



Your 2024 guide to UCare Connect + Medicare

(SNBC) (HMO D-SNP)


people powered health plans

Quick reference

UCare Mental Health and Substance Use Disorder Services

For crisis support or ongoing help to manage a mental health or substance use condition.

612-676-6533 or 1-833-276-1185
TTY 1-800-688-2534
8 am – 5 pm, Monday – Friday
ucare.org/mhsudtriage

UCare Dental Connection

651-768-1415 or 1-855-648-1415
TTY 711
7 am – 7 pm, Monday – Friday
ucare.org/dentalconnection

UCare Mobile Dental Clinic

1-866-451-1555
TTY 1-800-627-3529
8 am – 4:30 pm, Monday – Friday
ucare.org/mdc

Nurse Line

1-800-942-7858
TTY 1-855-307-6976

UCare Health Ride

612-676-6830 or 1-800-864-2157
TTY 612-676-6810 or 1-800-688-2534
7 am – 8 pm, Monday – Friday
ucare.org/healthride

In case of a medical emergency: 911

Maternal and Child Health Program Line

612-676-3326 or 1-855-260-9708
TTY 711
9 am – 5 pm, Monday – Friday

Not sure where to start?

Call UCare Connect + Medicare Customer Service and they will help answer your questions.

612-676-3310 or 1-855-260-9707
TTY 1-800-688-2534
8 am – 8 pm, seven days a week

Quit Smoking and Vaping Program

1-855-260-9713
TTY 711
24 hours a day, seven days a week
myquitforlife.com/ucare

Disability Hub MN

A free Minnesota resource network that helps you solve problems, navigate the system and plan for your future.

1-866-333-2466
8:30 am – 5 pm, Monday – Friday
disabilityhubmn.org

UCare Keep Your Coverage program

612-676-3438 or 1-855-307-6978
TTY 612-676-6810 or 1-800-688-2534
8 am – 5 pm, Monday – Friday

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Thanks for choosing UCare

Our goal is to help you live well every day. We're the can-doers. A team of go-getters working hard to make sure you get the care and coverage you need, when you need it. We created this guide with you in mind. It will help you make the most of your plan and the many health and wellness benefits it provides. Keep it as a handy resource as you explore all your UCare Connect + Medicare plan has to offer.

We're glad you are here. Now let's get started!

Everything you need to know to start using your plan

Your secure online member account

Set up your secure online member account at member.ucare.org.

Once you're setup, you'll be able to:

- Send and receive secure messages with customer service and a web nurse
- See, print and order your member identification (ID) card
- See your UCare plan materials to find out what is covered
- Get coverage updates and important health and wellness information
- Do a health assessment to understand your health
- Check your eligibility for wellness services, products and more
- Keep your contact information up to date

Customer service

Call our customer service representatives for answers to your benefit and service questions.

612-676-3310 or 1-855-260-9707
TTY 612-676-6810 or 1-800-688-2534
8am – 8 pm, seven days a week

Although we understand your family is concerned about you, we cannot release information to family members calling on your behalf, unless you are the parent/guardian and or have a signed Statement of Authorized Representation showing the family member(s) have your consent. Visit ucare.org or call customer service to learn more.

Using your member ID card

Your member identification (ID) card is key to helping you get the care you need. This important tool helps health care providers understand your coverage.

Member ID number

Secure number unique to you.

UCare website

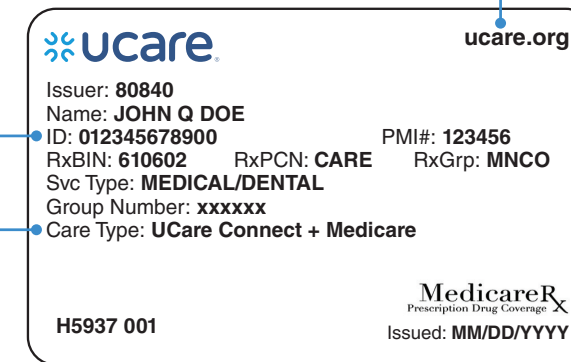
Access the member site and helpful information.

Plan name

The name of your specific plan.

Contact information

Numbers to know, including customer service and Nurse Line numbers.



One Pass fitness program

This One Pass fitness logo shows you're eligible for this benefit.

Tips for using your card

Check your new member ID card to make sure your information is correct. Here are a few other tips:

- Always carry your card with you
- Discard your old member ID card
- Provide your current health care providers and pharmacies with your new member ID card information
- Have your card handy whenever you call us
- If your card is lost, download or request a replacement through your online member account or call customer service

Understand your coverage

Get your member materials

It's important to know what's included in your health plan. Here are a few resources that can help:

- **Evidence of Coverage** — Gives you detailed information about what is covered by your plan, including your member rights and responsibilities
- **Provider and Pharmacy Directory** — Lists the doctors, dentists, pharmacies, hospitals and chiropractors in our network, including details on specialty, medical school attended, residency completed and board certification status
- **List of Covered Drugs (Formulary)** — Lists what drugs your plan covers

Here's how to get these important member materials:

Online: View or print the *Evidence of Coverage*, *Summary of Benefits*, *Provider and Pharmacy Directory* and *List of Covered Drugs (Formulary)* from [ucare.org/member-documents](https://www.ucare.org/member-documents). Or log into your online member account at member.ucare.org.

Request printed materials two ways:

1. Online — Log into your member account at member.ucare.org and send us a request
2. Phone — Call customer service

Drug benefits

Check your drug coverage

Keep your costs low by making sure your prescription drugs are on UCare's drug list (also called a formulary). You can always check the drug list at search.ucare.org. Select "Drug List" from the menu at the top of the page and choose your specific plan from the "Pick your plan" menu. The drug list is updated monthly.

If you have a prescription for a drug that's NOT on the drug list, the price may be higher, so talk to your doctor about which drugs are covered and the prescriptions you need. Your out-of-pocket costs will also depend if the drug approved is a generic drug or brand name drug.

Filling prescriptions

You can choose from three ways to fill your prescription:

- Have your doctor send your prescription to a pharmacy in your plan network
- Take the written prescription to a pharmacy in your plan network
- Use Costco Mail Order Pharmacy

Costco Mail Order Pharmacy

<Save time with free home delivery from Costco Mail Order Pharmacy and you don't need to be a Costco member to use this service. To learn more, visit [ucare.org/pbm](https://www.ucare.org/pbm).>

Save more when you use a network pharmacy

Fill your prescriptions nationwide at one of our 63,000 network pharmacies and pay less for your drugs. To find a network pharmacy near you, use the search network tool at search.ucare.org.

Where to get care

Use this guide to ensure you get the right level of care at the right time.

Nurse Line

Speak with a nurse, available 24/7, for:

- Reliable health information
- Advice on what level of care is needed

Call 1-800-942-7858 (TTY 1-855 307-6976), 24 hours a day, seven days a week

Online care

Available 24/7 for common conditions like:

- Acne
- Allergies
- Cold, cough and flu
- Pink eye
- Bug bites
- Ear pain

Online care is provided by:

- [virtuwell.com](https://www.virtuwell.com)
- [cvs.com/minuteclinic](https://www.cvs.com/minuteclinic)
- [mhealthfairview.org/evisits](https://www.mhealthfairview.org/evisits)

Convenience care

Walk-in or virtual visits to convenience clinics, often in retail stores, grocery stores and pharmacies, for common injuries and illnesses like:

- Ear infections
- Sinus infection and congestion
- Vaccinations
- Strep throat
- Small blisters and cuts
- Urinary tract and bladder infections

Primary care

The best choice for most of the care you need, like:

- Preventive (checkups, vaccines and immunizations)
- New symptoms or long-standing (chronic) conditions

Urgent care

Immediate but non-life-threatening care for things like:

- Back pain, migraines and headaches
- Broken bones, sprains and strains
- Minor burns, cuts, lacerations, rashes and infections
- Asthma, bronchitis and respiratory infections

Emergency care

Go to the nearest emergency room or call 911 for life-threatening situations like:

- Heart attack symptoms (chest pain, shortness of breath or loss of consciousness)
- Head trauma or sudden confusion
- Major burns, open wound fractures and heavy bleeding
- Stroke symptoms (slurred speech, sudden weakness, vision loss and dizziness)

Searching through your coverage

It's easy to find a doctor and your prescription drugs

Go to search.ucare.org to browse through the online directory. Use this online tool to find:



People

Doctors, specialists, chiropractors and other kinds of care



Places

Hospitals, clinics, home health care, hospice, urgent care and more



Pharmacies

Retail pharmacies in network



Drug list

Covered prescription drugs and restrictions

Online search tool FAQs

Why do I start by choosing a plan?

We want to make sure that members who use the tool are viewing only people, places and pharmacies that provide services for their plan.

What if I don't know my plan?

There are three ways you can quickly get your plan name:

- Member ID card: The name of your specific plan is listed under "Care Type."
- Online member account: Sign in at member.ucare.org. Once you have logged into your secure online member account, click on the "My Policy" section on the dashboard. Your UCare health plan is listed under "Plan Name."
- Customer service: Call us. We're always happy to help!

When entering a location, do I need to select one of the options that appears in the resulting drop-down box?

Yes — this tool uses Google location technology. You'll get the best results by selecting one of the location options presented.



Member programs and resources

Transportation to covered services

UCare Health Ride provides no-cost transportation to and from covered medical, dental and pharmacy visits. In case of emergency call 911.

Call the UCare Health Ride line at 1-800-864-2157 (TTY 1-800-688-2534), 7 am – 8 pm, Monday – Friday, or visit ucare.org/healthride.

Transportation options



Public bus or light rail

For members who live on a participating bus or light rail line. Call to request passes 14 business days in advance. Monthly passes for qualifying members.



Taxi or volunteer driver

For members who do not live on a bus or rail line. Call Health Ride at least two days before your appointment to schedule.



Special transportation services

For members who cannot safely use a bus, cab or volunteer driver due to a mental health condition or physical impairment. Call Health Ride at least two days before your appointment to schedule.



Mileage reimbursement for driving yourself

If you have your own car, contact your county's department of human services to talk about reimbursement options.

Mental Health and Substance Use Disorder services

Mental health and substance use disorders are treatable health conditions. UCare staff are available to offer support and resources.

Support for members includes:

- Help during a crisis
- Referral to and consultation with mental health and substance use disorder case management and other services
- Connections to community resources
- Help to find in-network and specialty care mental health and substance use providers

Call the UCare Mental Health and Substance Use Disorder Triage line at 612-676-6533 or 1-833-276-1185 (TTY 1-800-688-2534), 8 am – 5 pm, Monday – Friday.

Care coordination

Your plan includes the services of a Care Navigator who can help you access health care you need. A Care Navigator can help you arrange preventive care, find or change your doctor, make referrals for you, and find wellness programs and other services.

You may be offered care coordination services. Care coordination services can help you get health care, arrange transportation, make sure your medications are filled correctly, work with your health care providers and any other support you need.

To learn more, call the Care Navigator line at 612-676-6502 or 1-877-903-0062 (TTY 1-800-688-2534), 8 am – 5 pm, Monday – Friday.

Care setting transitions

Changes in health and care needs can happen any time. If you need to move from one care setting (such as your home, hospital or nursing home) to another, we want to make sure you have everything you need for a successful experience.

A care coordinator will help support you. This person will connect with you, your family, the new setting (hospital, nursing home, etc) and providers to review your discharge instructions. Your care coordinator also will assess your understanding of your drugs, make sure you know who to call with questions and help you with follow-up appointments and other needs.

If you do not have a care coordinator, call the Care Navigator line for help with service coordination related to your transition.

Over-the-counter (OTC) benefit through CVS

Your \$60 quarterly over-the-counter (OTC) benefit can be used to purchase eligible health items directly through CVS. You'll receive an allowance four times per year. Eligible items include <surgical masks, vitamins, allergy medications, first aid supplies, toothpaste and more>.

To learn more and start shopping with <CVS OTC Health Solutions>, call <1-888-628-2770, or visit [cvs.com/benefits](https://www.cvs.com/benefits)>.

You also have additional OTC drug coverage through your Medicaid drug benefit. To learn more, see your *List of Covered Drugs (Formulary)*.

Fitness and wellness benefits

Vaccines

Your plan covers flu, pneumonia, COVID-19 and childhood vaccines. Talk with your doctor or other health care provider to see if you need these or other shots. Some vaccines, including the shingles vaccine, are covered by Part D, so your prescription copay applies.

Preventive health services

Your coverage includes many important preventive screenings to help you be well. They're offered at no cost to you. They include an annual physical exam, diabetes exams, cholesterol tests, mammograms and colon cancer screenings.

Take a class, get a discount

Get up to a <\$15> discount on most community education classes in Minnesota. Check a local community education catalog or contact the local school district for class times and locations. To get your discount, simply show your UCare member ID card when enrolling in a class.

Your plan includes unlimited yearly discounts (one per class enrollment).

One Pass fitness program

One Pass is a complete fitness solution for your body and mind, available to you at no additional cost. You'll have access to more than 24,000 participating fitness locations nationwide, plus:

- Thousands of on-demand and live-streaming fitness classes
- Workout builders to create your own workouts and walk you through each exercise
- Home fitness kits for members who are physically unable to visit or reside at least 15 miles outside a participating fitness location
- Personalized, online brain training program to help improve memory, attention and focus
- Social activities, community classes and events available for online or in-person participation

Find participating locations near you at [ucare.org/onepass](https://www.ucare.org/onepass) or call 1-877-504-6830 (TTY 711), 8 am – 9 pm, Monday – Friday.

Your flexible transportation benefit includes up to three round-trip rides per week to covered fitness clubs and health education classes.

One Pass™

Fitness and wellness benefits (continued)

Grocery discounts

You can save on healthy foods like <milk, whole-grain bread, lean meat, eggs, yogurt, fruits, vegetables and more> at participating grocery stores. Weekly discounts are pre-loaded onto your UCare Healthy Benefits+ Visa® card. Simply scan your <Healthy Benefits+> card when paying to access your discount.

To register your card and learn more, visit healthybenefitsplus.com/ucare or call <1-833-862-8276 (TTY 711)>.

Healthy food allowance

Members with <congestive heart failure, ischemic heart disease, diabetes or hypertension> get a <\$60> monthly healthy food allowance on their <UCare Healthy Benefits+ Visa card>. You can use the allowance to buy healthy foods and produce. Approved items like <fruit, vegetables, healthy grains, dairy, beans and more> can be purchased at participating retailers like <Cub or Walmart> simply by scanning the card at checkout.

This benefit becomes effective on the first day of each month and doesn't roll over into the next month. Money you don't use by the end of the month will expire. If you're eligible for this allowance, you'll get a welcome letter that includes the card used to access the benefit.

Members who are eligible for this benefit can also get up to one round trip ride per week to a participating grocery store to use the benefit.

<Healthy Benefits+ Visa card>

Your <UCare Healthy Benefits+ Visa card> offers the flexibility and convenience of one card for:

- Healthy food allowance (for members with eligible chronic conditions)
- Grocery discounts
- Rewards and incentives

Your <Healthy Benefits+ Visa card> is reloadable each year and is valid until the expiration date or you're no longer a UCare member. Be sure to keep your card, as you won't be sent a new one each year. The card won't work if you're not a UCare member. Allowance amounts and expiration dates vary by program.

To learn more, register your card or check your card balance, visit <healthybenefitsplus.com/ucare> or call <1-833-862-8276 (TTY 711)>. This phone number is also on the back of your <Healthy Benefits+ Visa card>.

Pain management

Qualifying members can access the following pain management benefits. Talk to your care coordinator for more information.

- Therapeutic massage: <Six> visits per year to a UCare network massage therapist for members with back pain, neck and shoulder pain, headache, carpal tunnel syndrome, osteoarthritis or fibromyalgia
- Additional acupuncture: Up to <12> additional visits of acupuncture per year for acute low back pain
- Routine chiropractic: Up to <12> visits /year — includes exams and adjustment of extremities for members with musculoskeletal disorders

Quit Smoking and Vaping Program

Learn how to stop smoking, vaping or chewing tobacco. UCare members can get help at no charge to quit through the tobacco and nicotine quit line. Nicotine patches, gum or lozenges are also available to eligible UCare members.

Get help to kick the habit from the comfort of your own home:

- Call the tobacco and nicotine quit line <1-855-260-9713 (TTY 711)>, available 24 hours a day, seven days a week
- Visit myquitforlife.com/ucare
- Download the Rally Coach Quit For Life mobile app

Connect to Wellness Kits

Order a Connect to Wellness Kit to help improve your health and wellness. Each kit includes engaging tools — at no additional cost to you.

Members may choose one of the following kit options:

- Fitness Kit
- Dental Kit
- Sleep Aid Kit
- Smart Home Device Kit
- Stress Relief Kit
- 5-pound weighted blanket

There are three ways to order a kit*

1. Fill out the form in the back of this guide
2. Order through your online member account at member.ucare.org. Go to Health & Wellness, then Wellness, Rewards & Allowance to place your order.
3. Call UCare Customer Service at the number on the back of your member ID card

Medication Toolkit

Get the tools you need to help make managing medications easier, at no additional cost to you. The toolkit includes:

- Pillbox alarm
- Medication record pad
- Pill splitter
- Medication bag carrier
- Two pillboxes
- Deterra Drug Deactivation System pouch order form
- Medicine tracker with marker

If you're interested in getting a Medication Toolkit, contact your care coordinator or case manager to order the kit for you.*

*Must be an eligible UCare member at the time of the order. Limit one kit per year per member. Kit contents may be subject to change. Please allow 4 – 6 weeks for delivery.

Dental resources

You'll find a list of covered dental benefits in your plan's *Evidence of Coverage*. These benefits include many diagnostic, preventive and restorative services including two crowns per year and one crown repair per year.

UCare Dental Connection

UCare Dental Connection can help you:

- Find a dental provider or dental home
- Schedule dental appointments for general, follow-up and specialty care
- Coordinate rides and interpreter services for dental appointments
- Get answers to dental benefit and claim questions

Call the UCare Dental Connection line at 651-768-1415 or 1-855-648-1415 (TTY 612-676-6810 or 1-800-688-2534), 7 am – 7 pm, Monday – Friday, or visit ucare.org/dentalconnection.

UCare Mobile Dental Clinic

UCare offers dental check-ups, cleanings and basic restorative care aboard the UCare Mobile Dental Clinic. Call to find out when the clinic will be near you or go to ucare.org/mdc for scheduled dates and locations.

Schedule your appointment by calling <1-866-451-1555> (TTY <1-800-627-3529>), 8 am – 4:30 pm, Monday – Friday.

Adult Dental and Adult Dental Refill Kit

Take care of your smile with a free dental kit from UCare. You can request an Adult Dental Kit once every three years. In the years you aren't eligible, you can request an Adult Dental Refill Kit. You're not eligible to receive the Adult Dental Refill Kit in the same year you receive the complete Adult Dental Kit.

Adult Dental Kit:

- Electric toothbrush and charger
- Replacement brush heads
- Toothpaste
- Dental floss

Adult Dental Refill Kit:

- Replacement brush heads
- Toothpaste
- Dental floss

There are three ways to order a kit*

1. Fill out the form in the back of this guide
2. Order through your online member account at member.ucare.org. Go to Health & Wellness, then Wellness, Rewards & Allowance to place your order.
3. Call UCare Customer Service at the number on the back of your member ID card

*Must be an eligible UCare member at the time of the order. Limit one kit per year per member. Kit contents may be subject to change. Please allow 4 – 6 weeks for delivery.

Disease management support

Members with certain health conditions can get help from our disease management programs. UCare offers health coaching services to members with a history of or are at risk for chronic conditions such as chronic obstructive pulmonary disease, chronic kidney disease, diabetes, asthma, migraine or heart failure.

Call the UCare disease management line at 612-676-6539 or 1-866-863-8303 (TTY 612-676-6810 or 1-800-688-2534).

Keep Your Coverage program

It's important to keep your Medicaid (Medical Assistance) eligibility in place so your UCare Connect + Medicare coverage continues without gaps in health care or services. To remain eligible for Medicaid, paperwork from your county must be completed and sent in on time. You may also need to report certain changes during the year, like if you move or get a new job.

Call the UCare Keep Your Coverage help line at 612-676-3438 or 1-855-307-6978 (TTY 612-676-6810), 8 am – 5 pm, Monday – Friday, or email KeepYourCoverage@ucare.org.

Pregnancy resources

Car seat program

You may be eligible for a free car seat through UCare's Seats, Education and Travel Safety (SEATS) program. Eligible UCare members who are either pregnant, or children under age 8 can get a car seat with safety education. Call customer service to find the name and phone number of a partnering agency near you.

Maternal and Child Health Program Line

Call the Maternal and Child Health Program Line for help with basic information and resources during pregnancy or after delivering your baby.

The Maternal and Child Health team can support you with:

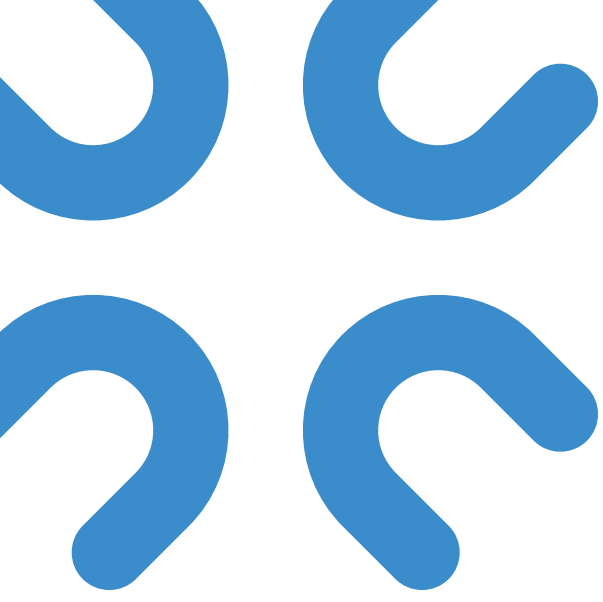
- Referrals to pregnancy, postpartum or NICU Care Management services
- UCare resources for during and after pregnancy
- Connections to community resources such as WIC and the home visitation program

To reach the Maternal and Child Health Program Line, call 612-676-3326 or 1-855-260-9708 (TTY 711), 9 am – 5 pm, Monday – Friday.

Helpful tips and rewards

Learn about rewards, resources and tips to help you stay healthy during and after pregnancy through our Management of Maternity Services (MOMS) program. Receive information about breast feeding, childbirth and pregnancy education classes. For more information, call customer service or go to

ucare.org/healthwellness.



Remove this form at perforation and return in the enclosed envelope.

Adult Dental Kit order form

Take care of your smile!

Choose one

Kit contents are subject to change. Must be a current member at the time of the order. Only one kit per member.

If you have questions, call customer service. Allow 4 – 6 weeks for kit delivery. Benefits may change each year. Incomplete or ineligible forms will be returned.



Adult Dental Kit

(Limit one per member every three years)

- An electric toothbrush and charger
- Two replacement brush heads
- Toothpaste
- Dental floss



Adult Dental Refill Kit

(Not eligible the year you receive the complete dental kit)

- Two replacement brush heads
- Toothpaste
- Dental floss

To order a kit, complete the form or sign in / create an account

To complete online

Visit member.ucare.org. Click on Health & Wellness and go to Wellness, Rewards & Allowance to place your kit order.

To complete form by mail

Fill out the form below. Please use black ink. All fields required.

UCare member ID number _____ UCare member date of birth _____

UCare member name _____

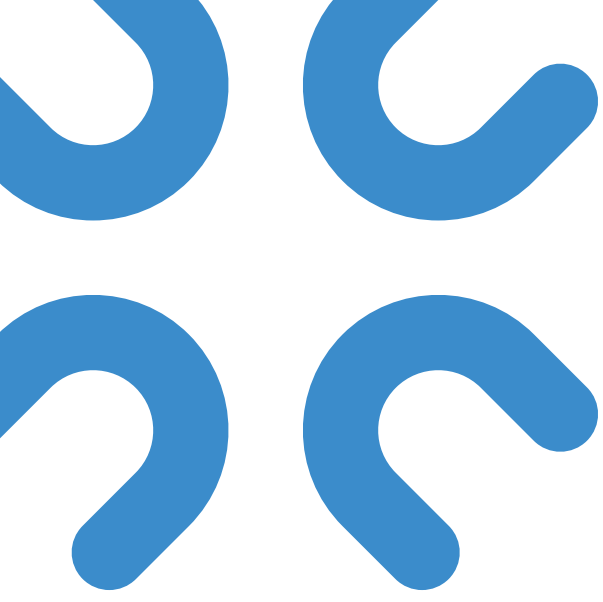
Please tell us where to send the kit:

Name (first and last) _____

Mailing address _____

City _____ State _____ Zip _____

Phone _____



Attention. If you need free help interpreting this document, call the above number.

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ملاحظة: إذا أردت مساعدة مجانية لترجمة هذه الوثيقة، اتصل على الرقم أعلاه.

သတိ။ ဤတွဲရက်စာတမ်းအားအခမဲ့ဘာသာပြန်ပေးခြင်း အကူအညီလိုအပ်ပါက၊ အထက်ပါဖုန်းနံပါတ်ကိုခေါ်ဆိုပါ။

កំណត់សំគាល់ ។ បើអ្នកត្រូវការជំនួយក្នុងការបកប្រែឯកសារនេះដោយឥតគិតថ្លៃ សូមហៅទូរស័ព្ទតាមលេខខាងលើ ។

請注意，如果您需要免費協助傳譯這份文件，請撥打上面的電話號碼。

Attention. Si vous avez besoin d'une aide gratuite pour interpréter le présent document, veuillez appeler au numéro ci-dessus.

Thov ua twb zoo nyeem. Yog hais tias koj xav tau kev pab txhais lus rau tsab ntaub ntauv no pub dawb, ces hu rau tus najnpawb xov tooj saum toj no.

ဟ်သုဉ်ဟ်သးဘဉ်တက့ၢ်. ဝဲနမ့ၢ်လိဉ်ဘဉ်တၢ်မၤစၤကလိလၢတၢ်ကကျိးထံဝဲဒၣ်လံာ် တီလံာ်မိတခါအံၤန့ၣ်,ကိးဘဉ် လိတဲစိနီၣ်ဂံၢ်လၢထးအံၤန့ၣ်တက့ၢ်.

알려드립니다. 이 문서에 대한 이해를 돕기 위해 무료로 제공되는 도움을 받으시려면 위의 전화번호로 연락하십시오.

ໂປຣດຊາບ. ຖ້າຫາກ ທ່ານຕ້ອງການການຊ່ວຍເຫຼືອໃນການແປເອກະສານນີ້ພຣີ, ຈົ່ງ ໂທໂປໂຫີໝາຍເລກຂ້າງເທິງນີ້.

Hubachiisa. Dokumentiin kun tola akka siif hiikamu gargaarsa hoo feete, lakkoobsa gubbatti kenname bilbili.

Внимание: если вам нужна бесплатная помощь в устном переводе данного документа, позвоните по указанному выше телефону.

Digniin. Haddii aad u baahantahay caawimaad lacag-la'aan ah ee tarjumaadda (afcelinta) qoraalkan, lambarka kore wac.

Atención. Si desea recibir asistencia gratuita para interpretar este documento, llame al número indicado arriba.

Chú ý. Nếu quý vị cần được giúp đỡ dịch tài liệu này miễn phí, xin gọi số bên trên.



Civil Rights Notice

Discrimination is against the law. UCare does not discriminate on the basis of any of the following:

- race
- color
- national origin
- creed
- religion
- sexual orientation
- public assistance status
- age
- disability (including physical or mental impairment)
- sex (including sex stereotypes and gender identity)
- marital status
- political beliefs
- medical condition
- health status
- receipt of health care services
- claims experience
- medical history
- genetic information

You have the right to file a discrimination complaint if you believe you were treated in a discriminatory way by UCare. You can file a complaint and ask for help filing a complaint in person or by mail, phone, fax, or email at:

UCare
Attn: Appeals and Grievances
PO Box 52
Minneapolis, MN 55440-0052
Toll Free: 1-800-203-7225
TTY: 1-800-688-2534
Fax: 612-884-2021
Email: cag@ucare.org

Auxiliary Aids and Services: UCare provides auxiliary aids and services, like qualified interpreters or information in accessible formats, free of charge and in a timely manner to ensure an equal opportunity to participate in our health care programs. **Contact** UCare at 612-676-3200 (voice) or 1-800-203-7225 (voice), 612-676-6810 (TTY), or 1-800-688-2534 (TTY).

Language Assistance Services: UCare provides translated documents and spoken language interpreting, free of charge and in a timely manner, when language assistance services are necessary to ensure limited English speakers have meaningful access to our information and services. **Contact** UCare at 612-676-3200 (voice) or 1-800-203-7225 (voice), 612-676-6810 (TTY), or 1-800-688-2534 (TTY).

Civil Rights Complaints

You have the right to file a discrimination complaint if you believe you were treated in a discriminatory way by UCare. You may also contact any of the following agencies directly to file a discrimination complaint.

U.S. Department of Health and Human Services Office for Civil Rights (OCR)

You have the right to file a complaint with the OCR, a federal agency, if you believe you have been discriminated against because of any of the following:

- race
- color
- national origin
- age
- disability
- sex
- religion (in some cases)

Contact the OCR directly to file a complaint:

Office for Civil Rights
U.S. Department of Health and Human Services
Midwest Region
233 N. Michigan Avenue, Suite 240
Chicago, IL 60601
Customer Response Center: Toll-free: 800-368-1019
TDD Toll-free: 800-537-7697
Email: ocrmail@hhs.gov

Minnesota Department of Human Rights (MDHR)

In Minnesota, you have the right to file a complaint with the MOHR if you have been discriminated against because of any of the following:

- race
- color
- national origin
- religion
- creed
- sex
- sexual orientation
- marital status
- public assistance status
- disability

Contact the **MDHR** directly to file a complaint:

Minnesota Department of Human Rights
540 Fairview Avenue North, Suite 201
St. Paul, MN 55104
651-539-1100 (voice)
800-657-3704 (toll-free)
711 or 800-627-3529 (MN Relay)
651-296-9042 (fax)
Info.MDHR@state.mn.us (email)

Minnesota Department of Human Services (DHS)

You have the right to file a complaint with OHS if you believe you have been discriminated against in our health care programs because of any of the following:

- race
- color
- national origin
- religion (in some cases)
- age
- disability (including physical or mental impairment)
- sex (including sex stereotypes and gender identity)

Complaints must be in writing and filed within 180 days of the date you discovered the alleged discrimination. The complaint must contain your name and address and describe the discrimination you are complaining about. We will review it and notify you in writing about whether we have authority to investigate. If we do, we will investigate the complaint.

DHS will notify you in writing of the investigation's outcome. You have the right to appeal if you disagree with the decision. To appeal, you must send a written request to have DHS review the investigation outcome. Be brief and state why you disagree with the decision. Include additional information you think is important.

If you file a complaint in this way, the people who work for the agency named in the complaint cannot retaliate against you. This means they cannot punish you in any way for filing a complaint. Filing a complaint in this way does not stop you from seeking out other legal or administrative actions.

Contact **DHS** directly to file a discrimination complaint:

Civil Rights Coordinator
Minnesota Department of Human Services
Equal Opportunity and Access Division
P.O. Box 64997
St. Paul, MN 55164-0997
651-431-3040 (voice) or use your preferred relay service

UCare Connect + Medicare (HMO D-SNP) is a health plan that contracts with both Medicare and the Minnesota Medical Assistance (Medicaid) program to provide benefits of both programs to enrollees. Enrollment in UCare Connect + Medicare depends on contract renewal.



500 Stinson Blvd
Minneapolis MN 55413

612-676-3200 | 1-800-203-7225
TTY 612-676-6810 | 1-800-688-2534
8 am – 5 pm, Monday – Friday

ucare.org

H5937_7122_112023_M
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