vaccinations
- Strep throat
- Small blisters and cuts
- Urinary tract and bladder infections

## Emergency care



Go to the nearest emergency room or call 911 for life-threatening situations like:

- Heart attack symptoms (chest pain, shortness of breath or loss of consciousness)
- Head trauma or sudden confusion
- Major burns, open wound fractures and heavy bleeding
- Stroke symptoms (slurred speech, sudden weakness, vision loss and dizziness)

# Searching through your coverage

## It's easy to find a doctor and your prescription drugs

Go to [search.ucare.org](https://search.ucare.org) to browse through the online directory. Use this online tool to find:



### People

Doctors, specialists, chiropractors and other kinds of care



### Places

Hospitals, clinics, home health care, hospice, urgent care and more



### Pharmacies

Retail pharmacies in network



### Drug list

Covered prescription drugs and restrictions

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## Online search tool FAQs

### Why do I start by choosing a plan?

We want to make sure that members who use the tool are viewing only people, places and pharmacies that provide services for their plan.

### What if I don't know my plan?

There are three ways you can quickly get your plan name:

- Member ID card: The name of your specific plan is listed under "Care Type."
- Online member account: Sign in at [member.ucare.org](https://member.ucare.org). Once you have logged into your secure online member account, click on the "My Policy" section on the dashboard. Your UCare health plan is listed under "Plan Name."
- Customer service: Call us. We're always happy to help!

### When entering a location, do I need to select one of the options that appears in the resulting drop-down box?

Yes — this tool uses Google location technology. You'll get the best results by selecting one of the location options presented.





## Member programs and resources

### Transportation to covered services

UCare Health Ride provides no-cost transportation to and from covered medical, dental and pharmacy visits. Members can also get rides to the county or tribal office, or a MNSure Navigator agency. In case of emergency call 911.

Call the UCare Health Ride line at 1-800-864-2157 (TTY 1-800-688-2534), 7 am – 8 pm, Monday – Friday, or visit [ucare.org/healthride](https://ucare.org/healthride).

### Transportation options



#### Public bus or light rail

For members who live on a participating bus or light rail line. Call to request passes 14 business days in advance. Monthly passes for qualifying members.



#### Taxi or volunteer driver

For members who do not live on a bus or rail line. Call Health Ride at least two days before your appointment to schedule.



#### Special transportation services

For members who cannot safely use a bus, cab or volunteer driver due to a mental health condition or physical impairment. Call Health Ride at least two days before your appointment to schedule.



#### Mileage reimbursement for driving yourself

If you have your own car, contact your county's department of human services to talk about reimbursement options.

## Mental Health and Substance Use Disorder services

Mental health and substance use disorders are treatable health conditions. UCare staff are available to offer support and resources.

Support for members includes:

- Help during a crisis
- Referral to and consultation with mental health and substance use disorder case management and other services
- Connections to community resources
- Help to find in-network and specialty care mental health and substance use providers

Call the UCare Mental Health and Substance Use Disorder Triage line at 612-676-6533 or 1-833-276-1185 (TTY 1-800-688-2534), 8 am – 5 pm, Monday – Friday.

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## Pregnancy resources

### Car seat program

You may be eligible for a free car seat through UCare's Seats, Education and Travel Safety (SEATS) program. Eligible UCare members who are either pregnant, or children under age 8 can get a car seat with safety education. Call customer service to find the name and phone number of a partnering agency near you.

### Maternal and Child Health Program Line

Call the Maternal and Child Health Program Line for help with basic information and resources during pregnancy or after delivering your baby.

The Maternal and Child Health team can support you with:

- Referrals to pregnancy, postpartum or NICU Care Management services
- UCare resources for during and after pregnancy
- Connections to community resources such as WIC and the home visitation program

To reach the Maternal and Child Health Program Line, call 612-676-3326 or 1-855-260-9708, (TTY 711), 9 am – 5 pm, Monday – Friday.

### Helpful tips and rewards

Learn about rewards, resources and tips to help you stay healthy during and after pregnancy through our Management of Maternity Services (MOMS) program. Receive information about breast feeding, childbirth and pregnancy education classes. For more information, call customer service or go to **[ucare.org/healthwellness](https://ucare.org/healthwellness)**.

As soon as you learn you're pregnant, call your county worker to learn more about these extra health benefits.

## Quit Smoking and Vaping Program

Learn how to stop smoking, vaping or chewing tobacco. UCare members can get help at no charge to quit through the tobacco and nicotine quit line. Nicotine patches, gum or lozenges are also available to eligible UCare members.

Get help to kick the habit from the comfort of your own home:

- Call the tobacco and nicotine quit line 1-855-260-9713 (TTY 711), available 24 hours a day, seven days a week
  - Visit [myquitforlife.com/ucare](https://myquitforlife.com/ucare)
  - Download the Rally Coach Quit For Life mobile app
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## Disease management support

Members with certain health conditions can get help from our disease management programs. UCare offers health coaching services to members with conditions like chronic obstructive pulmonary disease, chronic kidney disease, migraine, asthma, diabetes or heart failure.

Call the UCare disease management line at 612-676-6539 or 1-866-863-8303 (TTY 612-676-6810 or 1-800-688-2534).

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## Dental resources

You'll find a list of covered dental benefits in your *Member Handbook*. These benefits include many diagnostic, preventive and restorative services.

### UCare Dental Connection

UCare Dental Connection can help you:

- Find a dental provider or dental home
- Schedule dental appointments for general, follow-up and specialty care
- Coordinate rides and interpreter services for dental appointments
- Get answers to dental benefit and claim questions

Call the UCare Dental Connection line at 651-768-1415 or 1-855-648-1415 (TTY 612-676-6810 or 1-800-688-2534 ), 7 am – 7 pm, Monday – Friday, or go to [ucare.org/dentalconnection](https://ucare.org/dentalconnection).

### UCare Mobile Dental Clinic

UCare offers 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](https://ucare.org/mdc) for scheduled dates and locations.

Schedule your appointment by calling 1-866-451-1555 (TTY 1-800-627-3529), 8 am – 4:30 pm, Monday – Friday.



## Fitness and wellness benefits

### Vaccines

Your plan covers flu, pneumonia, COVID-19 and childhood vaccines. Talk with your doctor or other health care provider to see if you need these or other shots.

### Preventive health services

Your coverage includes many important preventive screenings to help you be well. They're offered at no cost to you. They include an annual physical exam, diabetes exams, cholesterol tests, mammograms and colon cancer screenings. We offer rewards for completing some important health care tests, exams or preventive care screenings. Visit [ucare.org/rewards](https://ucare.org/rewards) or call customer service to learn about earning rewards for taking care of yourself.

### Healthy Benefits+ Visa® card

Your UCare Healthy Benefits+ Visa card offers the flexibility and convenience of one card for:

- Grocery discounts
- Rewards and incentives

Your Healthy Benefits+ Visa card is reloadable each year and is valid until the expiration date or you're no longer a UCare member. Be sure to keep your card, as you won't be sent a new one each year. The card won't work if you're not a UCare member. Allowance amounts and expiration dates vary by program.

To learn more, register your card or check your card balance, visit [healthybenefitsplus.com/ucare](https://healthybenefitsplus.com/ucare) or call 1-833-862-8276 (TTY 711). This phone number is also on the back of your Healthy Benefits+ Visa card.

## Health Club Savings

Join a class, work with weights, swim some laps or try something new. Health Club Savings offers the variety you want and the flexibility you deserve. Visit the health club at least 12 times per calendar month and you can receive a reimbursement of up to \$20 in your monthly health club membership fees. Bring your UCare member ID card to your health club to sign up. To see a full list of participating health clubs, visit [ucare.org/fitness](https://ucare.org/fitness).

## LivingWell Kids Kits

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 you. LivingWell Kids Kits are for current members aged 17 or younger when ordering.

Choose from one of the following kit options:

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

There are three ways to order a kit\*:

1. Fill out the form in the back of this guide
2. Order through your online member account at [member.ucare.org](https://member.ucare.org). Go to Health & Wellness, then Wellness, Rewards & Allowance to place your order.
3. Call UCare Customer Service at the number on the back of your member ID card

## Grocery discounts

You can save on healthy foods like milk, whole-grain bread, lean meat, eggs, yogurt, fruits, vegetables and more at participating grocery stores. Weekly discounts are pre-loaded onto your UCare Healthy Benefits+ Visa card. Simply scan your Healthy Benefits+ card when paying to access your discount.

To register your card and learn more, visit [healthybenefitsplus.com/ucare](https://healthybenefitsplus.com/ucare) or call 1-833-862-8276 (TTY 711).

## Take a class, get a discount

Members get up to a \$15 discount on most community education classes in Minnesota. Check a local community education catalog or contact the local school district for class times and locations. To get your discount, simply show your UCare member ID card when enrolling in a class.

Your plan includes unlimited yearly discounts (one per class enrollment).

\*Must be an eligible UCare member at the time of the order. Limit one kit per year per member. Kit contents may be subject to change. Please allow 4 – 6 weeks for delivery.

# LivingWell Kids Kit order form

## Choose one

Kits are for current members who are age 17 or younger at time of order. One kit per member per calendar year. Kit contents are subject to change.

If you have questions, call customer service. Allow 4 – 6 weeks for kit delivery. Benefits may change each year. Incomplete or ineligible forms will be returned.

**Fitness Fun Kit**

- Hacky sack
- Fitness dice
- Fitness tracker
- Frisbee

**Youth De-stress Kit**

- Coloring book
- Coloring pencils
- Fidget toys

**Child Dental Kit**

- Book
- Kit bag
- Floss picks
- Toothbrush
- Toothpaste
- Timer
- Tracker

**Teen/tween Dental Kit**

- Floss picks
- Kit bag
- Spin toothbrush
- Toothpaste

## To order a kit, complete the form or sign in / create an account

### To complete online

Visit [member.ucare.org](http://member.ucare.org). Click on Health & Wellness and go to Wellness, Rewards & Allowance to place your kit order.

### To complete form by mail

Fill out the form below. Please use black ink. All fields required.

UCare member ID number \_\_\_\_\_ UCare member date of birth \_\_\_\_\_

UCare member name \_\_\_\_\_

### Please tell us where to send the kit:

Name (first and last) \_\_\_\_\_

Mailing address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_



## 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](mailto: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](mailto:ocrmail@hhs.gov)



**Minnesota Department of Human Rights (MDHR)**

In Minnesota, you have the right to file a complaint with the MOHR 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](mailto:Info.MDHR@state.mn.us) (email)

**Minnesota Department of Human Services (DHS)**

You have the right to file a complaint with OHS 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



500 Stinson Blvd  
Minneapolis MN 55413

612-676-3200 | 1-866-599-2490  
TTY 612-676-6810 | 1-800-688-2534  
8 am – 5 pm, Monday – Friday

**ucare.org**