

UCare Connect, UCare Connect + Medicare

Special Needs BasicCare (SNBC) plans designed for people with disabilities



January 23, 2017

UCare Connect - non-integrated Medicaid-only product serving dual-eligible and non-dual-eligible SNBC enrollees.

- Ages 18 – 64
- Live in one of the 62 UCare Connect counties
- Have a disability certified by either SMRT or SSA
- Eligible for Medical Assistance only, or Medical Assistance and Medicare (dual eligible)

UCare Connect + Medicare – fully integrated Medicare and Medicaid coverage for dual-eligible SNBC enrollees.

- Enrollment is voluntary - Ages 18 – 64
- Live in one of the 11 UCare Connect + Medicare counties
- Have a disability certified by either SMRT or SSA
- Eligible for both Medical Assistance and Medicare (dual eligible)
- Medicare Part A, B & D and Medical Assistance services all managed and paid by UCare (Note: PCA, home care nursing and disability waiver services remain fee-for-service)



Service Areas

UCare Connect (62 counties)

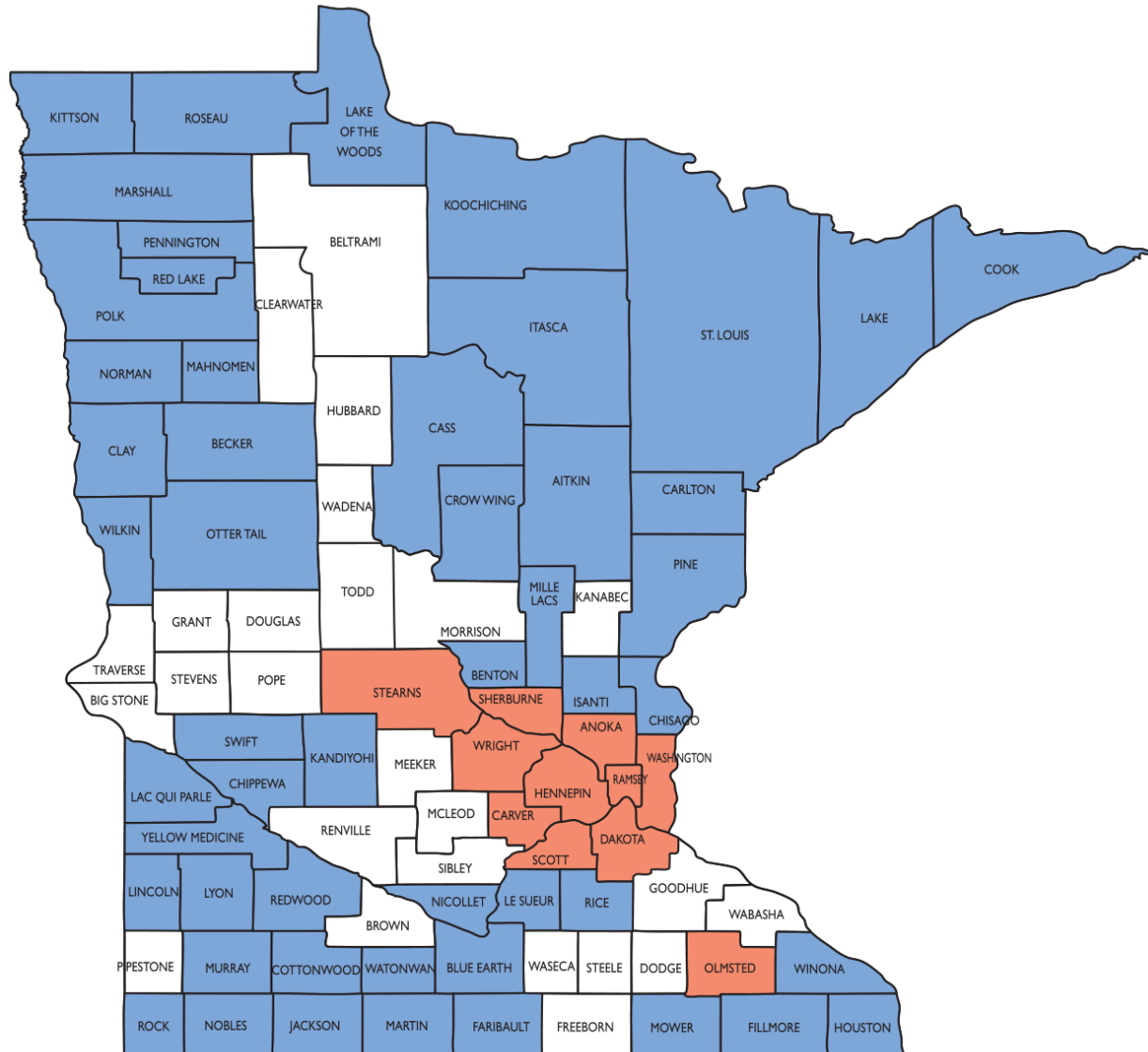
Aitkin, Anoka, Becker, Benton, Blue Earth, Carlton, Carver, Cass, Chippewa, Chisago, Clay, Cook, Cottonwood, Crow Wing, Dakota, Faribault, Fillmore, Hennepin, Houston, Isanti, Itasca, Jackson, Kandiyohi, Kittson, Lac Qui Parle, Lake, Lake of the Woods, Le Sueur, Lincoln, Lyon, Mahnomen, Marshall, Martin, Mille Lacs, Mower, Murray, Nicollet, Nobles, Norman, Olmsted, Otter Tail, Pennington, Pine, Polk, Ramsey, Red Lake, Redwood, Rice, Rock, Roseau, Scott, Sherburne, St. Louis, Stearns, Swift, Washington, Watonwan, Wilkin, Winona, Wright, Yellow Medicine

UCare Connect + Medicare (11 counties)

Anoka, Carver, Dakota, Hennepin, Olmsted, Ramsey, Scott, Sherburne, Stearns, Wright, Washington



UCare Connect and UCare Connect + Medicare



History Serving People With Disabilities

- UCare was the first health plan in the state to provide integrated managed care for people with disabilities, through the ground-breaking MN Disability Health Options (MnDHO) demonstration in 2001
- A number of UCare's MnDHO members are still enrolled with UCare
- UCare has served SNBC enrollees since the start of the program in 2008



UCare Connect (SNBC) Members

As of January 2017, UCare serves over 26,000 (52%) of SNBC enrollees in the state, in 62 counties

- *UCare Connect* (Medicare and Medicaid): 13,136
- *UCare Connect* (Medicaid-only): 12,473
- *UCare Connect + Medicare* (all have both Medicare and Medicaid): 434



UCare Connect + Medicare

- *UCare Connect + Medicare* is the only integrated SNBC plan available in these 11 counties (Anoka, Carver, Dakota, Hennepin, Olmsted, Ramsey, Scott, Sherburne, Stearns, Wright, Washington)
- UCare offers the same additional benefits, programs and care model for *UCare Connect + Medicare* as we do for *UCare Connect*



UCare Connect + Medicare Value to Enrollees

- One card for medical, dental and prescription drug coverage
- One number to call for all health plan questions
- Less billing confusion for the member, doctor and pharmacist
- Member see no gaps in care or coverage between benefits provided by Medicare and Medical Assistance



UCare Connect + Medicare additional benefits

- Fitness:
 - Free membership with SilverSneakers Fitness at a participating club
 - Free Connect to Wellness Kit
 - Community Education discounts
- Access to UCare's Mobile Dental Clinic
- UCare Dental Connection:
 - Finds a provider or dental home
 - Schedules dental appointments, including follow up and specialty care
 - Coordinates transportation and interpreter services



Enrollee Education

- Annual Health Plan Selection (AHPS) materials sent by DHS included a “stuffer” for counties where integrated SNBC plan (*UCare Connect + Medicare*) option available
- Per contract with DHS, MCOs are allowed two brochure mailings per year to SNBC eligible individuals:
 - Sent during the AHPS period and mid-year
 - Brochure includes a postage paid return card requesting more information





Minnesota Department of **Human Services**

You may be eligible for a Special Needs BasicCare (SNBC) health plan that combines the benefits and services of Medicare and Medical Assistance (Medicaid).

Why join a combined Medicare and Medical Assistance (Medicaid) SNBC plan?

- You get all your medical, dental and prescription drug coverage from one health plan
- You have one number to call for health plan questions
- Billing is simplified for your providers and pharmacists

Who is eligible for combined Medicare and Medical Assistance (Medicaid) SNBC coverage?

You can sign up for a combined SNBC plan if you meet all of the following:

- Have a certified disability
- Are at least 18 years old and under 65 years old
- Are eligible for both Medicare and Medical Assistance (Medicaid)
- Have Medicare A and B



- You must live in one of the counties where combined SNBC plans are offered to enroll:
 - **PrimeWest Health:** Beltrami, Big Stone, Clearwater, Douglas, Grant, Hubbard, McLeod, Meeker, Pipestone, Pope, Renville, Stevens and Traverse
 - **South Country Health Alliance:** Brown, Dodge, Freeborn, Goodhue, Kanabec, Morrison, Sibley, Steele, Todd, Wabasha, Wadena and Waseca
 - **UCare** (Beginning January 1, 2017): Anoka, Carver, Dakota, Hennepin, Olmsted, Ramsey, Scott, Sherburne, Stearns, Washington and Wright

For more information:

- Call the Disability Linkage Line at 866-333-2466
- Call the health plan that offers a combined Medicare and Medical Assistance (Medicaid) SNBC plan in your county:
 - PrimeWest Health – 877-600-4913 (toll free)
TTY: 800-627-3529 or 711 (toll free)
 - South Country Health Alliance –
866-567-7242 (toll free)
TTY: 800-627-3529 or 711 (toll free)
 - UCare – 800-707-1711 (toll free)
TTY: 800-688-2534

1-800-203-7225

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

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

Dignitiin. Haddii aad u baahantahay caawimaad lacag-laan ah ee tarjumaadda qoraalkan, lambarka kore wac.

Discrimination is against the law. UCare will accept all eligible Beneficiaries who select or are assigned to UCare without regard to medical condition, health status, receipt of health care services, claims experience, medical history, genetic information, disability (including mental or physical impairment), marital status, age, sex (including sex stereotypes and gender identity), sexual orientation, national origin, race, color, religion, creed, or public assistance status.

For accessible formats of this publication or assistance with additional equal access to our services, call 612-676-6500 or 1-866-457-7144 toll free, TTY/TDD 612-676-6810 or 1-800-688-2534 toll free, 8 a.m. to 5 p.m., seven days a week or use your preferred relay service.

Limitations, copayments, and restrictions may apply. This information is not a complete description of benefits. Contact the plan for more information. Benefits may change on January 1 of each year. The pharmacy network and/or provider network may change at any time. You will receive notice when necessary.

UCare Connect + Medicare (HMO SNP) is a health plan that contracts with both Medicare and the Minnesota Medical Assistance (Medicaid) program to provide benefits of both programs to enrollees. Enrollment in UCare Connect + Medicare depends on contract renewal. UCare® and Health care that starts with you.® are registered service marks of UCare Minnesota.

UCARE
MINNESOTA
PO BOX 383
MINNEAPOLIS MN 55440-9513

UCARE
MINNESOTA
BUSINESS REPLY MAIL
FIRST CLASS MAIL PERMIT NO. 2000 MINNEAPOLIS MN
POSTAGE WILL BE PAID BY ADDRESSEE

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

UCare®

UCare

Health care that starts with you.®

H6937_092316_2 DHS Approved (10062016)
CMS Accepted (10102016)

1-800-203-7225

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

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

Dignitiin. Haddii aad u baahantahay caawimaad lacag-laan ah ee tarjumaadda qoraalkan, lambarka kore wac.

Discrimination is against the law. UCare will accept all eligible Beneficiaries who select or are assigned to UCare without regard to medical condition, health status, receipt of health care services, claims experience, medical history, genetic information, disability (including mental or physical impairment), marital status, age, sex (including sex stereotypes and gender identity), sexual orientation, national origin, race, color, religion, creed, or public assistance status.

For accessible formats of this publication or assistance with additional equal access to our services, call 612-676-6500 or 1-866-457-7144 toll free, TTY/TDD 612-676-6810 or 1-800-688-2534 toll free, 8 a.m. to 5 p.m., seven days a week or use your preferred relay service.

Limitations, copayments, and restrictions may apply. This information is not a complete description of benefits. Contact the plan for more information. Benefits may change on January 1 of each year. The pharmacy network and/or provider network may change at any time. You will receive notice when necessary.

UCare Connect + Medicare (HMO SNP) is a health plan that contracts with both Medicare and the Minnesota Medical Assistance (Medicaid) program to provide benefits of both programs to enrollees. Enrollment in UCare Connect + Medicare depends on contract renewal. UCare® and Health care that starts with you.® are registered service marks of UCare Minnesota.

UCARE
MINNESOTA
PO BOX 383
MINNEAPOLIS MN 55440-9513

UCARE
MINNESOTA
BUSINESS REPLY MAIL
FIRST CLASS MAIL PERMIT NO. 2000 MINNEAPOLIS MN
POSTAGE WILL BE PAID BY ADDRESSEE


NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

UCare®

UCare

Health care that starts with you.®

H6937_092316_2 DHS Approved (10062016)
CMS Accepted (10102016)

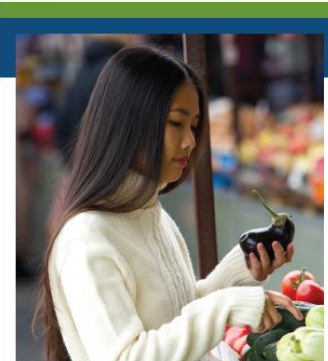


Connect with health care made simple.

UCare®

Health care that starts with you.®

H6937_092316_2 DHS Approved (10062016)
CMS Accepted (10102016)



Health care that starts with you.®

UCare was the first health plan in Minnesota to offer health care programs designed for people with disabilities. We continue this tradition by offering *UCare Connect + Medicare*, a new plan that combines the benefits and services of Medicare and Medical Assistance.

With our new plan you get:

- One card for medical, dental and prescription drug coverage.
- One number to call for health plan questions.

UCare Connect + Medicare (SNBC)(HMO SNP)

A new plan from **UCare** that makes it **easy** for people with disabilities to get the **medications** and **care** they need

Connect with the benefits of Medicaid, Medicare, Part D prescription drugs and so much more

- Get prescription drug coverage without a separate Part D plan. Go to ucare.org to make sure your prescription drugs are covered.
- Call the UCare 24/7 nurse line.
- Talk with a dedicated specialist for information on maintaining coverage during Medical Assistance renewal cycles.
- Get rides to and from medical and dental appointments through our Health Ride service, if you qualify (rides to the gym are not covered).

Connect with fitness and wellness

- Receive a free monthly gym membership through SilverSneakers.®
- Find tools to improve health and well-being at home with our free *Connect to Wellness Kit*.
- Enjoy a \$15 discount on community education classes (limits apply).
- Earn rewards for completing certain medical visits or tests.

Learn More!
Call 1-800-707-1711 toll free
TTY: 1-800-688-2534
8 a.m.-8 p.m., daily
ucare.org

Connect with dental care

- Call the UCare Dental Connection, your one-stop-shop for all your dental scheduling and coordination needs.
- Receive dental care aboard the UCare Mobile Dental Clinic when it's in your area.

UCare®

YES! I would like to learn more about UCare Connect + Medicare.

UCare®

Name _____
Address _____
City _____ State _____ Zip _____
Telephone (____) _____

I give permission for a sales person to call me.

You are eligible for UCare Connect + Medicare if you:

- Have a certified disability.
- Are at least age 18 and under age 65.
- Are eligible for Medical Assistance and Medicare Parts A and B.
- Live in the UCare Connect + Medicare service area.

UCare



How to enroll

- Eligible beneficiaries can call UCare Sales to receive enrollment information and materials.
- There is no special enrollment period, so members can enroll or disenroll anytime throughout the year.

UCare's Licensed Insurance Representatives:

612-676-3554 or 800-707-1711 (toll free)

TTY: 612-676-6810 or 800-688-2534 (toll free)

* Enrollment for *UCare Connect + Medicare* is through UCare



How to enroll (cont'd)

Enrollment materials and information are also available on UCare website:

www.ucare.org

- Eligibility Requirements
- Enrollment Form
- Drug Formulary
- Find a Doctor

* Enrollment for *UCare Connect + Medicare* is through UCare



How to disenroll

- Members can call UCare Customer Service and/or send a written disenrollment request with a desired effective date to:
 - UCare
 - Attn: Enrollment
 - P.O. Box 52 Minneapolis, MN 55440- 0052
- They may also fax the request to 612-676-6501



Retention Specialists

UCare has two Retention Specialists who help members avoid involuntary disenrollment by:

- Using monthly files from DHS to identify member Medical Assistance eligibility review dates
- Mailing outreach letters and making phone calls to remind members to complete their MA renewal forms
- Working with county financial workers and case managers
- Helping members identify the correct resources

Retention Line:

612-676-3438 or 855-307-6978 (toll free)



UCare Connect Customer Service

Customer Service:

8 a.m. to 8 p.m. 7 days a week

[Walk-in hours \(8am - 4pm\)](#)

UCare Connect

612-676-3395 or
877-903-0061

(toll free)

TTY: 612-676-6810 or
800-688-2534

UCare Connect + Medicare

612-676-3310 or
1-855-260-9707

(toll-free)

TTY: 612-676-6810 or
800-688-2534



Additional Contact Information

UCare Connect Care Navigators can be reached by calling the Main Care Navigator Line:

612-676-6502 or 877-903-0062

Hours: 7:45 a.m.–5 p.m. Monday–Friday

UCare 24/7 Nurse Line: 800-942-7858
(TTY: 855-307-6976)

(This number is on the back of the UCare member ID card.)



Customer Service Role

UCare Customer Service is the best first point of contact. They help members:

- Identify their Care Navigator or Care Coordinator
- Answer questions about claims
- Identify/verify network providers
- Order ID cards
- Answer questions about covered services and prescriptions
- File grievances and appeals
- Get transportation to medical-related appointments



How do members find a network provider?

UCare has a “Find a Doctor” search feature at www.ucare.org. It lists clinics and other service providers. Members can also contact their care navigator for information.



Filing an Appeal or Grievance

- To file a verbal appeal or grievance, members can contact UCare's Customer Service Department.
 - *UCare Connect* 1-877-903-0061(toll free) or TTY: 1-800-688-2534.
 - *UCare Connect + Medicare* 1-855-260-9707 or TTY: 1-800-688-2534
- To file a written appeal or grievance, members can contact UCare's Complaints, Appeals & Grievances Department.
 - *UCare Connect & UCare Connect + Medicare:* 1-877-523-1517 (toll free) or TTY: 1-800-688-2534
 - They may also send a written appeal or grievance to: CAG@UCare.org or by fax at: 1-866-283-0815



UCare Connect (+ Medicare) Care Management

- Within 10 days of enrollment, UCare mails members a letter with their care navigator's name and phone number. Care Navigators can assist with the following:
 - establish a healthcare home
 - promote access to preventive care
 - refer members to disease management programs
 - provide access to health promotion programs

UCare Care Navigator Main Line

612-676-6502 or 877-903-0062 (toll free)



Care Management (continued)

- Upon enrollment, UCare contacts members to offer an in-home health risk assessment to determine care coordination needs.
- In addition, UCare mails all new members a comprehensive health risk assessment upon enrollment and annually thereafter.
- UCare Customer Service can be contacted to find out the member's care navigator or care coordinator.



Care Management (continued)

- Care coordinators help members manage short-term, acute and complex care needs.
 - They develop a comprehensive plan of care based on assessment findings/member needs.
 - They connect members to services and resources including but not limited to:
 - Primary Care
 - Specialty providers
 - Disease Management/Health and Wellness
 - Home and community based services
 - Transition of Care



Pharmacy Contact Information

- Members can find the *UCare Connect + Medicare* formulary on the UCare website at: www.ucare.org.
- Formulary and other pharmacy questions may be directed to UCare Customer Service, the member's care navigator, or the member's care coordinator (if they have one).
- For drugs requiring authorization, providers can call Express Scripts, Inc. at 877-558-7523.



Pharmacy Transition Services

- New members are allowed a one-time transitional fill, or a non-formulary or pre-service authorization drug within the first 90 days of coverage.
- As needed, UCare works with members and providers to transition members to a new medication, and/or on requests for formulary exceptions, and/or service authorizations.



Thank you!

Sue Westrich

Assistant Director, Medicare/Medicaid Team

UCare Government Relations

swestrich@ucare.org

612-676-3297

