



a healthier **U**

Introducing My Health Decisions

Call Health Connection

1-800-942-7858

TTY: 1-877-728-3311

We've all been there: you're away from home, and suddenly faced with an unexpected health issue. You need information on what to do, and you need it fast. Where can you turn for fast, reliable advice on the best course of action?

As a UCare member, you have one terrific and completely portable resource at your fingertips: Health Connection, UCare's toll-free, 24/7 nurse line. You can get reliable information from a Mayo Clinic nurse who can help you figure out the best course of action for your situation. And best of all, they're available every day of the year, at all hours of the day and night.

Don't wait! Program the Health Connection number into your cell phone today, so it's there when you need it.



Some health care decisions are not always clear and easy to make. And not all treatments are "one size fits all." A health decision that's right for one person might not fit you or your particular situation.

That's why we're excited to offer you an informative new web tool to help you make the best health care decisions for you and your loved ones. Simply visit www.ucare.org, and click on **My Health Decisions**. It's in the "News and Tools You Can Use" box in the lower right corner of the screen. Or you can access the tool directly by visiting www.ucare.org/myhealth.

My Health Decisions offers helpful information about health conditions, treatment options, risks, and outcomes. The tool walks you through all the decision points you go through when deciding on the best possible course of action to treat a health condition. Interactive features help you understand how a decision fits with your personal values, priorities, and health goals.

The next time you're faced with a difficult health decision, try out this

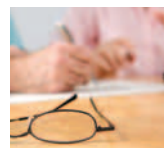


great new tool. You can also use the tool when discussing options with your health care provider. For example, maybe you've heard conflicting advice about when to have a mammogram or prostate cancer screening, and you want to be armed with more information about the guidelines. My Health Decisions is a good place to start. Or maybe you have back pain caused by a herniated disc, and want to know more about your treatment options. You can go directly to the section on herniated discs by typing "z017" in the Go to Web search box in My Health Decisions.

Future issues of *a healthier u* will provide more good tips about how to use My Health Decisions for different health conditions. Test-drive it today to stay on top of your health decisions.



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A message from Nancy



Dear UCare Member:

Everything we do at UCare is driven by the goal of helping people of all ages and abilities overcome barriers to quality health care. I'm happy to share with you two pieces of news that support that goal.

First, we recently awarded our UCare Fund Grants for 2010. The UCare Fund is one way in which UCare connects with the community. It provides grants and staff support to projects that develop services and partnerships to help underserved people throughout the state live healthier lives. Through 27 different grants, UCare will be supporting organizations working to reduce obesity and promote healthy lifestyles. If you'd like to learn more, go to www.ucare.org and click on "UCare Fund" in the tool bar at the top of the page.

Another exciting development is our upcoming expansion into more Minnesota counties. Starting January 1, 2011, UCare will be a new health plan option for Minnesota Health Care Program recipients in Becker, Cass, Clay, and Crow Wing counties. We are excited to serve these new areas of the state and look forward to welcoming new members to UCare.

A very Happy New Year to you and yours! Best wishes for a healthy 2011.

Sincerely,

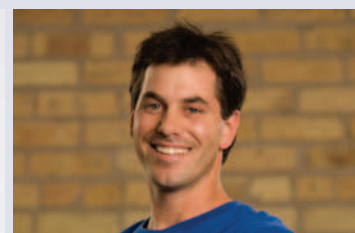
Nancy J. Feldman
President and Chief Executive Officer

Join the UCare team!

When you serve on UCare's Member Advisory Committee (MAC), you become part of a dedicated team of UCare members and employees, and involved health care professionals, all working together to create the best possible health care plans for our members.

Come share your experiences with our staff and leaders as UCare navigates the uncharted waters of health care reform in the coming months. As a MAC member, you can ask questions and make your voice heard at MAC meetings. Your feedback is then passed on to UCare's Board of Directors.

The MAC meets four times a year at our office in Minneapolis. We especially encourage members from Greater Minnesota to join, and will pay the cost of driving to our office for MAC meetings. MAC members also get \$55 for



attending meetings to thank them for their time and commitment to UCare.

To find out more about the MAC, call MAC Facilitator May Seng Cha at **612-676-3565**. TTY: **1-800-688-2534** (toll free). You also can e-mail May Seng at mcha@ucare.org.

UCare Notice of Privacy Practices

This Notice describes how medical information about you* may be used and disclosed and how you can get access to this information. Please review it carefully.

Why are we telling you this?

UCare believes it is important to keep your health information private. In fact, the law requires us to do so. The law also requires us to tell you about our legal duties and privacy practices. We are required to follow the terms of the Notice currently in effect.

What do we mean by “information”?

In this Notice, when we talk about “information,” “medical information,” or “health information,” we mean information about you that we collect in our business of providing health coverage for you and your family. It is information that identifies you.

What kinds of information do we use?

We receive information about you as part of our work in providing health plan services and health coverage. This information includes your name, address, date of birth, gender, telephone numbers, family information, financial information, health records, or other health information. Examples of the kinds of information we collect include: information from enrollment applications, claims, provider information, and customer satisfaction or health surveys; information you give us when you call us about a question or when you file a complaint or appeal; information we need to answer your question or decide your appeal; and information you provide us to help us obtain payment for premiums.

What do we do with this information?

We use your information to provide health plan services to members and to operate our health plan. These routine uses involve coordination of care, preventive health, and case management programs. For example, we may use your information to talk with your doctor to coordinate a referral to a specialist.

* In this Notice, “you” means the member and “we” means UCare.



We also use your information for coordination of benefits, enrollment and eligibility status, benefits management, utilization management, premium billing, claims issues, and coverage decisions. For example, we may use your information to pay your health care claims.

Other uses include customer service activities, complaints or appeals, health promotion, quality activities, health survey information, underwriting, actuarial studies, premium rating, legal and regulatory compliance, risk management, professional peer review, credentialing, accreditation, antifraud activities, as well as business planning and administration. For example, we may use your information to make a decision regarding an appeal filed by you.

In addition, we may use your information to provide you with appointment reminders, information about treatment alternatives, or other health-related benefits and services that may be of interest to you. We may also share information with family members or others you identify as involved with your care, or with the sponsor of a group health plan, as applicable.

Who sees your information?

UCare employees see your information only if necessary to do their jobs. We have procedures and systems to keep personal information secure from people who do not have a right to see it.

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UCare Notice of Privacy Practices

(Continued from page 3)

We may share the information with providers and other companies or persons working with or for us. We have contracts with those companies or persons. In those contracts, we require that they agree to keep your information confidential. This includes our lawyers, accountants, auditors, third-party administrators, insurance agents or brokers, information systems companies, marketing companies, disease management companies, or consultants.

We may share your information with a medical record locator service. This can help caregivers find health plans and other caregivers that have health information about you. The caregiver can then get that information to help make better decisions about your treatment. If you prefer not to be included in the medical record locator service, you may opt out by calling **1-888-329-5270** (toll free). If you are hearing impaired, please call the TTY number at **1-888-341-4487** (toll free).

We also may share your information as required or permitted by law. Information may be shared with government agencies and their contractors as part of regulatory reports, audits, encounter reports, mandatory reporting such as child abuse, neglect, or domestic violence; or in response to a court or administrative order, subpoena, or discovery request. We may share information with health oversight agencies for licensure,

inspections, disciplinary actions, audits, investigations, government program eligibility, government program standards compliance, and for certain civil rights enforcement actions. We also may share information for research, for law enforcement purposes, with coroners to permit identification or determine cause of death, or with funeral directors to allow them to carry out their duties. We may be required to share information with the Secretary of the Department of Health and Human Services to investigate our compliance efforts. There may be other situations when the law requires or permits us to share information.

Other uses and disclosures not previously described will be made only with your written permission. We will also accept the permission of a person with authority to represent you (such as a guardian).

That permission may be cancelled at any time. However, the cancellation will not apply to uses or disclosures we made before we received your cancellation. Also, once we have permission to release your information, we cannot promise that the person who receives the information will not share it.

We do not sell or rent information to anyone. We treat information about former members with the same protection as current members.

What are your rights?

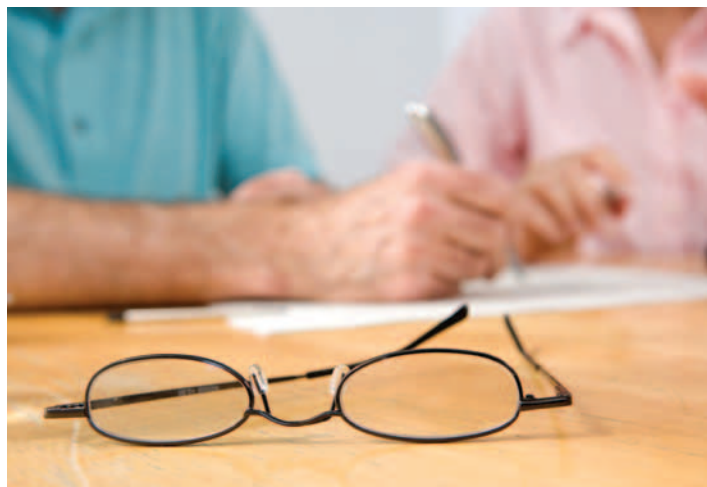
- > You have the right to ask that we don't use or share your information in a certain way. *Please note that while we will try to honor your request, we are not required to agree to your request.*
- > You have the right to ask us to send information to you at an address you choose or to request that we communicate with you in a certain way. For example, you may request that your mailings be sent to a work address rather than your home address. We may ask that you make your request in writing.
- > You have the right to look at or get a copy of certain information we have about you. This information includes records we use to make decisions about health coverage, such as payment, enrollment, case,

Questions

If you have questions or want to file a complaint, you may contact our Privacy Officer at UCare, Attn: Privacy Officer, P.O. Box 52, Minneapolis, MN 55440-0052. You may also file a complaint with the Secretary of the U.S. Department of Health & Human Services at the Office for Civil Rights, U.S. Department of Health & Human Services, 233 N. Michigan Ave., Suite 240, Chicago, IL 60601. We will not retaliate against you for filing a complaint.

or medical management records. We may ask you to make your request in writing. We may also ask you to provide information we need to answer your request. We have the right to charge a reasonable fee for the cost of making and mailing the copies. In some cases, we may deny your request to inspect or obtain a copy of your information. If we deny your request, we will tell you in writing. We may give you a right to have the decision reviewed. Please let us know if you have any questions about this.

- > You have the right to ask us to correct or add missing information about you that we have in our records. Your request needs to be in writing. In some cases, we may deny a request if the information is correct and complete, if we did not create it, if we cannot share it, or if it is not part of our records. All denials will be in writing. You may file a written statement of disagreement with us. We have the right to disagree with that statement. Even if we deny your request to change or add to your information, you still have the right to have your written request, our written denial, and your statement of disagreement included with your information.
- > You have the right to receive a listing of the times when we have shared your information in some cases. Please note that we are not required to provide you with a listing of information shared prior to April 14, 2003; information shared or used for treatment, payment, and health care operations purposes; information shared with you or someone else as a result of your permission; information that is shared as a result of an allowed use or disclosure; or information shared for national security or intelligence purposes. All requests for this list must be in writing. We will need you to provide us specific information so we can answer your request. If you request this list more than once in a 12-month period, we may charge you a reasonable fee. If you have questions about this, please contact us at the address provided on page 4.
- > You have the right to receive a copy of this Notice from us upon request. This Notice took effect Oct. 27, 2008.



Renewing your health care coverage

Attention Minnesota Health Care Programs members: Don't let your health care coverage with UCare end! To get the most out of your health benefits, it's important to keep your coverage current. After you receive a Minnesota Health Care Programs Renewal Form in the mail, please:

1. Read the instructions on the form carefully.
2. Give complete answers to all of the questions asked on the form.
3. Return the form to your county worker or to MinnesotaCare by the date requested.
4. Send in pay stubs or other proof needed to check your eligibility.

And if you've moved recently, be sure to let your county worker or MinnesotaCare worker know.

What else do you need to know?

We may change our privacy policy from time to time. As the law requires, we will send you our Notice if you ask us for it. The Notice can also be seen online at www.ucare.org. If you have questions about this Notice, please call UCare Customer Services at the toll free number listed on the back of your member card.

This information is available in other forms to people with disabilities by calling **612-676-3200** (voice) or toll free at **1-800-203-7225** (voice); **612-676-6810** (TTY) or toll free at **1-800-688-2534** (TTY), or through the Minnesota Relay at **711** or **1-877-627-3848** (speech to speech relay service).

Healthy recipe for a healthy new year!

Resolve to eat more fruits and vegetables every day with delicious recipes, like this one.

Vegetable Medley with Salsa Dip

Preparation time: 15 minutes.

Number of servings: 4.

Ingredients:

- 2 carrots, cut into 3-inch sticks
- 2 celery stalks, cut into 3-inch sticks

- ½ jicama, peeled and cut into 3-inch sticks
- 1 bunch radishes, trimmed
- 1 cup fat-free sour cream
- 1 cup fresh salsa

Directions:

Arrange cut vegetables on a platter. In a small bowl, mix sour cream and salsa. Serve.

Serving size: ¼ of the recipe.

Per serving:

- 140 calories
- 0 g total fat
- 330 mg sodium
- 28 g carbohydrates
- 6 g dietary fiber
- 11 g sugar

Source: www.FruitsandVeggiesMatter.gov

For more healthy recipes, go to UCare's LivingWell web page at www.ucarelivingwell.org.



Good news about Flu shots

Influenza (the flu) is a serious health concern in the U.S. Between 25 million and 50 million cases of flu are reported every year, leading to more than 150,000 hospitalizations and 30,000-40,000 deaths annually. This year, the Centers for Disease Control and Prevention are recommending that **everyone** 6 months of age and older get a flu shot.

This season, there's good news for UCare members about flu shots.

One simple shot.

Unlike in 2009, you only need ONE shot to be protected against both seasonal flu and H1N1. Also, check with your doctor to see if you can get

the nasal-spray flu vaccine instead of the shot.

UCare has you covered.

Flu shots are completely FREE for all UCare members. We want you to protect yourself and your loved ones from the flu.

Get it where it's most convenient for you.

UCare will cover the cost of a flu shot just about anywhere they're offered: your doctor's office, a drugstore, grocery store, convenience retail clinic – you name it. Get the shot wherever it works best for you.



For places near you that offer the flu shot, check out the Minnesota Department of Health's flu shot clinic finder at www.mdhflu.com. For any other questions, feel free to call Customer Services – check the number on the back of your UCare member ID card.

Exercise roadblocks: What's standing in your way?

Physical activity is one of the first steps to better health. However, you may be running into barriers keeping you from starting an exercise program. What to do? Cindy Kallstrom, M.P.H., UCare's Health Promotion Manager, offers some suggestions for overcoming the most common excuses that keep people from exercising regularly.

1. **"I'm too busy to exercise."** Try waking up a half hour earlier to walk, scheduling lunchtime workouts, or taking an evening community fitness class. Household chores on the weekend can be great workouts, too.
2. **"It's boring exercising by myself."** Two is better than one. Kallstrom recommends that you find a partner you can work out with every day: "Whether it's your best friend, your next door neighbor, or your dog, having someone to exercise with holds you accountable to yourself and to your partner."
3. **"I'm afraid I'll hurt myself."** Start slowly when you begin a new exercise program. Choose low-intensity activities, such as walking or swimming. Take an exercise class at a local community center

with good fitness leaders. A reminder: UCare offers up to a \$15 discount to members for community education classes!*

4. **"I've never been into sports."** You don't have to be an athlete to work out. Find an activity you enjoy. Yoga, dancing, gardening, or simply walking around the mall can be fun and enjoyable.
5. **"I don't have anyone to watch my kids while I work out."** Do something fun with your kids instead. Dance to music, walk to a park, or play basketball or soccer together. You might want to take turns with another parent: one watches the kids while the other exercises.

Be sure to see your doctor before starting any new workout routine. And then go have some fun!



* Limitations may apply. Call UCare Customer Services for more information.

Source: Weight-control Information Network (WIN), U.S. Department of Health & Human Services.

Kits for our MinnesotaCare members

Have you heard the news? UCare is now offering at-home tools you can use to get fit and have fun! MinnesotaCare members are eligible for one *Ready, Get, Fit!* Family, Yoga, or Walking Kit per year.

To order your *Ready, Get, Fit!* Kit, call UCare Customer Services.



P.O. Box 52
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a healthier **U**

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Managing Editor

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Associate Editor

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American Indians can continue or begin to use tribal and Indian Health Services (IHS) clinics. We will not require prior approval or impose any conditions for you to get services at these clinics. For enrollees age 65 years and older this includes Elderly Waiver (EW) services accessed through the tribe. If a doctor or other provider in a tribal or IHS clinic refers you to a provider in our network, we will not require you to see your primary care provider prior to the referral.

Important Plan Information.

Attention. If you want free help translating this information, call UCare at 612-676-3200 or toll free at 1-800-203-7225.

ملاحظة: إذا أردت مساعدة مجانية في ترجمة هذه المعلومات، فاتصل على الرقم الموجود أعلاه.

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Pažnja. Ako vam je potrebna besplatna pomoć za prevod ove informacije, nazovite gornji broj.

Ceeb toom. Yog koj xav tau kev pab txhais cov xov no dawb, thov hu rau tus xov tooj saud.

ໂປດຊາບ. ຖ້າຫາກທ່ານຕ້ອງການການຊ່ວຍເຫຼືອໃນການແປຂໍ້ຄວາມ ດັ່ງກ່າວນີ້ຟຣີ, ຈົ່ງ ໂທອຕາມເລກໂທສທີ່ຢູ່ຂ້າງເທິງນີ້.

Hubaddhu. Yoo akka odeeffannoon kun sii hiikamu gargaarsa tolaa feeta ta'e, lakkoofsa armaa olii bilbili.

Внимание. Если вам нужна бесплатная помощь в переводе этой информации, позвоните по указанному выше телефону.

Ogow. Haddii aad dooneyso in lagaa kaalmeeyo tarjama dda macluumaadkani oo lacag la'aan ah, wac lambarka kore.

Atención. Si desea recibir asistencia gratuita para traducir esta información, llame al número que aparece más arriba.

Chú Ý. Nếu quý vị cần dịch thông tin này miễn phí, xin gọi số nêu trên.

LB5-0008 (1-08)

This information is available in other forms to people with disabilities by calling: 612-676-3200 (voice) or toll free at 1-800-203-7225 (voice), 612-676-6810 (TTY) or toll free at 1-800-688-2534 (TTY); or through the Minnesota Relay at 711 or toll free direct access at 1-800-627-3529 (TTY, Voice, ASCII, Hearing Carry Over), or 1-877-627-3848 (speech to speech relay service).