

PO Box 52
Minneapolis, MN 55440-9682



Important Plan Information

<<Firstname Lastname
Address 1
Address 2
City, State, Zip>>



Activate your card to start spending

Your UCare Healthy Benefits+ Visa® card is here. When your 2025 coverage begins, you'll get:

<<\$XXX>>

twice a year on over-the-counter (OTC) items

\$500

annually on transportation expenses

<<\$XXX>>

annually on prescription eyewear expenses

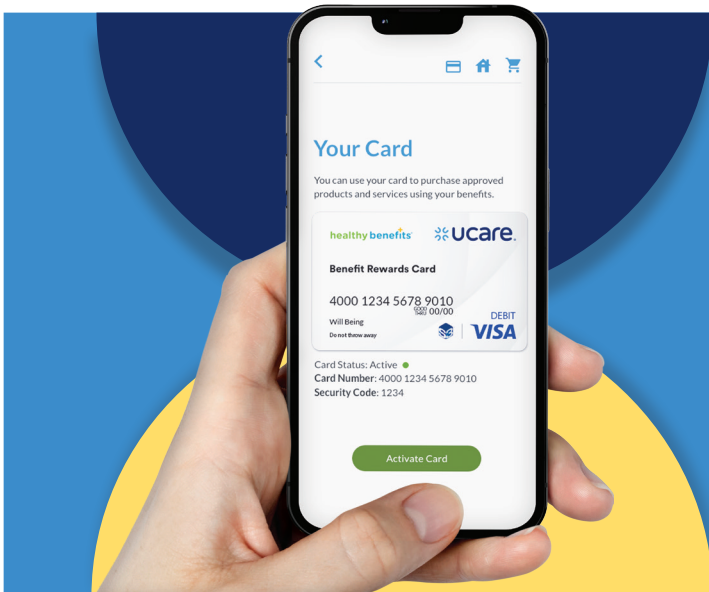
Weekly discounts on groceries

Coming to your mailbox soon.

Keep an eye out for your 2025 OTC catalog.

If prompted, your PIN is the last 4 digits of your card number.

Your allowance will automatically load onto your card. **Your OTC allowance expires on June 30 and December 31. Your prescription eyewear allowance and transportation allowance expire on December 31. If your plan is terminated, all funds on your Healthy Benefits+ Visa® card will expire.**



The easiest way to activate your card



Scan the QR code to download **Healthy Benefits+™** mobile app.

You can also activate your card at HealthyBenefitsPlus.com/UCare or by calling 1-855-256-4620 (TTY 711).

Shopping instructions on the back

How to shop

How do I use my card?

When you are ready to pay, swipe your card, scan the barcode or enter the **16-digit card number** online. If your total is more than your available allowance on your UCare Healthy Benefits+ Visa card, you can pay the balance due out of pocket. Ask the merchant to split the transaction if needed.

OTC shopping made easy

In store

Your local participating stores include: <<Walmart, Kroger, Walgreens, CVS, Publix and more.>>

Use the in-app Product Scanner to find thousands of qualified OTC items like:

- ▶ Pain relief medicine
- ▶ Incontinence pads
- ▶ Toothpaste
- ▶ Cotton swabs
- ▶ First aid kits
- ▶ Rubbing alcohol
- ▶ Cough drops
- ▶ And more

Online

On HealthyBenefitsPlus.com/UCare you can have your items delivered with Walmart, Uber Eats and more.

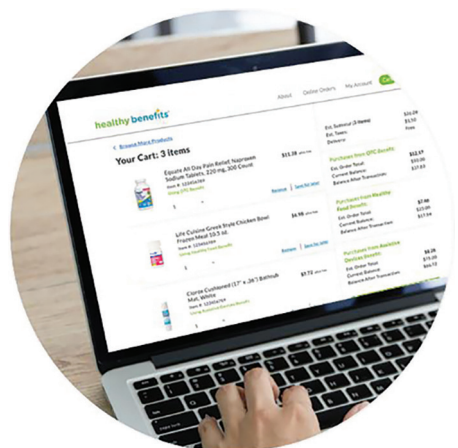
Also use your card to

- ▶ **Cover prescription eyewear and transportation expenses**
Use your card where Visa is accepted and the primary business is eyewear or transportation.
- ▶ **Use your weekly grocery discounts in-store at participating locations**

Questions? Need your benefit balance? Visit HealthyBenefitsPlus.com/UCare or call 1-833-862-8276 (TTY 711).

Use of Your Card: Your card is not a credit card but may be entered as “credit” to checkout. If prompted, **your PIN is the last 4-digits of your card number.** Fees and usage restrictions may apply. See cardholder terms for details. **No Cash (except as required by law) or ATM Access.**

Issued by Citizens Alliance Bank, Member FDIC, pursuant to a license from Visa® U.S.A. Inc.





Notice of Nondiscrimination

UCare complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. UCare does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

We provide aids and services at no charge to people with disabilities to communicate effectively with us, such as TTY line, or written information in other formats, such as large print.

If you need these services, contact us at **612-676-3200 (voice)** or toll free at **1-800-203-7225 (voice)**, **612-676-6810 (TTY)**, or **1-800-688-2534 (TTY)**.

We provide language services at no charge to people whose primary language is not English, such as qualified interpreters or information written in other languages.

If you need these services, contact us at the **number on the back of your membership card** or **612-676-3200** or toll free at **1-800-203-7225 (voice)**; **612-676-6810** or toll free at **1-800-688-2534 (TTY)**.

If you believe that UCare has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file an oral or written grievance.

Oral grievance

If you are a current UCare member, please call the number on the back of your membership card. Otherwise please call **612-676-3200** or toll free at **1-800-203-7225 (voice)**; **612-676-6810** or toll free at **1-800-688-2534 (TTY)**. You can also use these numbers if you need assistance filing a grievance.

Written grievance

Mailing Address

UCare
Attn: Appeals and Grievances
PO Box 52
Minneapolis, MN 55440-0052
Email: cag@ucare.org
Fax: 612-884-2021

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019, 1-800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 612-676-3200/1-800-203-7225 (TTY: 612-676-6810/1-800-688-2534).

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 612-676-3200/1-800-203-7225 (TTY: 612-676-6810/1-800-688-2534).

XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 612-676-3200/1-800-203-7225 (TTY: 612-676-6810/1-800-688-2534).

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 612-676-3200/1-800-203-7225 (TTY: 612-676-6810/1-800-688-2534).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 612-676-3200/1-800-203-7225 (TTY: 612-676-6810/1-800-688-2534)。

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 612-676-3200/1-800-203-7225 (телетайп: 612-676-6810/1-800-688-2534).

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 612-676-3200/1-800-203-7225 (TTY: 612-676-6810/1-800-688-2534).

ማህተድ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያገለግሉት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ 612-676-3200/1-800-203-7225 (መስማት ለተሳናቸው: 612-676-6810/1-800-688-2534).

ဟံသုဂ်ဟံသး-နမ္မိကတိ၊ ကညိ ကျိာအသိ၊ နမ္မနာ ကျိာအတၢ်မၤစၢလၢ တလၢဂ်ဘျုးလၢဂ်စၢ နီတမံၤဘျုးသ့န့ၢ်လီၤ. ဝိ: 612-676-3200/1-800-203-7225 (TTY: 612-676-6810/1-800-688-2534).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 612-676-3200/1-800-203-7225 (TTY: 612-676-6810/1-800-688-2534).

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយភាសាខ្មែរ, រសវាជំនួយវិជ្ជាភាសា ដោយមិនគិតល្បួល គឺអាចមានសំរាប់ប្រើអ្នក។ ចូរ ទូរស័ព្ទ 612-676-3200/1-800-203-7225 (TTY: 612-676-6810/1-800-688-2534)។

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 612-676-3200/1-800-203-7225 (رقم هاتف الصم والبكم: 612-676-6810/1-800-688-2534).

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 612-676-3200/1-800-203-7225 (ATS : 612-676-6810/1-800-688-2534).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 612-676-3200/1-800-203-7225 (TTY: 612-676-6810/1-800-688-2534) 번으로 전화해 주십시오.

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 612-676-3200/1-800-203-7225 (TTY: 612-676-6810/1-800-688-2534).