



Dear Prospective Member:

Thank you for requesting information about *UCare for Seniors*. Soon you'll learn what more than 70,000 members across Minnesota and western Wisconsin already know. When it comes to value, *UCare for Seniors* is one of the best ways to get more from your Medicare plan.

For more than 25 years, UCare has been a nonprofit organization with a reputation for providing affordable and innovative health care coverage to people on Medicare and other populations. We are committed to serving your health care needs.

We have three plan options for you to choose from. Take a moment to look over the enclosed information to learn about the generous coverage, large network of doctors, and affordable premiums offered by *UCare for Seniors*. Then simply select the plan that's right for you. This packet includes:

- An easy-to-complete enrollment form.
- Plan information.
- A provider directory.

To apply, mail your completed enrollment form in the enclosed postage-paid envelope or fax it to 612-676-6562. Or if you prefer, you may also drop off your enrollment form at our main office, which is located at 500 Stinson Boulevard NE, Minneapolis, MN 55413. We will call you to confirm receipt of your enrollment form

If you have questions or need help comparing plan options, please contact us at **1-877-523-1518 toll free or 612-676-3500**. Our TTY/hearing impaired number is **1-800-688-2534 toll free or 612-676-6810**.

Again, thank you for your interest in *UCare for Seniors*. We're pleased to assist you with your questions and hope to hear from you soon.

Sincerely,

Ellen Anderson, Amy Banker, Alicia Cole, Rita Corrigan, Leann Frestedt, Carla Foulks, Courtney Henderson, Cate Pladson, Jim Roth, Terri Schugel, and Julie Vreeland

Medicare Marketing Representatives

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500 Stinson Blvd. NE Minneapolis MN 55413-2615 • P.O. Box 52M Minneapolis MN 55440-0052
612-676-6500 • 1-866-457-7144 • TTY:1-800-688-2534 • Fax: 612-676-6501 • www.ucare.org

UCare Minnesota and UCare Wisconsin, Inc. are Medicare Advantage organizations with Medicare contracts. These contracts renew each year. At the end of each year, the contracts are reviewed, and either UCare or the Centers for Medicare & Medicaid Services (CMS) can decide to end them. Members receive 90 days advance notice in this situation. If UCare leaves the Medicare program or stops serving a member's area, the member will be provided a special enrollment period to make choices about how they get Medicare, including choosing a Medicare Prescription Drug Plan and guaranteed issue rights to a Medigap policy.

UCare for Seniors members have the right to make a complaint if they have concerns or problems related to their coverage or care. Exceptions, appeals, and grievances are the three different types of complaints members can make.

An exception is a request for a change to our Medicare Part D coverage rules. Members can request an exception if: (1) they want our Part D benefit to cover their medication even if it's not on our formulary; (2) they want us to waive coverage limitations or quantity limits on their drug; or (3) they want us to change the tier of their drug (i.e., from brand name to preferred brand) and provide a higher level of coverage. Upon enrolling in *UCare for Seniors*, members will receive an Evidence of Coverage booklet that provides examples of when you might request an exception, and how you would go about doing it.

An appeal is the type of complaint members make when they want us to reconsider and change a decision we have made about what services or benefits are covered or what we will pay for a service or benefit. A grievance is the type of complaint members make if they have any other type of problem with *UCare for Seniors* or one of our network providers. The Evidence of Coverage booklet provides detailed examples of when you might file an appeal or grievance and how you would go about doing it.

You may contact Medicare at 1-800-MEDICARE (1-800-633-4227), TTY 1-887-486-2048, 24 hours a day, 7 days a week, or visit <http://www.medicare.gov> for more information about Medicare benefits and services including general information regarding the health or Part D benefit.

The Medicare program rates how well plans perform in different categories (for example, detecting and preventing illness, ratings from patients and customer service). If you have access to the web, you may use the web tool on www.medicare.gov and select "Compare Medicare Prescription Drugs Plans" or "Compare Health Plans and Medigap Policies in Your Area" to compare the plan ratings for Medicare plans in your area. You can also call us directly at 612-676-3500 or 1-877-523-1518 toll free to obtain a copy of the plan ratings for this plan. TTY users call 612-676-6810 or toll free at 1-800-688-2534.

To contact UCare Customer Services call 1-877-523-1515 from 8 a.m. to 8 p.m., seven days a week.

The person that is discussing plan options with you is either employed by or contracted with UCare. The person may be compensated based on your enrollment in the plan.

This document is available in alternative formats (e.g. large print).