



Support for members and their caregivers

For UCare's MSHO, UCare Connect + Medicare and UCare Advocate plans

Some of us are designated caregivers who support our loved ones in day-to-day living. There are times when expert assistance would be helpful to answer questions or make things easier for both the caregiver and care recipient. You can ask UCare and M Health Fairview for that help!

Through our Caregiver Assurance™ program, eligible members and their designated caregivers get up to 12 visits with a caregiver advisor within a plan year, resources and service referrals at no extra cost.

Help to make the caregiving journey easier

We'll partner you with a dedicated Caregiver Assurance advisor, who is a clinical professional experienced in aging and caregiving. Your advisor will help address your top caregiving concerns, collaborate with care coordination and offer suggestions, resources and referrals on topics like:

- Stress management
- Emotional support
- Self-care guidance
- Financial resources
- Family support
- Relaxation strategies
- Resource coordination
- Problem-solving
- Alternative care options

Ready to get started?

To get help, call 612-672-7996 (TTY users call 711) Monday – Friday, 9 am – 7 pm or contact your UCare Care Coordinator* at the phone number on the back of the member's UCare identification (ID) card to see if the program is right for you.



To learn more about the program, scan the code with your phone's camera or go online at wellbeingadvisor.org/ucare/caregiverassurance-cga.

Frequently asked questions

Who is eligible to use this program?

Members in these plans are eligible for Caregiver Assurance:

- UCare's Minnesota Senior Health Options (MSHO) (HMO D-SNP)
- UCare Connect + Medicare (HMO D-SNP)
- UCare Advocate Plus (HMO I-SNP)
- UCare Advocate Choice (HMO I-SNP)

Either the UCare plan member or their designated caregiver — a single individual — may use this program. When calling, the designated caregiver must have the member's plan information available, including the member's name, UCare ID and date of birth.

Does my Personal Care Assistant (PCA) qualify for the Caregiver Assurance program?

Yes, access to Caregiver Assurance is available to a spouse or a parent who may qualify to be paid through Community First Services and Supports (CFSS). Professional PCAs paid through an agency to provide your PCA care are not eligible to use Caregiver Assurance.

What if I don't meet the program eligibility requirements?

Contact UCare to learn more about your plan benefits and support options.

Are interpreter services available for non-English speaking members?

Interpreter services are provided by UCare and the caregiver advisors will help to coordinate an interpreter to join conversations, if necessary.

*The designated caregiver must confirm for the care coordinator that they have the authority (authorized representative or power of attorney status) of the care recipient to discuss the member's protected health information. The designated caregiver will also need to have the member's UCare member information available.

Attention. If you need free help interpreting this document, call the above number.

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ملاحظة: إذا أردت مساعدة مجانية لترجمة هذه الوثيقة، اتصل على الرقم أعلاه.

သတိ။ ဤတွဲရက်စာတမ်းအားအခမဲ့ဘာသာပြန်ပေးခြင်း အကူအညီလိုအပ်ပါက၊ အထက်ပါဖုန်းနံပါတ်ကိုခေါ်ဆိုပါ။

កំណត់សំគាល់ ។ បើអ្នកត្រូវការជំនួយក្នុងការបកប្រែឯកសារនេះដោយឥតគិតថ្លៃ សូមហៅទូរសព្ទតាមលេខខាងលើ ។

請注意，如果您需要免費協助傳譯這份文件，請撥打上面的電話號碼。

Attention. Si vous avez besoin d'une aide gratuite pour interpréter le présent document, veuillez appeler au numéro ci-dessus.

Thov ua twb zoo nyeem. Yog hais tias koj xav tau kev pab txhais lus rau tsab ntaub ntawv no pub dawb, ces hu rau tus najnpawb xov tooj saum toj no.

ဟ်သုဉ်ဟ်သးဘဉ်တက့ၢ်. ဝဲနမ့ၢ်လိဉ်ဘဉ်တၢ်မၤစၢၤကလိလၢတၢ်ကကျိးထံဝဲဒၣ်လံာ် တီလံာ်မိတခါအံၤန့ၣ်,ကိးဘဉ်လိတဲစိနီၣ်ဂံၢ်လၢထးအံၤန့ၣ်တက့ၢ်.

알려드립니다. 이 문서에 대한 이해를 돕기 위해 무료로 제공되는 도움을 받으시려면 위의 전화번호로 연락하십시오.

ໂປຣດຊາບ. ຖ້າຫາກ ທ່ານຕ້ອງການການຊ່ວຍເຫຼືອໃນການແປເອກະສານນີ້ພຣີ, ຈົ່ງ ໂທໂປທີ່ໝາຍເລກຂ້າງເທິງນີ້.

Hubachiisa. Dokumentiin kun tola akka siif hiikamu gargaarsa hoo feete, lakkoobsa gubbatti kenname bilbili.

Внимание: если вам нужна бесплатная помощь в устном переводе данного документа, позвоните по указанному выше телефону.

Digniin. Haddii aad u baahantahay caawimaad lacag-la'aan ah ee tarjumaadda (afcelinta) qoraalkan, lambarka kore wac.

Atención. Si desea recibir asistencia gratuita para interpretar este documento, llame al número indicado arriba.

Chú ý. Nếu quý vị cần được giúp đỡ dịch tài liệu này miễn phí, xin gọi số bên trên.