



UCare Connect, UCare Connect + Medicare 2024 Additional / Supplemental Benefit Summary

(Highlighted = NEW in 2024)

Information on each benefit including instructions on how to obtain: [Benefits, Perks, Resources](#)

Benefit Details	Connect	CT+Med	Eligibility / How to obtain Member / Care Coordinator
<p>Healthy Benefits + Visa (General Information)</p> <p>Members will no longer use the Healthy Savings card in 2024. They will receive a new card called the UCare Healthy Benefits+ Visa.</p> <p>Members will need to register and activate the UCare Healthy Benefits+ Visa card before using it. Register the card online, in the app or by calling.</p> <ul style="list-style-type: none"> • HealthyBenefitsPlus.com/ucare • Healthy Benefits+ App • 1-833-862-8276 <p>To Check Card balances:</p> <ul style="list-style-type: none"> • Log into UCare member portal to view various wallets/balances and transactions. • Visit healthybenefitsplus.com/ucare to view their account. • Call 1-833-862-8276 (TTY 711) 	<p>✓</p>	<p>✓</p>	<p>Qualifying Conditions: Vary based on benefit – see benefits below.</p> <p>Connect + Medicare members who are eligible for the <u>Healthy Food Allowance</u> benefit will receive a UCare Healthy Benefits+ Visa card during the first month of their plan.</p> <p>Connect + Medicare members who do not qualify for an allowance will receive a Healthy Benefits+ Visa upon their first earned preventive care visit incentive/reward.</p> <p>All other Connect and Connect + Medicare members who would like to access the Grocery Discount program and have not received a card will need to request a card. The request along with the member’s first and last name</p>

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	<ul style="list-style-type: none"> On the Healthy Benefits+ App. 		<p>and Member ID can be sent to wellness@ucare.org.</p> <p>Lost/stolen card replacement: Care Coordinators: Request a new/replacement card for members by sending email wellness@ucare.org – please include member’s first and last name and Member ID</p> <p>Members: can report a lost/stolen card on the UCare member portal which will issue/send a replacement. Members can also order new card via HealthyBenefitsPlus.com/ucare.</p> <p>Limitations: Healthy Benefits+ Visa may not be used to purchase tobacco, nicotine replacement products, alcohol, firearms or medical co-pays.</p>
<p>Grocery Discounts Healthy Benefits+ Visa®</p>	<p>Members can save up to \$50 a week on pre-qualified healthy foods at participating stores.</p> <ul style="list-style-type: none"> Healthy foods include milk, whole-grain bread, lean meat, eggs, yogurt, fruits, vegetables and more. 	<p>✓</p>	<p>✓</p> <p>Qualifying conditions: No. Available to all Connect and Connect + Medicare (CT+Med) members.</p> <p>Care Coordinators: To locate participating stores see the Grocery Discounts Program.</p>

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	Many weekly specials are pre-loaded onto the UCare Healthy Benefits+ Visa® card.			Limitations: This is not a cash benefit. Cannot be used at Target or Amazon.
Healthy Food Allowance Healthy Benefits+ Visa®	<p>Additional benefit that provides CT+Med members a monthly allowance for purchasing healthy foods. Provides support toward HTN/DM/Lipid goal improvement.</p> <ul style="list-style-type: none"> • \$50 / month healthy food allowance for members w/qualifying chronic condition. • Approved items such as fruits, vegetables, healthy grains, dairy, beans, and more can be purchased at participating retailers such as Cub, Hy-Vee, and Walmart simply by swiping the card at checkout. 		✓	<p>Qualifying conditions: Yes. Hypertension, diabetes, or lipid disorders diagnosis must be documented in UCare claims.</p> <p>CT+Med members with qualifying conditions for the Healthy Food Allowance benefit will receive a Healthy Benefits+ Visa card during the first month of their plan. Cards must be registered prior to use.</p> <p>Monthly allowance is loaded on the member's UCare Healthy Benefits+ Visa card which can be used towards the purchase of approved healthy foods and produce, in-store, online, or by phone.</p> <p>This benefit becomes effective on the first day of each month.</p>

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			<p>Additional benefit details found on HealthyBenefitsPlus.com/ucare, Healthy Benefits+ App or by calling 1-833-862-8276, TTY 711.</p> <p>Healthy Benefits+ Over-the-counter (OTC) and Healthy Food Allowance Catalog</p> <p>Care Coordinators: Participating store locations can be found at Healthy Benefits Store Locator.</p> <p>Limitations: Cannot be used at Target or Amazon. Unused account balances do not roll over and are forfeited.</p>
<p>UCare Health & Wellness Healthy Benefits+ Visa®</p>	<p>Visit ucare.org/healthwellness for information on additional value-added benefits (discount programs, preventive care incentives, pregnancy support and more) available to members.</p>	<p>✓</p>	<p>✓</p> <p>Qualifying conditions: Varies based reward/incentive or program. Available to all Connect and CT+Med members.</p> <p>Ucare.org/healthwellness or log in/create an account on member.ucare.org. Click on Health & Wellness and go to Wellness, Rewards & Allowance.</p> <p>Preventive care rewards are loaded on the member's UCare Healthy Benefits+ Visa card.</p>

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			<p>NOTE: Members who have not previously received a Healthy Benefits+ Visa will receive their card when they earn initial reward.</p> <p>Limitations: Preventative care incentives are available to members with an identified gap in care.</p> <p>Rewards/Incentives on the UCare Healthy Benefits+ Visa card can be spent anywhere Visa is accepted with some exceptions: cannot be used at Target or Amazon; cannot be spent to purchase alcohol, firearm, tobacco, nicotine replacement products; cannot be used to pay medical co-pays.</p> <p>Care Coordinator: Request member incentives to be mailed to the member via wellness@ucare.org.</p>
<p>Over-the-counter (OTC) Healthy Benefits+ Visa</p>	<p>CT+Med members receive a \$60 quarterly over-the-counter (OTC) allowance on the UCare Healthy Benefits+ Visa® card to purchase eligible health items at participating retailers in-store, online, or by phone.</p>	<p>✓</p>	<p>Qualifying conditions: No. Available to all CT+Med members.</p> <p>This allowance becomes effective on the first day of each quarter and doesn't roll over. Money you don't use by the end of the quarter will expire.</p>

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	Eligible items include <cough drops, first aid supplies, pain relief, sinus medications, toothpaste and much more!			<p>Limitations: Can only be used at participating retailers. Cannot be used at Target or Amazon. Unused account balances do not roll over and are forfeited.</p> <p>Healthy Benefits+ Over-the-counter (OTC) Catalog</p>
Community Education Discount	<p>Support for members socialization and skill building goals:</p> <ul style="list-style-type: none"> • Up to a \$15 discount on eligible classes through local school districts. • Unlimited discounts in a calendar year (one per class enrollment) 	✓	✓	<p>Qualifying conditions: No. Available to all Connect and CT+Med members.</p> <p>Check local community education catalog or contact the local school districts for class times and locations.</p> <p>To get the discount, present UCare member ID card when enrolling in a class.</p> <p>Limitations and restrictions may apply. Examples include high-risk classes, 1:1 classes etc.</p> <p>Health Ride Transportation not available for Connect nor CT+ Med members to community education classes. May be able to access non-medical transportation</p>

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			if open to and authorized by a CADI/BI/DD Waiver Case Manager.
Activity Tracker plus Personal Emergency Response System (PERS) Device	Functionality includes: Activity tracker, heart rate monitor, weight tracking, and PERS. <ul style="list-style-type: none"> • Provides two-way call support service, emergency contact (does not require phone or internet). • Can support targeted outreach / reminders (activity, medication, care plan reminders) • Tracked health measures can be monitored by Care Coordinator via online dashboard. • Reemo supports user with setup, call center support. • The device is ready-to-use out of the box with no set up required or pairing to a cell phone or Wi-Fi. 	✓	<p>Qualifying conditions: No. Available to all CT+Med members.</p> <p>Care Coordinator: Request using REEMO Smartwatch and/or Blood Pressure Monitor Order Form on the Care Coordination Website.</p> <p>Limitations: One activity tracker per year.</p>
Blood Pressure Monitor	CT+Med members with hypertension who use the Activity Tracker plus PERS device.	✓	<p>Qualifying Conditions: Yes. Available to CT+Med members with hypertension diagnosis on file with UCare claims and, who use the Activity Tracker plus PERS device.</p>

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			<p>Care Coordinator: Request using REEMO Smartwatch and/or Blood Pressure Monitor Order Form on the Care Coordination Website.</p> <p>Limitations: One blood pressure monitor per year.</p>
<p>Therapeutic Massage</p>	<p>Up to 6 (60-minutes each visit) therapeutic massage visits per year for members with a qualifying condition.</p>	<p>✓</p>	<p>Qualifying conditions: Yes. Available to CT+Med members with back pain, neck and shoulder pain, headache, carpal tunnel syndrome, osteoarthritis, or fibromyalgia diagnosis.</p> <p>No Prior Authorization needed.</p> <p>Care Coordinator: Therapeutic Massage provider is responsible for ensuring member has appropriate diagnosis to treat and provide therapeutic massage benefit.</p> <p>See UCare’s Provider Search tool to locate in-network Therapeutic Massage providers. Search “Massage” or by provider name.</p> <p>Limitations: Limited provider availability. Sessions exceeding 60-minutes (4 units)</p>

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			<p>are member responsibility. May not exceed 6 sessions. Transportation is not available to supplemental therapeutic massage benefit.</p> <p>Non-Covered: Massage for the comfort or convenience of the member. Non-network massage providers, including massages provided at spas.</p>
<p>Additional Acupuncture</p>	<p>Up to 12 additional visits of acupuncture per year for members with a qualifying condition.</p>	<p>✓</p>	<p>Qualifying conditions: Yes. Available to CT+Med members with acute low back pain diagnosis on file with UCare claims.</p> <p>Acute: Short-term/sudden onset (a few days or weeks).</p> <p>Chronic (not covered): Pain that lasts 12 weeks or longer even after underlying cause has been treated.</p> <p>Care Coordinator: Contact UCare Customer Service 612-676-3310 to inquire if member has qualifying condition on file.</p> <p>See UCare’s Provider Search tool to locate in-network Acupuncture specialty care.</p> <p>No Authorization required.</p>

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				Limitations: Transportation is not available to supplemental acupuncture benefit.
Additional Routine Chiropractic	Up to 12 visits/year – includes exams and adjustments of extremities for members with a qualifying condition .		✓	<p>Qualifying conditions: Yes. Available to CT+Med members with musculoskeletal disorders diagnosis.</p> <p>Care Coordinator: Chiropractic Provider is responsible for ensuring member has appropriate diagnosis to treat and provide chiropractic benefit.</p> <p>See UCare’s Provider Search tool to locate in-network Chiropractic providers.</p> <p>Limitations: Transportation is not available to supplemental chiropractic benefit.</p>
Fitness Benefit	<p>One Pass is a complete fitness solution for body and mind, available at no additional cost. Provides support for goals, improving health conditions. Members have access to more than 24,000 participating fitness locations nationwide. Additional Fitness Benefits:</p> <ul style="list-style-type: none"> • Thousands of on-demand and live-streaming fitness classes. 	✓	✓	<p>Qualifying conditions: No. Available to all Connect and CT+Med members.</p> <p>Find participating fitness locations at ucare.org/onepass or call toll-free or call toll-free 1-877-504-6830 (TTY:711) 8 am to 9 pm CT, Monday – Friday.</p>

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	<ul style="list-style-type: none"> • Workout builders to create workouts and walk through each exercise. • Home Fitness Kits available to members who are physically unable to attend at an in-person gym location or who reside at least 15 miles outside a participating fitness center. • Personalized, online brain training program to help improve memory, attention, and focus. • Social activities, community classes, online or in-person participation events are covered. 			<p>Members present their UCare Member ID card to enter participating fitness locations.</p> <p>Member will need to sign up for a One Pass account at ucare.org/onepass to get access to the online brain training, social activities, and other wellness features.</p> <p>Limitations: The Home Fitness Kits are intended for members who cannot attend a physical gym location. One kit per year.</p>
One Pass Additional Transportation	Three round-trip rides/week to the nearest OnePass participating fitness center.		✓	<p>Qualifying conditions: No. Available to all CT+Med members.</p> <p>Care Coordinator: Member or care coordinator can request these rides directly from Health Ride: 1-800-864-2157</p>
Transportation to AA/NA	Up to 7 round trip rides/week to AA/NA.		✓	<p>Qualifying conditions: Yes. CT+Med members assessed as having substance use disorder.</p> <p>Care Coordinator: Identify need as part of member Support Plan. Must validate need and meeting location.</p>

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			<p>Request rides for member by submitting form Connect + Med AA/NA Transportation Authorization Form:</p> <p>Bus pass is the preferred option if available (it can provide greater flexibility for members).</p>
<p>Transportation to Healthy Food Allowance</p>	<p>Up to one ride per week to participating Healthy Food Allowance grocery store sites for members with qualifying conditions.</p>	<p>✓</p>	<p>Qualifying conditions: Yes. Hypertension, diabetes, or lipid disorders diagnosis documented in UCare claims.</p> <p>Care Coordinator: Minimum of 2 business days in advance, submit Healthy Food Allowance Authorization electronic form in order to validate eligibility and store location. Healthy Benefits+ card must be registered.</p> <ul style="list-style-type: none"> • Healthy Food Allowance Authorization form • Validate store location using Healthy Benefits Store Locator. <p>Once authorized, member or CC may request grocery transportation from UCare's Health Ride at least 3 days in advance. If requesting a bus pass, allow up to 14 days for shipping and handling.</p>

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				<p>A bus pass is the preferred option if available (it can provide greater flexibility for members).</p> <p>Limitations: Up to 1 Ride per week. Authorization good for 2 preferred grocery store locations within 30 miles of member address. No same day grocery store requests. Authorization good for up to one year. New authorization required if preferred grocery locations change. Member's UCare must be active. May not use benefit if member has their own vehicle.</p> <p>NOTE: Medical transportation may be prioritized over scheduled grocery transportation in the event that providers are limited.</p>
Connect to Wellness Kits	<p>Connect to Wellness kits help members improve their health and wellness and maintain independence in the community. Each kit includes engaging tools to help members reach their health improvement goals.</p> <ul style="list-style-type: none"> • Kit A: Fitness • Kit B: Sleep • Kit C: Stress 	✓	✓	<p>Qualifying conditions: No. Available to all Connect and CT+Med members (except weighted blanket).</p> <p>Members can order by calling Customer Service or online by logging in or creating an account on member.ucare.org. Click on Health & Wellness and go to Wellness, Rewards & Allowance to place the order.</p>

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	<ul style="list-style-type: none"> • Kit D: Dental (different from the Adult Dental Kit) • Kit E: Smart home device <ul style="list-style-type: none"> ○ Wi-Fi required. No Amazon account needed. • Kit F: Weighted blanket (only available to Connect + Medicare members) 			<p>Care Coordinator: Order the kits on behalf of a member by sending an email to wellness@ucare.org.</p> <p>Allow 4-6 weeks for delivery.</p> <p>Limitations: One kit per calendar year.</p>
UCare Dental Connection	<p>UCare’s Dental Connection helps members manage their dental care with one simple phone call.</p> <ul style="list-style-type: none"> • Find a dental provider or dental home. • Schedule dental appointments, including appointments for follow-up and specialty care. • Coordinate transportation to dental appointments. • Coordinate interpreter services for dental appointments. • Answer dental benefit and claims questions. 	✓	✓	<p>Qualifying conditions: No. Available to all Connect and CT+Med members.</p> <p>Dental Connection Customer service representatives are available Monday through Friday, from 7 am to 7 pm CST. 651-768-1415 or 1-855-648-1415 (toll-free); TTY: 711. Members may use this number to contact Dental Connection directly.</p> <p>Care Coordinator: The Delta Dental Governments Program Access Unit can help Care Coordinators find a dentist and answer dental claims and benefits questions. Care Coordinators may call 651-994-5198 or 1-866-303-8138 toll free. Do not give out this number to members.</p>

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Additional Dental Services	<p>CT+Med member may also receive the following through a UCare Delta Dental provider:</p> <ul style="list-style-type: none"> • Crown – two per year, any tooth • Crown Repair – 1 procedure per year 		✓	<p>Qualifying conditions: No. Available to all CT+ Med members.</p> <p>Available through Delta Dental network providers.</p> <p>No authorizations required.</p>
Adult Dental Kits	<p>Access to electric toothbrush/toothpaste to improve oral hygiene care that can prevent disease:</p> <p>Adult Dental Kit:</p> <ul style="list-style-type: none"> • One electric toothbrush and Two replacement heads • Toothpaste • Dental floss <p>Adult Dental Refill Kit:</p> <ul style="list-style-type: none"> • Two replacement heads • Toothpaste • Dental floss 		✓	<p>Qualifying conditions: No. Available to all CT+Med members.</p> <p>No authorization required.</p> <p>Members can order kits by calling UCare Customer Services, 612-676-3310 or online by logging in or creating an account on member.ucare.org. Click on Health & Wellness and go to Wellness, Rewards & Allowance to place the order.</p> <p>Care Coordinator: Care coordinator may send an email to wellness@ucare.org.</p> <p>Limitations: One kit per member every three years. Refill kits: 1 kit per year, not eligible the year the first dental kit provided.</p> <p>Allow 4-6 weeks for delivery.</p>

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<p>Quit Smoking and Vaping Program</p>	<p>Quit Line: UCare quit line coaches help members learn to live without tobacco or nicotine at no charge.</p> <ul style="list-style-type: none"> Coaches provide support, online tools, quit aides (such as nicotine patches and gum), and more. 	<p>✓</p>	<p>✓</p>	<p>Qualifying conditions: No. Available to all Connect and CT+Med members.</p> <p>Member can get more information:</p> <ul style="list-style-type: none"> 1-855-260-9713; TTY 711 myquitforlife.com/ucare Download the Rally Coach Quit for Life mobile app <p>Care Coordinator: Direct the member to call the quit line or visit the myquitforlife.com/ucare website.</p>
<p>Pregnancy, Children & Teens</p>	<p>UCare wants to make sure members have healthy pregnancies, childbirth and keep children healthy through their teens.</p> <ul style="list-style-type: none"> Management of Maternity Services (MOMS) program supports health during and after pregnancy. Car seat and car seat safety education at no cost from UCare through our Seats, Education and Travel Safety (SEATS) Program. To learn more, visit ucare.org/healthwellness/pregnancy-children-teens. 	<p>✓</p>	<p>✓</p>	<p>Qualifying conditions: Yes. Pregnancy (in 3rd trimester for SEATS specifically). Available to all Connect and CT+Med members.</p> <p>MOMS Program: As soon as a member learns they are pregnant, they should contact their county financial/eligibility worker.</p> <p>SEATS Program: Car seat and car seat safety.</p> <p>Limitations: Pregnant members - 1 seat every 12-months. Members do not need to be listed as pregnant in UCare claims to be</p>

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			<p>eligible for a car seat.</p> <p>Child member (must be UCare member to qualify) up to age 8, before their 8th birthday – 1 seat every 3 years (36 months). If a pregnant member received a seat, her new baby (if UCare member) would not be eligible for another seat until age 3.</p> <p>No replacement seats available. Premie and special needs car seats not available.</p> <p>Members can call UCare Customer Service 612-676-3310 to connect to county partner.</p> <p>UCare Pregnancy Advisor Nurse Line: 1-855-260-9708 TTY 711 9 am – 5 pm, M-F.</p>
<p>Vision Care (eyeglass upgrades)</p>	<p>In addition to regularly covered vision care and eyewear, CT+Med members may receive:</p> <ul style="list-style-type: none"> • Anti-reflective lens coating (V2750) • Photochromic tinting (V2744) • Tinted lenses (V2745) • Progressive lenses (V2781) 	<p>✓</p>	<p>Qualifying conditions: No. Available to all CT+Med members.</p> <p>Members get exams from UCare network vision provider. The vision provider submits lens order to Eye Kraft. Eye Kraft bills UCare.</p> <p>No authorization required for lens coating or tinting.</p>

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				Limitations: Available exclusively through Eye Kraft. Each benefit can be used 1 time per year.
Routine Podiatry	One routine foot care visit per month not related to a specific diagnosis already covered by Medicare.		✓	<p>Qualifying conditions: No. Available to all CT+Med members.</p> <p>No specific dx needed.</p> <p>Available through UCare network podiatrists.</p> <p>No authorization required.</p>
Post-Discharge Medication Reconciliation	Post-discharge prescription reconciliation following discharge from an inpatient hospital stay.		✓	<p>Qualifying Conditions: Yes. Available to CT+Med members following hospital inpatient discharge.</p> <p>Care Coordinator: UCare staff coordinate most reviews based on claims data, but care coordinators can refer a member to the UCare pharmacist for this service if the member has been discharged from an inpatient stay.</p> <p>Contact UCare Pharmacy Management team at: pharmacyliaison@ucare.org</p>

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Medication Toolkit	<p>To support member's medication adherence goals, CT+Med member may receive a Medication Toolkit that includes:</p> <ul style="list-style-type: none"> • Pillbox, pillbox alarm, pill splitter • Medication tracker and record pad • Medication disposal form • 1 kit per year 		✓	<p>Members can order by calling customer service or online by logging in or creating an account on member.ucare.org. Click on Health & Wellness and go to Wellness, Rewards & Allowance to place the order.</p> <p>Care Coordinator: Request through Medication Toolkit Order Form on the Care Coordination Website . Email wellness@ucare.org.</p> <p>Allow 4-6 weeks for delivery.</p>
Other Programs and Referral Forms	Intensive Community Based Services (ICBS)	✓	✓	<p>Qualifying Dx: Yes. SPMI ICBS: Feet on the street case management" provided by various providers throughout the state. They provide intensive case management in the community. ICBS Case Managers will go to the members home, hospital, treatment, or wherever the member is residing.</p>
	Mental Health & Substance Use Disorder Case Management	✓	✓	<p>Qualifying Dx: Yes. Member has a mental health condition or substance use disorder and a need for more support is identified or diagnosis of Autism or a related condition.</p>
	Cecelia Health Virtual Support Program	✓	✓	<p>Qualifying Dx: Yes. Member must have a diagnosis of diabetes, chronic kidney disease (CKD), Asthma, or COPD to be eligible to participate.</p>

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			<p>Care Coordinator: Members are identified by UCare and Cecelia Health provides outreach. If a member has a qualifying conditions and is not involved/declined when provided information, Cecelia Health may be contacted to provide new engagement using the link provided.</p>
<p>Asthma Education Program</p>	<p>✓</p>	<p>✓</p>	<p>Qualifying Dx: Yes. 1 or more ER/hospitalizations for asthma in the last 24 months • 4 or more asthma medication prescriptions in the last 24 months • Increased or uncontrolled asthma symptoms • Suspected asthma medication non-compliance</p>
<p>Medication Therapy Management (MTM)</p>	<p>✓</p>	<p>✓</p>	<p>Specially trained UCare or in-network pharmacists will review member's medications to ensure they are safe, effective, affordable, and easy to use. Medication Therapy Management (MTM) is especially helpful if member has multiple chronic health conditions, take several medications multiple times per day, or have high prescription costs or multiple prescribers.</p>

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				Connect members with non-integrated Medicare need to access MTM services through their Medicare provider.
	Diabetes Management	✓	✓	Multiple member resources: Explore how you can take an active role in managing your diabetes

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