



# MSC+/MSHO

## 2025 Additional & Supplemental Benefit Summary

(Highlighted = NEW in 2025)

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

transitionBenefit Details		MSHO	MSC+	Eligibility / How to obtain Member / Care Coordinator
<b>Healthy Benefits + Visa</b> (General Information)	<p>Members will need to activate the UCare Healthy Benefits+ Visa card before using it. Activate the card online, in the app or by calling.</p> <ul style="list-style-type: none"><li>• <a href="https://HealthyBenefitsPlus.com/ucare">HealthyBenefitsPlus.com/ucare</a></li><li>• Healthy Benefits+ App</li><li>• 1-855-256-4620</li></ul> <p><b>To check card allowance 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:</b> No. Available to all MSHO and MSC+ members. Qualifications vary based on benefit – see benefits below.</p> <p>All MSHO members will automatically be issued a Healthy Benefits+ Visa Card during the first month of their plan due to receiving the healthy food, OTC, and utility allowances.</p> <p>MSC+ members will receive a Healthy Benefits + Visa Card upon their first earned preventative care visit incentive/reward.</p> <p>Any MSC+ member who has not earned a reward but would like to access the grocery discounts or community education class allowance can request a card</p>

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				<p>by calling UCare customer service or their care coordinator can email the request along with the member's first and last name and member ID to wellness@ucare.org. Additionally, member can go online to their online member account to request a card.</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>

**\* Supplemental Benefit.**

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**For Care Coordinator reference only – not for member distribution**

Benefit Details		MSHO	MSC+	Eligibility / How to Obtain Member / Care Coordinator
<b>Grocery Discounts on the Healthy Benefits+ Visa® card</b>	Members can save up to \$50 a week 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 scan the Healthy Benefits+ card when paying to access your discount.	✓	✓	<p><b>Qualifying Conditions:</b> No. Available to all MSHO and 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>Healthy food allowance on the Healthy Benefits+ Visa® card</b>	<p>MSHO members receive a <b>\$75</b> monthly healthy food allowance on their UCare Healthy Benefits+ Visa® card. Use the allowance to buy eligible healthy foods and produce.</p> <p>Approved items like fruit, vegetables, healthy grains, dairy, beans and more can be purchased in-store, online, or by phone at participating retailers like Cub or Walmart simply by scanning the card at checkout.</p> <p><a href="#">Healthy Benefits+ Over-the-counter (OTC) and Healthy Food Allowance Catalog: MSHO and Connect + Medicare</a></p>	✓*		<p><b>Qualifying conditions:</b> No. Available to all MSHO members.</p> <p>This benefit becomes effective on the first day of each month and doesn't roll over into the next month.</p> <p>Learn more or check your card balance: <a href="https://HealthyBenefitsPlus.com/uicare">HealthyBenefitsPlus.com/uicare</a></p> <p>Healthy Benefits+ App</p>

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				<p>or by calling 1-833-862-8276, TTY 711.</p> <p><b>Care Coordinators:</b> Participating store locations can be found at <a href="#">Healthy Benefits Store Locator</a>.</p> <p><b>Limitations:</b> Can only be used at participating retailers. Cannot be used at Target or Amazon. Unused account balances do not roll over each month and are forfeited.</p>
<b>Utility Allowance on the Healthy Benefits+ Visa® card</b>	<p>MSHO members receive a \$55 monthly utility allowance on the UCare Healthy Benefits+ Visa® card. Use the allowance to pay monthly household utility bills or rent simply by using the Healthy Benefits+ card at checkout.</p> <p>Household utility bills include:</p> <ul style="list-style-type: none"> <li>• Gas/electric/fuel oil</li> <li>• Water/sanitary/sewer</li> <li>• Internet &amp; telecommunications</li> <li>• Government services/municipalities</li> <li>• Rent/mortgage</li> </ul>	✓*		<p><b>Qualifying conditions:</b> No. Available to all MSHO members.</p> <p>This benefit becomes effective the first day of each month and doesn't roll over into the next month. Money you don't use by the end of the month will expire.</p> <p>How to pay bills using the allowance:</p>

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				<ul style="list-style-type: none"> <li>Online at <a href="https://healthybenefitsplus.com/ucare">healthybenefitsplus.com/ucare</a> through bill payer tool</li> <li>Over the phone by calling Healthy Benefits 1-833-8276, TTY 711</li> <li>Over the phone or online directly through the utility provider</li> </ul> <p>Additional benefit details are available on <a href="https://HealthyBenefitsPlus.com/ucare">HealthyBenefitsPlus.com/ucare</a></p> <p>Healthy Benefits+ App or by calling 1-833-862-8276, TTY 711.</p> <p><b>Limitations:</b> Unused account balances do not roll over each month and are forfeited. Members name must be on the account/mortgage/lease.</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	✓	✓	<p><b>Qualifying conditions:</b> Varies based on</p>

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	Benefits+ Visa card. Visit <a href="https://ucare.org/rewards">ucare.org/rewards</a> to learn more.			<p>reward/incentive program. Available to MSHO and 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 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 will receive their card when they earn initial reward.</p> <p><b>Limitations:</b> Rewards/Incentives on the UCare Healthy Benefits+ Visa card can be spent anywhere</p>

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				<p>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> <p><b>Care Coordinator:</b> Request member incentives to be mailed to the member via <a href="mailto:wellness@ucare.org">wellness@ucare.org</a>.</p>
<b>Over-the-counter (OTC) allowance on the Healthy Benefits+ Visa card</b>	<p>MSHO members receive a \$70 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>Eligible items include cough drops, first aid supplies, pain relief, sinus medications, toothpaste and much more!</p> <p><a href="#">Healthy Benefits+ Over-the-counter (OTC) Catalog: MSHO and Connect + Medicare</a></p>	✓*		<p><b>Qualifying conditions:</b> No. Available to all MSHO members.</p> <p>This allowance becomes effective on the first day of each quarter.</p> <p><b>Limitations:</b> Can only be used at participating retailers. Cannot be used at Target or Amazon. Unused account</p>

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				balances do not roll over at the end of each quarter and are forfeited.
<b>Community education class allowance on the Healthy Benefits+ Visa card</b>	Members receive a \$100 quarterly allowance on the UCare Healthy Benefits+ Visa® card to use toward most community education classes nationwide. To find a class, check a local community education catalog or contact the local school district for times and locations. When enrolling in the class, member uses Healthy Benefits+ Visa® card at checkout. They can use the HB+ visa card in-person, over the phone, or online.	✓	✓	<p><b>Qualifying Conditions:</b> No. Available to all MSHO and MSC+ members.</p> <p>Member will pay for the community ed classes using the Healthy Benefits+ card either online, in-person, or over the phone.</p> <p>Community Ed partner no longer needs to call UCare to verify eligibility and submit for check reimbursement.</p> <p><b>Limitations and restrictions may apply.</b> Examples include high-risk classes, 1:1 classes etc.</p> <p>This allowance becomes effective on the first day of each quarter and doesn't roll</p>

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				over. Money not used by the end of the quarter will expire.
<b>Activity Tracker plus Personal Emergency Response System (PERS) device</b>	<p>Functionality includes: Activity tracker, heart rate monitor, and PERS.</p> <ul style="list-style-type: none"> <li>Provides two-way call support service, emergency contact (does not require phone or internet).</li> <li>Can support targeted outreach / reminders (activity, medication, care plan reminders)</li> <li>Tracked health measures can be monitored by Care Coordinator via online dashboard.</li> <li>24/7 emergency call-for-help to a support agent directly through the watch</li> <li>Step and heart rate tracking to help member reach health goals</li> <li>Built-in GPS to support members both inside and outside the home</li> </ul> <p>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>	✓*		<p><b>Qualifying conditions:</b> No. Available to all MSHO members.</p> <p><b>Care Coordinator:</b> Request using <a href="#">REEMO Smartwatch and/or Blood Pressure Monitor Order Form</a> on the <a href="#">Care Coordination Website</a>.</p> <p><b>Limitations:</b> One activity tracker per year.</p>
<b>Blood Pressure Monitor</b>	MSHO members with <b>hypertension</b> who use the Activity Tracker plus PERS device.	✓*		<p><b>Qualifying Conditions:</b> Yes. Available to MSHO members with <b>hypertension</b> diagnosis on file with UCare claims <b>and who use the Activity Tracker plus PERS device.</b></p> <p><b>Care Coordinator:</b> Request using <a href="#">REEMO Smartwatch</a></p>

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				<a href="#">and/or Blood Pressure Monitor Order Form</a> on the <a href="#">Care Coordination Website</a> .  <b>Limitations:</b> One blood pressure monitor per year.
<b>Therapeutic Massage</b>	Up to 6 (60-minutes each visit) therapeutic massage visits per year for members with <b>qualifying condition</b> .	✓*		<b>Qualifying conditions:</b> Yes. Available to MSHO members with <b>back pain, neck and shoulder pain, headache, carpal tunnel syndrome, osteoarthritis, or fibromyalgia</b> diagnosis.  No Prior Authorization needed  <b>Care Coordinator:</b> Therapeutic Massage Provider is responsible for ensuring member has appropriate diagnosis to treat and provide therapeutic massage benefit.  See UCare's Provider Search tool to locate in-network Therapeutic Massage

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				<p>providers. Search "Massage" or by provider name.</p> <p><b>Limitations:</b> Limited provider availability. Sessions exceeding 60-minutes (4 units) are member responsibility. May not exceed 6 sessions. Transportation is not available to supplemental therapeutic massage benefit.</p> <p><b>Non-Covered:</b> Massage for the comfort or convenience of the member. Non-network massage providers, including massages provided at spas.</p>
<b>Additional Acupuncture</b>	Up to 12 additional visits of acupuncture per year for members with <b>qualifying condition</b> .	✓*		<p><b>Qualifying conditions:</b> Yes. Available to MSHO members with <b>acute low back pain</b> diagnosis on file with UCare claims.</p> <p><b>Acute:</b> Short-term/sudden onset (a few days or weeks)</p>

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				<p><b>Chronic (not covered):</b> Pain that lasts 12 weeks or longer even after underlying cause has been treated.</p> <p><b>Care Coordinator:</b> Contact UCare Customer Service 612-676-6868 to inquire if member has qualifying condition on file.</p> <p>No authorization required.</p> <p>See UCare's Provider Search tool to locate in-network Acupuncture specialty care.</p> <p><b>Limitations:</b> Transportation is not available for supplemental acupuncture benefit.</p>
<b>Additional Routine Chiropractic</b>	Up to 12 visits /year – includes exams and adjustment of extremities for members with a <b>qualifying condition</b> .	✓*		<p><b>Qualifying conditions:</b> Yes. Available to MSHO members with <b>musculoskeletal disorder</b> diagnosis.</p> <p><b>Care Coordinator:</b> Chiropractic Provider is</p>

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				<p>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><b>Limitations:</b> Transportation is not available to supplemental chiropractic benefit.</p>
<b>One Pass Fitness Benefit</b>	<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"> <li>• Thousands of on-demand and live-streaming fitness classes</li> <li>• Workout builders to create workouts and walk through each exercise</li> <li>• Home Fitness Kits available to members who are physically unable to visit or who reside at least 15 miles outside a participating fitness location</li> <li>• Personalized, online brain training program to help improve memory, attention, and focus</li> </ul>	✓*		<p><b>Qualifying Conditions:</b> No. Available to all MSHO members.</p> <p>Find participating fitness locations at <a href="https://ucare.org/onepass">ucare.org/onepass</a> or call toll-free 1-877-504-6830 (TTY:711) 8 am to 9 pm CT, Monday – Friday.</p> <p>Members present their UCare Member ID card to enter participating fitness locations.</p>

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	<ul style="list-style-type: none"> <li>• Social activities, community classes, online or in-person participation events covered</li> </ul>			<p>Member will need to sign up for a One Pass account at <a href="https://ucare.org/onepass">ucare.org/onepass</a> to get access to the online brain training, social activities, and other wellness features.</p> <p><b>Limitations:</b> The home fitness kits are intended for members who cannot attend a physical gym location. One kit per year.</p> <p><b>Transportation:</b> MSHO members can request rides directly from Health Ride 1-800-864-2157 for <b>up to 3 round-trip rides/week</b> available for Juniper classes or One Pass participating health clubs.</p>
<b>Transportation to fitness benefit and Juniper evidence-based health education classes</b>	3 round-trip rides/week to OnePass participating fitness center or Juniper evidence-based health education class.	✓*		<p><b>Qualified Conditions:</b> No. Available to all MSHO members.</p> <p><b>Member</b> can request Fitness and Juniper rides directly</p>

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				from Health Ride: 1-800-864-2157
<b>Transportation to AA/NA</b>	Up to 7 round trip rides/week to AA/NA	✓*		<p><b>Qualifying conditions:</b> Yes. MSHO members assessed as having <b>substance use disorder</b>.</p> <p><b>Care Coordinator:</b> Identify need as part of member Support Plan. CC validates need and meeting location.</p> <p>Request rides for members by calling HealthRide at 612-676-6830 or submitting via the QRyde Portal.</p> <p>Bus pass is the preferred option when available (can provide greater flexibility for member).</p>
<b>Transportation to use the Healthy Food Allowance</b>	Up to one ride per week to participating Healthy Food Allowance grocery store sites	✓*		<p><b>Qualifying conditions:</b> No. Available to all MSHO members.</p> <p><b>Care Coordinator:</b> At least 2 business days in advance, submit the electronic Healthy</p>

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				<p>Food Allowance Authorization form to validate eligibility and store location. Healthy Benefits+ card must be registered.</p> <ul style="list-style-type: none"> <li>• <a href="#">Healthy Food Allowance Authorization form</a></li> <li>• Validate store location using <a href="#">Healthy Benefits Store Locator</a>.</li> </ul> <p>Once authorized, member or CC may request grocery transportation through 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> <p>A bus pass is the preferred option if available (it can provide greater flexibility for members).</p> <p><b>Limitations:</b> Up to 1 Ride per week. Authorization good for</p>

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				<p>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 coverage must be active. May not use benefit if member has their own vehicle.</p> <p><b>NOTE:</b> Medical transportation may be prioritized over scheduled grocery transportation in the event that providers are limited.</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 MSHO and 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</p>

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				<p>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> available on the <a href="#">Care Coordination Website</a></p> <p>Allow 4-6 weeks for delivery.</p> <p><b>Limitations:</b> One kit per year.</p>
<a href="#">Stress and Anxiety Kit</a>	<p>Each kit includes engaging tools to help members living with stress or anxiety. MSHO members may choose one of the following kit options:</p> <ul style="list-style-type: none"> <li>• Kit 1: Sleep Aid kit</li> <li>• Kit 2: Stress Relief kit</li> <li>• Kit 3: Smart home device</li> </ul>	✓*		<p><b>Qualifying Conditions:</b> Yes. Available to MSHO members with <b>anxiety or trouble managing stress</b>, based on Care Coordinator assessment.</p> <p>Members can order by calling Customer Service or online by logging on or creating an account on <a href="#">member.ucare.org</a>. Click on Health &amp; Wellness and go to Wellness, Rewards &amp; Allowance to place order.</p>

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				<p><b>Care Coordinators:</b> Request using <a href="#">UCare's Stress and Anxiety Kit Order Form</a> available on the <a href="#">Care Coordination Website</a></p> <p>Allow 4-6 weeks for delivery.</p> <p><b>Limitations:</b> One kit per year.</p>
<b>Part D Cost Sharing Elimination</b>	All Part D cost share eliminated for Duals with Part D cost share (LIS 1, 2)	✓		Members provide UCare ID card to pharmacy. Out of pocket expense removed for Part D covered medications.
<a href="#">Medication Toolkit</a>	<p>To support member's medication adherence goals, MSHO member may receive a Medication Toolkit that includes:</p> <ul style="list-style-type: none"> <li>• Pillbox, pillbox alarm, pill splitter</li> <li>• Medication tracker and record pad</li> <li>• Medication bag carrier</li> <li>• Medication disposal form</li> </ul>	✓		<p><b>Qualifying Conditions:</b> No. Available to all MSHO members</p> <p><b>Members</b> can order by calling Customer Service or online by logging on or creating an account on <a href="#">member.ucare.org</a>. Click on Health &amp; Wellness and go to Wellness, Rewards &amp; Allowance to place order.</p>

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				<p><b>Care Coordinators:</b> Request using <a href="#">Medication Toolkit Order Form</a> on the <a href="#">Care Coordination Website</a>.</p> <p>Allow 4-6 weeks for delivery.</p> <p><b>Limitations:</b> One kit per year.</p>
<b>Memory Support <a href="#">Kit</a></b>	<p>Member and care coordinator will choose appropriate memory support tool(s) depending on plan of care.</p> <p>Examples of tools:</p> <ul style="list-style-type: none"> <li>• reminiscence therapy tools (photo albums)</li> <li>• reminders/memory aid tools (reminder clocks)</li> <li>• safety items (sensor lights for night walking)</li> <li>• calming / agitation reduction tools (weighted blanket, twiddle muffs therapeutic doll, or stuffed animal)</li> </ul> <p>music therapy tools (music player, music)</p>	✓*		<p><b>Qualifying Conditions:</b> Yes. Available to MSHO members with <b>dementia</b> diagnosis documented in UCare claims.</p> <p><b>Care coordinator:</b> Request using <a href="#">Memory Kit Order Form</a> on</p> <p><b>Limitations:</b> One kit per year for MSHO members with dementia.</p> <p>Allow 4-6 weeks for delivery.</p>
<b>Adult <a href="#">Dental Kits</a></b>	<p>Access to electric toothbrush/paste to improve oral hygiene care that can prevent disease:</p> <p><b>Adult Dental Kit:</b></p> <ul style="list-style-type: none"> <li>• One electric toothbrush - Two replacement heads</li> </ul>	✓		<p><b>Qualifying Conditions:</b> No. Available to all MSHO members.</p>

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	<ul style="list-style-type: none"> <li>• Toothpaste</li> <li>• Dental floss</li> </ul> <p>1 kit per member every 3 years</p> <p><b>Adult Dental Refill kit:</b></p> <ul style="list-style-type: none"> <li>• Two replacement heads</li> <li>• Toothpaste</li> <li>• Dental floss</li> </ul> <p>1 kit per year (not eligible the year you receive a complete dental kit)</p>			<p>No authorization required.</p> <p><b>Members</b> can order kits by calling UCare Customer Service 612-676-6868 or online by logging on or creating 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 to place order.</p> <p><b>Care Coordinator:</b> Care coordinator may send secure email to <a href="mailto:wellness@Ucare.org">wellness@Ucare.org</a> to request. Include member details.</p> <p>Allow 4-6 weeks for delivery.</p>
<b>GrandPad</b>	<p>GrandPad has been specially designed to help members stay connected and reduce the impacts of social isolation.</p> <p>GrandPad comes complete with everything needed for members to connect with caregivers, family, and more, and the service to support it. GrandPad offers:</p> <ul style="list-style-type: none"> <li>• <b>Call:</b> stay connected through voice or video calls without the need of Wi-Fi</li> </ul>	✓*		<p><b>Qualifying Conditions:</b> Yes. Available to MSHO members with <b>depression</b> or <b>anxiety</b> diagnosis on file with UCare.</p> <p><b>Care Coordinators:</b> Review the most recent GrandPad eligibility file from UCare to</p>

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	<ul style="list-style-type: none"> <li>• <b>Radio/Music:</b> tune into your favorite AM/FM station or search for your favorite songs</li> <li>• <b>Email:</b> type messages or send hassle-free voice recorded messages to loved ones</li> <li>• <b>Customer Service:</b> connect with a GrandPad specialist to answer all questions</li> </ul> <p>Tablet will be loaded with condition-specific apps and will facilitate connection to community, care management team and depression resources.</p>			verify member's eligibility and request using <a href="#">GrandPad Order form</a> available on the <a href="#">Care Coordination Website</a> .
<b>Vision Care (eyeglass upgrades)</b>	<p>In addition to regularly covered vision care and eyewear, MSHO members may receive:</p> <ul style="list-style-type: none"> <li>• Anti-reflective lens coating (V2750)</li> <li>• Photochromic tinting (V2744)</li> <li>• Tinted lenses (V2745)</li> <li>• Progressive lenses (V2781)</li> <li>• Eyewear Upgrades Replacement – 1/year due to loss, theft, or damage replacement</li> </ul>	✓*		<p><b>Qualifying Conditions:</b> No. Available to all MSHO members.</p> <p>Members complete an exam from UCare network vision provider. The Provider submits lens order to Eye Kraft. Eye Kraft bills UCare.</p> <p>No authorizations required for lens coating or tinting.</p> <p><b>Limitations:</b> Available exclusively through Eye Kraft. Each benefit can be used 1 time per year.</p>

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<b>Routine Podiatry</b>	One routine foot care visit per month not related to a specific diagnosis already covered by Medicare.	✓*		<p><b>Qualifying Conditions:</b> No. Available to all MSHO members.</p> <p>Available through UCare network podiatrists.</p> <p>No authorization required.</p>
<b>Home and Bath Safety Devices</b>	<p>\$750/year benefit for bath safety devices for MSHO members not eligible for EW, or at EW budget max with risk/history of falls.</p> <p><b>Allowed Home &amp; Bath Safety Devices:</b> Commode, commode chair with integrated seat lift mechanism/toilet seat lift mechanism, bath/shower chairs or mechanism/toilet seat lift mechanism, bath/shower chairs or tub stools/benches, raised toilet seats, toilet seat safety frames, transfer benches, shower commode chairs, bath lift equipment, handheld shower, grab bars, bathtub wall rails, long-handled scrub brush, non-slip bathmat, toilet safety rails.</p> <p><b>Allowed Home Safety Devices:</b> Reacher, sock lifter / dresser, long handled shoehorn, bedrails for non-hospital bed, bedrail transfer handle, stander bed cane, bed risers, hallway rails, in-door attached stair rails, wall bars, non-slip rug pads, floor cord covers, <b>Carbon monoxide and smoke detectors</b></p>	✓*		<p><b>Qualifying Conditions:</b> Yes. Available to MSHO members with <b>risk/history of falls</b>.</p> <p><b>Care Coordinator:</b> Request using <a href="#">MSHO Supplemental Benefit form</a> on the <a href="#">Care Coordination Website</a>. Indicate if member is at EW max or not. Have provider bill <b>T2029 with U1 modifier</b>.</p> <p>Use Elderly Waiver extended supplies / equipment providers and / or UCare DME providers.</p>

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Lifeline / PERS (non-EW)	<ul style="list-style-type: none"> <li>Personal Emergency Response System for <b>members not eligible for EW</b> with history / risk of falls.</li> <li>Lifeline/PERS (non-EW) Replacement – 1/year loss replacement</li> </ul>	✓*		<p><b>Qualifying Conditions:</b> Yes. Available to MSHO members <b>not eligible for EW with history / risk of falls.</b></p> <p><b>Care Coordinator:</b> Request using <a href="#">MSHO Supplemental Benefit Form</a> on the <a href="#">Care Coordination Website</a>.</p>

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<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>ILOS services UCare includes are:</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>
<b>Post-Discharge Medication Reconciliation</b>	Post-discharge prescription reconciliation following discharge from an inpatient stay.	✓*		<b>Qualifying Conditions:</b> Yes. Available to MSHO members

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				<p>following <b>hospital inpatient discharge</b>.</p> <p><b>Care Coordinator:</b> UCare staff coordinate most reviews based on claims data, but Care Coordinators can refer a member for TOC Visit – Medication Reconciliation using the <a href="#">MTM/TOC Referral Form</a></p>
<b>Post-Discharge Meals</b>	Two meals per day for up to four weeks following discharge from an inpatient stay (hospital or SNF).	✓ *		<p><b>Qualifying conditions:</b> Yes. Available to MSHO members following <b>hospital inpatient discharge (hospital or SNF)</b> not eligible for EW.</p> <p><b>Care Coordinator:</b> Request using <a href="#">Mom's Meals MSHO Supplemental Benefit Form</a> on the <a href="#">Care Coordination Website</a></p> <p><b>Limitations:</b> Available through Mom's Meals only.</p>
<b>Post-Discharge Community Health Worker</b>	Individualized support, education, and resources for eligible members during the critical first 30 days after	✓ *		<p><b>Qualifying Conditions:</b> Yes. Available to MSHO members</p>

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Benefit Details		MSHO	MSC+	Eligibility / How to Obtain Member / Care Coordinator
<b>LSS Healthy Transitions Program</b>	<p>a hospital or short-term rehabilitation center stay. When member returns home from the hospital or rehabilitation center, they are paired with a specially trained and certified community health worker. The community health worker provides two in-home and two phone visits during the 30 days.</p> <p>These visits cover:</p> <ul style="list-style-type: none"> <li>• Discharge documentation</li> <li>• Home safety and fall risks</li> <li>• Nutrition: Food access, providing resources</li> <li>• Medication adherence</li> <li>• Socialization</li> <li>• Appointment setting and transportation for post-discharge appointments</li> <li>• Short-term goal setting</li> <li>• Resources and referrals to other providers</li> </ul>			<p>following <b>hospital inpatient discharge</b>.</p> <p><b>Care Coordinator:</b> All MSHO members are referred to LSS after hospitalization. LSS then reaches out to the members and offers them the program. If a member chooses to participate, LSS will notify the Care Coordinator. The CC will also see the authorization on the DAR services tab.</p> <p>Care coordinators can make a referral using the <a href="#">LSS Healthy Transitions Program referral form</a> on the Care Coordination Website.</p> <p><b>Limitations:</b> Available through Lutheran Social Services only.</p>
<b>Caregiver Assurance</b>	<p>Members and their designated caregivers receive:</p> <ul style="list-style-type: none"> <li>• Up to 12 visits per year with a caregiver advisor</li> <li>• Resource information and advice</li> <li>• Service referrals</li> </ul>	✓*		<p><b>Qualifying Conditions:</b> No.</p> <p><b>Care Coordinator:</b> Must confirm designated caregiver.</p>

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Benefit Details		MSHO	MSC+	Eligibility / How to Obtain Member / Care Coordinator
	<ul style="list-style-type: none"> <li>Stress reduction tips</li> </ul> <p>Caregiver advisors are licensed professionals who can make the caregiving journey a little easier. Support is just a phone call away.</p>			Refer member / caregiver to: M Health Fairview Caregiver Assurance: (612) 672-7996 <a href="#">Caregiver Assurance</a> .
<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 MSHO and 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.  MSHO <b>855-209-3155</b> (toll-free); TTY users call 800-466-7566.</p>
<b>Additional Dental Services</b>	<p>MSHO member may also receive the following through a UCare <b>DentaQuest</b> provider:</p> <ul style="list-style-type: none"> <li>Crowns – 2/year, any tooth (limited to high noble metal fused to porcelain)</li> <li>Crown repair - 1/year</li> </ul>	✓*		<p><b>Qualifying Conditions:</b> No. Available to all MSHO members.</p>

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	<ul style="list-style-type: none"> <li>Comprehensive oral evaluation - 1/year</li> <li>Full mouth x-ray - 1/year</li> <li>Panoramic film - 1/year</li> <li>Gross removal of plaque -1/year</li> </ul>			<p>Available through <b>DentaQuest</b> network providers.</p> <p>No authorization required.</p>
<b>Juniper evidence-based health education classes</b>	Statewide network of community and evidence-based classes focused on falls prevention, and self-management of arthritis, chronic pain, diabetes, active living, Tai Ji Quan, and more. No cost to UCare MSHO members.	✓ *		<p><b>Qualifying Conditions:</b> No. Available to all MSHO members</p> <p><b>Care coordinators:</b> Complete referral at Juniper website: <a href="https://yourjuniper.org/">https://yourjuniper.org/</a>.</p> <p>Members can also register at <a href="https://yourjuniper.org/">https://yourjuniper.org/</a>.</p> <p><b>Transportation:</b> MSHO members can request rides directly from Health Ride 1-800-864-2157 for <b>up to 3 round-trip rides/week</b> available for Juniper classes, One Pass participating health clubs.</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</p>

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				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.
	<a href="#">Mental Health &amp; Substance Use Disorder Case Management</a>	✓	✓	<p>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> <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>
	<a href="#">Cecelia Health Virtual Support Program</a>	✓	✓	<b>Qualifying Dx: Yes.</b> Member must have a diagnosis of <b>Diabetes, chronic kidney disease (CKD), Asthma, or</b>

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				<p><b>COPD</b> to be eligible to participate.</p> <p><b>Care Coordinator:</b> 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>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 completed when a member is referred for either MTM or TOC services.</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</p>

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	<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>on the <a href="#">UCare MTM page</a>. CC's cannot opt members in/out of the 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>

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