



## MSC+ 2026 Additional Benefit Summary

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

Benefit Details		MSC+	Eligibility/How to obtain Member/Care Coordinator
<b>Healthy Benefits + Visa card</b> (General Information)	<p>Members will need to activate the Healthy Benefits+ Visa card before using it. Activate the card by calling 1-855-256-4620.</p> <p><b>To check card balance or request a card:</b></p> <ul style="list-style-type: none"><li>• Visit <a href="https://healthybenefitsplus.com/ucare">healthybenefitsplus.com/ucare</a></li><li>• Call 1-833-862-8276 (TTY 711)</li><li>• Download Healthy Benefits+ app</li></ul>	✓	<p><b>Qualifying Conditions: No.</b> Available to all MSC+ members. Qualifications vary based on benefit – see benefits below.</p> <p>MSC+ members will receive a card upon their first earned reward. If no reward has been earned, and member would like access to grocery discounts, members can request a card by calling UCare customer service.</p> <p><b>Limitations:</b> Healthy Benefits+ Visa may not be used for cash-back or cash equivalent, casinos, online gaming, firearms, tobacco, nicotine replacement products, alcohol, copays, deductibles, or premiums. Other restrictions may apply.</p>


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<b>Grocery Discounts on the Healthy Benefits+ Visa® card</b>	Members 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 the UCare Healthy Benefits+ Visa® card. Simply swipe the Healthy Benefits+ card when paying to access your discount.	✓	<p><b>Qualifying Conditions:</b> No. Available to all MSC+ members.</p> <p><b>Care Coordinators:</b> To locate participating stores, see the <a href="#">Grocery Discounts Program</a>.</p> <p><b>Limitations:</b> This is not a cash benefit. It can only be used at participating grocery stores and cannot be used at Target or Amazon.</p>
<b>Rewards and Incentives on the Healthy Benefits+ Visa® card</b>	Members are able to earn rewards for completing certain preventative screenings, tests, or exams. Earned reward dollars will be loaded to the Healthy Benefits+ Visa card. Visit <a href="https://ucare.org/rewards">ucare.org/rewards</a> to learn more.	✓	<p><b>Qualifying conditions:</b> Varies based on reward/incentive program. Available to all MSC+ members.</p> <p>Visit <a href="https://ucare.org/rewards">ucare.org/rewards</a> or log in/create an account on <a href="https://member.ucare.org">member.ucare.org</a>. Click on Health &amp; Wellness and go to Wellness, Rewards &amp; Allowance.</p> <p>Preventive care rewards redeemed are loaded on the member's UCare Healthy Benefits+ Visa card.</p> <p><b>NOTE:</b> MSC+ members who have not previously received a Healthy Benefits+ Visa card will receive a</p>

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			<p>card when they earn the first reward.</p> <p><b>Limitations:</b>            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 used for cash-back or cash equivalent, casinos, online gaming, firearms, tobacco, nicotine replacement products, alcohol, copays, deductibles, or premiums. Other restrictions may apply.</p>
<a href="#">Strong and Stable Kits</a>	Increase balance & prevent falls kit including resistance band strength kit, tub grips, Nightlight, Medication box.	✓	<p><b>Qualifying Conditions:</b> No. Available to all MSC+ members.</p> <p><b>Members</b> can order by calling Customer Service or online by logging in or creating an account on <a href="http://member.ucare.org">member.ucare.org</a>. Click on Health &amp; Wellness and go to Wellness, Rewards &amp; Allowance to place order.</p> <p><b>Care Coordinator:</b> Request using <a href="#">Strong &amp; Stable Kit Order form</a></p>

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			available on the <a href="#">Care Coordination Website</a>  Allow 4-6 weeks for delivery.  <b>Limitations:</b> One kit per year.

<b>In Lieu of Services (ILOS)</b>	<p>In lieu of services are interventions that would support seniors who are not eligible for Elderly Waiver (EW) or who are pending a waiver assessment and benefit from waiver services to avert future health care costs. ILOS supports seniors to live as independently as possible in community settings, achieve health outcomes, safety and community integration. Services offered would be in lieu of preventable ER, avoidable inpatient care, and more acute services/drugs used as a result of the enrollee facing barriers to safe, healthy independent living and community integration that can be addressed with home and community-based services.</p> <p>UCare ILOS services includes all EW services including but not limited to:</p> <ul style="list-style-type: none"> <li>• Homemaking</li> <li>• Respite out of home or hospital</li> <li>• ICLS</li> <li>• Chore Service</li> <li>• Specialized Equipment &amp; Supplies (one-time purchase)</li> </ul>		<p><b>Care Coordinator:</b>  <a href="#">ILOS Job aid</a></p> <p>Request using <a href="#">ILOS Request Form</a> and submit to <a href="mailto:CareCoordinationReviews@ucare.org">CareCoordinationReviews@ucare.org</a>.</p>
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<b>UCare Dental Connection</b>	<p>UCare's Dental Connection helps members manage their dental care with one simple phone call</p> <ul style="list-style-type: none"> <li>• Find a dental provider or dental home.</li> <li>• Schedule dental appointments, including appointments for follow-up and specialty care.</li> <li>• Coordinate transportation to dental appointments.</li> <li>• Coordinate interpreter services for dental appointments.</li> <li>• Answer dental benefit and claims questions.</li> </ul>	✓	<p><b>Qualifying Conditions:</b> No. Available to all MSC+ members.</p> <p>Members can call DentaQuest Monday through Friday, from 8-5 CST. MSC+ <b>888-227-3310</b> (toll-free); TTY users call 800-466-7566.</p>
<b>Other programs and Referral Forms</b>	<a href="#">Intensive Community Based Services (ICBS)</a>	✓	<p><b>Qualifying Dx: Yes.</b> SPMI</p> <p><b>ICBS:</b> "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>
	<a href="#">Mental Health &amp; Substance Use Disorder Case Management</a>	✓	<p><b>Qualifiers: Yes.</b> Member must meet at least one of the following:</p> <ul style="list-style-type: none"> <li>• 2 inpatient MH/SUD or residential MH/SUD/crisis admissions within the last year</li> <li>• 2 partial hospitalization episodes within the last year</li> <li>• 2 ER visits for an MH/SUD diagnosis within the last 2 months</li> </ul>

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			<p>MH/SUD CM will work with the member for a short period of time to support their acute needs and then hand the member back to the CC for ongoing support.</p> <p><b>Care coordination:</b> <a href="#">MHSUD Referral Form</a></p>
	<a href="#">Disease Management</a>	✓	<p><b>Qualifying Dx: Yes.</b> Member must have a diagnosis of <b>Diabetes, chronic kidney disease (CKD), Asthma, or COPD</b> to be eligible to participate.</p> <p><b>Care Coordinator:</b> <a href="#">DM Referrals</a></p>
	<p>Pharmacy Quality Team Services</p> <p><b>MTM/TOC Services:</b> Specially trained UCare or in-network pharmacists will review members' medications to ensure they are safe, effective, affordable, and easy to use. Medication Therapy Management (MTM) is especially helpful if a member has multiple chronic health conditions, takes several medications multiple times per day, has high prescription costs or multiple prescribers. MSC+ members with non-integrated Medicare need to access MTM services through their Medicare provider. A comprehensive medication review is</p>	✓	<p>Medication Therapy Management (MTM) Services, TOC services, and Pharmacy Navigator Support</p> <p><b>Care Coordinator:</b> Please use the Care Coordinator Referral Form: <a href="#">MTM/TOC Referral Form</a> for pharmacy navigator support services.</p> <p><b>Members</b> may self-refer outside of a CC TOC referral by "signing up or opting out" to MTM using the online form on the <a href="#">UCare MTM page</a>. CC's cannot opt members in/out of the</p>

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	<p>completed when a member is referred for either MTM or TOC services.</p> <p><b>Pharmacy Navigator Support:</b> The pharmacy quality team has a team of Pharmacy Navigators who assist with pharmacy gaps in care, adherence concerns, and coordinate care for those with non-optimal medication use for members who are eligible for MTM services.</p> <p>Examples of Navigator Support</p> <ul style="list-style-type: none"> <li>• Assistance with contacting member's pharmacy or provider/care team for medication related needs</li> <li>• Educating members on Costco Mail Order Pharmacy</li> <li>• Assisting members with clinical medication questions or concerns</li> </ul>		<p>MTM process on the member behalf. Only members or responsible agents can complete the online form.</p> <p>For questions or additional information, reach out to <a href="mailto:pharmacyliaison@ucare.org">pharmacyliaison@ucare.org</a></p>