



Dear Prospective Member:

Thank you for requesting information about *UCare Secure*. We know that managing your health can be challenging, especially when you have one or more chronic conditions. *UCare Secure's* approach to health care helps you take control – with a plan as unique as your health care needs.

For more than 23 years, UCare has been a locally owned and operated 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 coverage needs.

Please take a moment to look over the enclosed information to learn about the generous coverage, personalized care, and proactive care management offered by *UCare Secure*.

This packet includes:

- A plan overview guide.
- An enrollment form.
- A chronic condition verification form.
- Additional plan information.

To apply, mail your completed enrollment form and chronic condition verification form in the enclosed postage-paid envelope or fax it to 612-676-6596. Or, if it's convenient, you may also drop them off 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 materials.

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

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

Sincerely,

Trish Bakken, Amy Banker, Alicia Cole, Leann Frestedt, Carla Foulks, and Courtney Henderson

Medicare Marketing Representatives

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UCare Minnesota is a Medicare Advantage organization with a Medicare contract. This contract renews each year. At the end of each year, the contract is reviewed, and either UCare or the Centers for Medicare & Medicaid Services (CMS) can decide to end it. Members receive 90 days advance notice in this situation. It is also possible for our contract to end at some other time during the year. In these situations, we will notify members 90 days in advance, but their advance notice may be as little as 30 or fewer days if CMS must end our contract in the middle of the year. 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 Secure 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 Secure*, you will receive an Evidence of Coverage booklet. Section 12 of this booklet 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 Secure* or one of our network providers. Sections 10 and 11 of the Evidence of Coverage booklet provide detailed examples of when you might file an appeal or grievance and how you would go about doing it. Section 12 describes how to request exceptions, or file an appeal or grievance, pertaining to the Part D prescription drug benefit.

You can only enroll in *UCare Secure* during specific times of the year. For enrollment period information, please contact UCare's Customer Services Department at 612-676-3600, or 1-877-523-1515 toll free, 8 a.m. to 8 p.m., seven days a week. If you are hearing impaired, please call our TTY line at 612-676-6810 or 1-800-688-2534 toll free.

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, for more information about Medicare benefits and services.