

# *Chapter 1*

# Introduction to UCare

## **Overview**

Chapter 1 provides a general overview of UCare.

## **This Chapter Includes:**

[About UCare](#)

[UCare's Mission](#)

[Minnesota Health Care Programs](#)

[Special Needs Plan](#)

[Medicare Advantage Plans](#)

[UCare's Telephone & Address Guide](#)

[UCare's Provider Network](#)

## About UCare

UCare was founded in 1984 by the Department of Family Practice and Community Health at the University of Minnesota Medical School. Today, we are an independent, nonprofit health plan that is recognized as one of Minnesota's leading plans.

UCare serves more than 250,000 members throughout the state of Minnesota and in 26 western Wisconsin counties.

Working with health care providers, community organizations, and others throughout Minnesota, we create innovative health coverage plans for:

- Individuals and families enrolled in income-based Minnesota Health Care Programs, such as MinnesotaCare and Prepaid Medical Assistance Program.
- Adults with disabilities and Medicare beneficiaries with chronic health conditions.
- Minnesotans dually eligible for Medical Assistance and Medicare.
- Medicare-eligible individuals throughout Minnesota and in western Wisconsin.

### Member Focus

We strongly believe in working as a team with our members and health care partners to provide the best health care possible. We listen closely to the 40% of our Board members who are current members. We also have established a member advisory committee for our state public program members and a senior member advisory committee for our Medicare members. Talking directly with members and getting their feedback is one of the most important ways we can continually improve our services.

### Commitment to the Community

UCare's commitment to community partnerships runs deep. In fact, it's a key tenet of our mission. From our earliest days, we have supported the health of our communities and members through strategic partnerships with community organizations.

Some of our valued community partners include, but not limited to:

- HealthFair 11.
- *Access Press*.
- Urban Mass Media Group.
- Neighborhood Health Care Network.
- City of Lakes Loppet.
- Coalition of Wisconsin Aging Groups (CWAG).
- Stratis Health.
- Volunteers of America.

# UCare's Mission

**Mission statement: “UCare will improve the health of our members through innovative services and partnerships across communities.”**

To fulfill this mission, we provide comprehensive health care coverage to selected populations through a community-based, holistic approach. We support family practice education and research so that this philosophy of care can be carried into the future.

We are committed to serving our members, our communities, our business partners, and our employees from a foundation built on these values:

- *Integrity*  
UCare stands on its reputation. We are what we say we are; we do what we say we will do.
- *Community*  
UCare works with communities to support our members and give back to the communities through UCare grants and employee volunteer efforts.
- *Quality*  
UCare strives to continually improve our products and operations to ensure the highest quality of care for our members. [See our quality results.](#)
- *Flexibility*  
UCare seeks to understand the needs of our members, providers, and purchasers over time and to develop programs and services to meet those needs.
- *Respect*  
UCare respects its members by providing quality care and services that recognize their unique needs. UCare respects its employees by providing a supportive work culture that encourages their development and embraces their diversity.

## [Table of Contents](#)

## Minnesota Health Care Programs (MHCP)

- [MinnesotaCare](#) – A state-subsidized program for people and families without access to affordable health care coverage, and living in UCare’s 80-county service area.
- [Prepaid Medical Assistance Program \(PMAP\)](#) – A federally and state-funded program for people and families who meet income and other eligibility requirements, including living in UCare’s 59-county service area. This program provides medical services to Medical Assistance managed care enrollees.
- [Minnesota Senior Care Plus \(MSC Plus\)](#) – A federally and state-funded program for people age 65 or older who meet income and other eligibility requirements, and live in UCare’s 57-county service area. This program provides medical services to Medical Assistance managed care enrollees.
- [UCare Connect \(SNBC\)](#) – A plan designed to meet the unique needs of adults with certified physical disabilities, developmental disabilities, and/or mental illness. It is for people ages 18-64 who are eligible for Medical Assistance and live in UCare’s 41-county service area.

## Special Needs Plans (SNPs)

- [UCare’s Minnesota Senior Health Options \(UCare’s MSHO – HMO SNP\)](#) – A plan that combines the benefits of Medicare and Medicaid. It is for people ages 65 and older who are eligible for Medical Assistance and are enrolled in Medicare Parts A and B, and who live in UCare’s 57-county service area.

## Medicare Advantage

- [UCare for Seniors \(HMO-POS\)](#) – An affordable Medicare plan available throughout the state of Minnesota and in 26 western Wisconsin. Members can choose from four plan options: Value, Standard D, Value Plus, and Classic.
- [Group UCare for Seniors](#) – An affordable Medicare Advantage plan offered to the retirees of more than 60 employers. Group *UCare for Seniors* is available to Medicare-eligible retirees and their Medicare-eligible dependents.

## [Table of Contents](#)

## UCare's Telephone and Address Guide

Phone Numbers	Department / Company	Responsibility
<b>612-676-6500</b> <b>1-866-457-7144</b>	<b>UCare's Main Phone</b>	Main phone number to UCare.
<b>612-676-6501</b>	<b>UCare's Main Fax</b>	Main fax number to UCare.
<b>612-676-3300</b> <b>1-888-531-1493</b>	<b>UCare's Provider Assistance Center</b>	Contact for clinic staff/providers regarding: <ul style="list-style-type: none"> <li>• Claims Inquiries.</li> <li>• Prior Authorization/Notification Inquiries.</li> <li>• Benefit Inquiries.</li> </ul>
<b>612-676-3200</b> <b>1-800-203-7225</b>	<b>UCare's Customer Services</b>	Customer Services for <b>MHCP</b> members regarding: <ul style="list-style-type: none"> <li>• Benefit Inquiries.</li> <li>• Interpreter Needs.</li> <li>• Complaints/Appeal Rights.</li> <li>• Clinic Changes.</li> </ul>
<b>612-676-6868</b> <b>1-866-280-7202</b>	<b>UCare's Customer Services</b>	Customer Services for <b>SNPs</b> members regarding: <ul style="list-style-type: none"> <li>• Benefit Inquiries.</li> <li>• Interpreter Needs.</li> <li>• Complaints/Appeal Rights.</li> <li>• Clinic Changes.</li> </ul>
Individual <i>UCare for Seniors</i> Members: <b>612-676-3600</b> <b>1-877-523-1515</b>  Group <i>UCare for Seniors</i> Members: <b>612-676-6840</b> <b>1-877-447-4385</b>	<b>UCare's Customer Services</b>	Customer Services for <b>Medicare Advantage</b> members regarding: <ul style="list-style-type: none"> <li>• Benefit Inquiries.</li> <li>• Interpreter Needs.</li> <li>• Complaints/Appeal Rights.</li> <li>• Clinic Changes.</li> </ul>
<b>763-525-9919</b> <b>1-800-361-0491</b>	<b>Behavioral Healthcare Providers (BHP)</b>	<ul style="list-style-type: none"> <li>• Authorizations for mental health and chemical dependency services.</li> <li>• Authorizations for non-covered</li> </ul>

Phone Numbers	Department / Company	Responsibility
		benefits or out-of-network providers.
<b>1-800-645-6296</b>	<b>Mayo Management Services, Inc. (MMSI)</b>	<ul style="list-style-type: none"> <li>• Authorizations for mental health and chemical dependency services.</li> <li>• Authorizations for non-covered benefits or out-of-network providers.</li> <li>• <i>Applies to Mayo members only.</i></li> </ul>
<b>1-800-896-2372</b>	<b>DentaQuest</b>	<ul style="list-style-type: none"> <li>• Authorization inquiries for dental services.</li> <li>• Dental network inquiries.</li> <li>• Claims inquiries for dental services.</li> </ul>
<b>1-888-638-7719</b>	<b>ChiroCare</b>	<ul style="list-style-type: none"> <li>• Authorization inquiries for chiropractic services.</li> <li>• Chiropractic network inquiries.</li> <li>• Claims inquiries for chiropractic services.</li> </ul>
Medicaid Members: <b>1-877-558-7523</b>  Medicare Members: <b>1-877-558-7521</b>	<b>Express Scripts, Inc. (ESI) Customer Services</b>	<ul style="list-style-type: none"> <li>• Prior authorization inquiries for prescriptions.</li> <li>• Drug formulary exceptions.</li> </ul>

**Street Address:**

500 Stinson Boulevard NE. Minneapolis, MN 55413

**Mailing Address:**

P.O. Box 52. Minneapolis, MN 55440-0052

**Website:**

[www.ucare.org](http://www.ucare.org)

**[Table of Contents](#)**

# UCare's Provider Network

## Network in Minnesota and Wisconsin

- Primary Care Clinics
  - 968 locations.
  
- Specialists
  - 8,000 locations.
  
- Hospitals
  - 211 locations.

## Find A Doctor

You can access our growing network of providers online by logging on to [www.ucare.org](http://www.ucare.org) then click on “**Find A Doctor.**”

## [Table of Contents](#)