



Dear Friend:

Getting the health care you need doesn't have to be confusing. UCare makes it easy with our UCare's MSHO (HMO SNP) program. It offers a complete set of benefits and services all in one plan!

Take a moment to look at the information about UCare's MSHO program. To enroll in UCare's MSHO, simply complete the enrollment form in this packet and mail it in the enclosed postage-paid envelope. (Part of this form may already be filled out to make it easier for you.) You will get a notice about enrollment.

For full information about UCare's MSHO benefits, please call us at 612-676-3554 or 1-800-707-1711 (toll free). If you are hearing impaired, call our TTY line at 612-676-6810 or 1-800-688-2534 (toll free). Our hours of service are 8 a.m. to 8 p.m., seven days a week. UCare is located at 500 Stinson Boulevard NE, Minneapolis, MN 55413.

Sincerely,

A handwritten signature in cursive that reads "Joan Freak".

Joan Freak  
Sales Manager, Dual Special Needs Plans

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

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

កំណត់សំគាល់ បើអ្នកចង់បានជំនួយបកប្រែព័ត៌មាននេះដោយមិនគិតថ្លៃ សូមទូរស័ព្ទ ទៅលេខនៅខាងលើ។

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.

ໂຢູດຊາບ. ຖ້າຫາກທ່ານຕ້ອງການການຊ່ວຍເຫຼືອໃນການແປຂໍ້ຄວາມດັ່ງກ່າວນີ້ຟຣີ, ຈົ່ງໂທສາມເລກໂທສທີ່ຢູ່ຂ້າງເທິງນີ້.

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.

LB5-0009 (1-08)

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**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).**

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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.**

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UCare's MSHO is a coordinated care plan with a Medicare Advantage contract and a contract with the Minnesota Medicaid program. This plan is available to individuals who are age 65 or over, receive Medicaid (Medical Assistance) from the state, have Medicare Parts A and B, and live in the service area. Eligible beneficiaries can enroll at any time, effective the first of the following month.

You must use network providers except in emergency or urgent care situations, open access services, out-of-network dialysis services, or any other services previously authorized. If you obtain routine care from out-of-network providers, neither Medicare nor UCare will be responsible for the costs. Eligible beneficiaries must use network pharmacies to access their prescription drug benefit, except under non-routine circumstances. Quantity limitations and restrictions may apply. Benefits, formulary, pharmacy network, premium and/or co-payments/co-insurance may change on January 1, 2013.

UCare's MSHO has been approved by the National Committee for Quality Assurance (NCQA) to operate as a Special Needs Plan (SNP) until December 31, 2014. NCQA's approval is based on a review of UCare's MSHO's Model of Care and is an indicator of compliance with CMS requirements. NCQA's approval is not an endorsement by CMS and/or NCQA of UCare's MSHO or the quality of service provided by UCare's MSHO. UCare's MSHO will still need to be approved each year by CMS in order to operate. If you have questions regarding our approval by the NCQA, please contact us at 612-676-6868 or 1-866-280-7202 (toll free), 8 a.m. to 8 p.m., daily. TTY: 612-676-6810 or 1-800-688-2534 (toll free).



Minnesota Department of **Human Services**

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Dear Senior:

The Minnesota Department of Human Services is happy to present you with a program called Minnesota Senior Health Options (MSHO). We designed this program with seniors on Medicare and Medical Assistance in mind. We worked for many years to make this program meet your needs.

We listened to seniors who told us they wanted:

- Doctors and health care workers who know about seniors' concerns.
- Better coordination of care between their doctors, hospital, nursing home, and other health care workers.
- Help in staying in their homes longer, or returning there, if possible.

We think MSHO meets those needs and concerns. UCare has chosen to work with us to offer you this unique program. We hope you'll take a few minutes to review the materials in this packet. If you have questions about MSHO, we encourage you to call UCare at 612-676-3554 or 1-800-707-1711 (toll free). If you are hearing impaired, please call UCare's TTY line at 612-676-6810 or 1-800-688-2534 (toll free).

Sincerely,

Pamela J. Parker, Manager  
Special Needs Purchasing  
Minnesota Department of Human Services