

Cómo elegir el nivel de atención adecuado.

Su plan de salud UCare cubre la atención que usted recibe en muchos centros de salud diferentes. **A continuación, le explicamos cómo elegir.**

Consultorio del médico



Siempre que sea posible, acuda a su médico de atención primaria.

Su médico conoce sus antecedentes de salud y está al tanto de cualquier enfermedad que padezca desde hace tiempo.

- Atención preventiva: chequeos y vacunas
- Síntomas nuevos o afecciones de larga duración (crónicas)
- Atención de seguimiento después de una enfermedad u hospitalización
- Manejo de medicamentos

Asesoramiento en línea o por teléfono



¿No está seguro de qué atención necesita? ¡Pregúntenos!

UCare ofrece asesoramiento en línea y una línea de enfermería gratuita para obtener asesoramiento las 24 horas del día, los 7 días de la semana sobre la mejor manera de tratar cualquier síntoma que tenga.

- **Asesoramiento en línea:** inicie sesión en su cuenta de miembro y vaya al Centro de mensajes para enviar un mensaje de WebNurse
- Línea de enfermería: llame al número que figura en el reverso de su tarjeta de identificación de UCare

Atención de conveniencia



Para necesidades simples y comunes, pruebe un consultorio de atención inmediata.

A menudo se encuentran en farmacias o tiendas minoristas y pueden ofrecer atención para condiciones como:

- Resfriado o gripe
- Infecciones de oído
- Dolor de garganta
- Afecciones cutáneas leves
- Vacunas
- Exámenes físicos para deportistas

Atención de urgencia



Las clínicas de atención de urgencia ofrecen ayuda inmediata para casos que no son de emergencia

Si necesita atención inmediata, pero su vida no está en peligro, un centro de atención de urgencias sin cita previa puede ayudarle con:

- Lesiones e infecciones leves
- Esguinces y torceduras
- Dolor de espalda
- Dolores de cabeza o migrañas

Sala de emergencias



Si tiene síntomas que pongan en riesgo su vida, acuda a la sala de emergencias del hospital.

Las emergencias reales requieren atención de emergencia. La sala de emergencias es el mejor lugar para obtener ayuda en los siguientes casos:

- Dolor en el pecho, dificultad para respirar o pérdida del conocimiento
- Posible ataque cardíaco, accidente cerebrovascular, convulsiones o infección peligrosa
- Quemaduras graves
- Lesiones graves
- Sangrado abundante

Si su situación parece poner en peligro su vida, vaya a una sala de emergencias o llame al 911 de inmediato.

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 MDHR 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 DHS 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