

UCare Connect

Information for Providers

UCare Connect is an innovative health coverage plan for patients with a certified physical disability, developmental disability, and/or mental illness. It is a program designed by the Minnesota Department of Human Services (DHS) called Special Needs BasicCare. It is also a Medicare Advantage Special Needs Plan.

UCare Connect combines the benefits and services of Medical Assistance and Medicare Parts A, B, and D. It gives members access to a full range of services to meet their unique health care needs – with no monthly premiums.

Who is eligible?

To enroll in *UCare Connect*, a patient must:

- Have a certified physical disability, or a developmental disability, and/or mental illness.
- Be at least 18 years old and under age 65.
- Be eligible for Medical Assistance, with or without Medicare Parts A and B.
- Live in the 34-county *UCare Connect* service area that includes: Benton, Blue Earth, Carlton, Chippewa, Chisago, Cottonwood, Faribault, Fillmore, Houston, Isanti, Jackson, Kandiyohi, Lac Qui Parle, Le Sueur, Lincoln, Lyon, Martin, Mille Lacs, Mower, Murray, Nicollet, Nobles, Olmsted, Pine, Redwood, Rice, Rock, Sherburne, Stearns, St. Louis, Watonwan, Winona, Wright, Yellow Medicine counties.

Key *UCare Connect* member benefits

- No co-pays for the following:
 - In-network physician and specialist visits.
 - Covered dental services.
 - Diagnostic tests, X-rays, and lab services.
 - Covered eye exams, eyewear, routine hearing exams, and hearing aids.
- Includes Medicare Part B and Medicare Part D prescription drugs.
- The dental network includes the See-A-Dentist Guarantee, UCare's Mobile Dental Unit, and Doral Dental.
- Transportation through Health Ride is available to all eligible members, including those who need to see providers located outside of their county of residence.
- YMCA monthly membership.
- Fitness kit with tools and information to help improve fitness.

Key *UCare Connect* provider benefits

- Members only need to show their UCare member ID card – not their Medicare card – because *UCare Connect* covers our members' Medicare benefits.
- Single Source Payer. All claim forms are submitted directly to UCare at P.O. Box 70, Minneapolis, MN 55440, or via electronic data interchange (EDI).
- Providers do not need to submit claims to Medicare.
- Members have virtually no paperwork.
- Benefit reimbursement for eligible services falls under your Medicare Advantage contract.



UCare Connect Clinical Advantages

Whole-person care

Patients with physical disabilities, developmental disabilities, and mental illness often have multiple, complex needs that make it difficult for them to manage their health and navigate the health care system. That's why UCare partners with county social service agencies to allow for a more holistic approach to meeting *UCare Connect* members' total health care needs.

Disease management

Members (if eligible) have access to disease management programs for asthma and heart failure.

Health and wellness

Members have access to all of UCare's health and prevention programs, including annual check-ups, preventive services reminders, and dental exams.

Health risk assessments

A health risk assessment is mailed to all new members within 30 days of enrollment. It can help determine possible gaps in care. The assessment is designed for individuals with physical disabilities, developmental disabilities, and behavioral health issues.

Case management

For members who do not qualify for or are not assigned a county case manager, UCare will assign staff from Clinical Services to conduct a telephone assessment. Based on the results of the assessment, staff may do one or more of the following:

- Contact the county in which the member resides to determine whether the county can assign a case manager. If they can, UCare will coordinate the member's care with the assigned case manager and assist in finding support and resources. This may include providing the case manager with additional reimbursement for the time they work with the member. This should be time-limited (three to six months).
- If the county is unable to assign a case manager, UCare will coordinate with local county providers (behavioral or primary care) to contract for case management services. This arrangement should be time-limited (three to six months).

Consultation services

UCare offers additional support to the county case managers in the form of telephone consultation. County case managers can contact this consultant (RN or advance practice RN with experience in developmental disabilities, physical disabilities, and behavioral health) for assistance and direction with complex cases. The nurse is available Monday through Friday, from 8 a.m. to 5 p.m. CST.

For more information

If you have patients who might benefit from *UCare Connect*, please have them call UCare's Sales Department at **612-676-3554** or **1-800-707-1711** (toll free). Hearing impaired individuals may call our TTY line at **612-676-6810** or **1-800-688-2534** (toll free).