

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 (SNBC).

UCare Connect's service area consists of 41 counties in Minnesota.

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.
- Live in the *UCare Connect* service area.

Note: Patients can also be eligible for Medicare, but *UCare* does not cover Medicare service starting Jan. 1, 2012.

Key *UCare Connect* member benefits

- No premiums or co-pays,
- The dental benefit includes the See-A-Dentist GuaranteeSM, *UCare's* Mobile Dental Clinic, and DentaQuest's network providers.
- Transportation through Health Ride is available to all eligible members, including those who need to see providers located outside of their county of residence.
- Free monthly membership to YMCA and other participating fitness clubs.
- Fitness kit with tools and information to help improve fitness at home.
- A second dental cleaning and exam each year.

UCare Connect clinical advantages

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.

Care Model

- All members are assigned a Care Navigator who is available to help them access health care services. The Care Navigator may assist the member in accessing preventive care, establishing a primary care provider, or making referrals for other services as needed.
- All members receive a welcome call from Member Services to help *UCare* better understand the member's health care needs, and to promote the member's engagement in their care.
- All members are offered a Health Risk Assessment (HRA) within 30 days of enrollment.

UCare will review the HRA and other available information to identify member needs. Members with identified health care needs will be offered case management services based on their needs. This might include referring the member to their county waiver case manager, a complex medical case manager at UCare, or a case coordinator who can provide more comprehensive case coordination services. Members with no immediate needs will have access to ongoing monitoring and assistance from their Care Navigator.

Resources

Provider Assistance Center

612-676-3300 or 1-888-531-1493 (toll free)

UCare Provider Portal

The UCare Provider Portal offers several features that help streamline business operations and provide quick access to valuable information. For example, you can use the UCare Provider Portal to verify member eligibility, check the status of a claim and/or referral/authorization, or retrieve your Explanation of Payments (EOPs). For more information, visit us at **www.ucare.org/providers/Pages/ProviderPortal.aspx**.

www.ucare.org

Visit **www.ucare.org** for provider headlines, news and notes, forms, and valuable resources, including our online Provider Manual. Don't forget to subscribe to our E-mail List Server to receive provider news and updates, including health lines, via e-mail. Visit us online at **www.ucare.org/providers**.

health lines

health lines is a comprehensive newsletter for our providers. Each quarter, *health lines* will bring you the latest UCare news, events, training dates, coding and billing information, reminders, and more. If you have comments or suggestions for content, please e-mail us at **healthlines@ucare.org**.

On-site training

As a valued provider within the UCare network, you can use the services of UCare's Provider Relations Service Coordinators to assist you in a variety of ways. These coordinators can:

- Provide on-site training on a variety of topics, such as new UCare products and billing.
- Serve as a resource if you have claim payment concerns that have a significant impact on your accounts receivables.
- Meet with your organization every year to provide you with up-to-date information relevant to your organization's operations.

UCare is committed to providing excellent service to you, our valued providers.