



COVID-19 101

How to stay safe and what to do if diagnosed with COVID-19



Resources to know

UCare Customer Service

Call the Customer Service number on the back of your UCare member identification (ID) card.

UCare 24/7 Nurse Line

1-800-942-7858

TTY 1-855-307-6976

UCare Health Ride

Available to Prepaid Medical Assistance Program (PMAP), UCare Connect (SNBC), Minnesota Senior Care Plus (MSC+), UCare Connect + Medicare (HMO D-SNP) and UCare's Minnesota Senior Health Options (MSHO) (HMO D-SNP) members. No-cost transportation to and from medical, dental and pharmacy visits.

1-800-864-2157

TTY 1-800-688-2534

8 am – 5 pm, Monday – Friday

ucare.org/healthride

UCare Mental Health and Substance Use Disorder Triage Line

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

Minnesota Department of Health COVID-19 Resources

Get your COVID-19 questions answered. Find COVID-19 testing locations, Minnesota COVID-19 resources and up-to-date vaccine information.

1-800-657-3504

TTY 711

9 am – 4 pm, Monday – Friday

mn.gov/covid19



UCare covers COVID-19

Doctor-ordered COVID-19 testing is fully covered at no cost to you. When available, the COVID-19 vaccine will be fully covered for UCare members.

For more details on UCare benefits for COVID-19, visit ucare.org/covid02.

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**More information on COVID-19 available at
ucare.org/covid02**

Protect yourself and others

We're here for you

During the COVID-19 pandemic, UCare is here to help you understand what you need to do to stay safe and get the care you need.

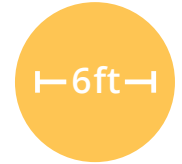
You can protect yourself and others from COVID-19



Wash your hands often



Cover your cough



Stay 6 feet apart



Wear a mask outside your home



Stay home and isolate

- When you are sick or have symptoms
- If you've had contact with someone with COVID-19



How do you know if you have COVID-19?

COVID-19 symptoms

If you have one or more of these symptoms, you might have COVID-19.

- Temp 100.4°F or above
- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- Headache
- Loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea

What do you do if you have COVID-19 symptoms?

Call your clinic or find a testing location near you by visiting the Minnesota Department of Health website at mn.gov/covid19/get-tested.

What do you do if you get COVID-19?



Pulse oximeter

If you test positive for COVID-19, it is important to care for yourself, while also protecting your family and your community.

How do you care for yourself?

Monitor your symptoms

Take your temperature regularly and pay close attention to any changes in your symptoms. Call your doctor or clinic with any concerns.

Use a pulse oximeter

Ask your doctor or clinic for a pulse oximeter or purchase one at your pharmacy to monitor your blood oxygen level at home. Ask your doctor how best to use the pulse oximeter and what to do in case of low blood oxygen.

All UCare health plans cover pulse oximeters ordered by a doctor, and some plans also cover oximeters purchased over the counter. If you have questions, call the Customer Service number on the back of your UCare member ID card.

Get medical care if you have difficulty breathing

If you feel short of breath or have difficulty breathing, call your doctor or clinic. If you have an emergency and need treatment right away, call 911 or go to the closest emergency room. If you need to go to a clinic or hospital, do not use public transportation, taxis or ride-sharing services.

For members who use UCare Health Ride, please call 1-800-864-2157 (TTY 1-800-688-8534), and we can arrange a safe ride for you.

Get plenty of rest

You may feel more tired than usual. Sleep and rest as much as you are able.

Drink lots of fluids

Staying hydrated when you are sick helps your body heal. Focus on drinking caffeine-free and alcohol-free liquids.

Eat a balanced diet

Make sure you are eating plenty of fruits, vegetables and healthy sources of protein.

Get follow-up care

If your doctor gave you an after-visit or hospital discharge summary, follow the instructions. Schedule a telehealth or in-office visit with your doctor or clinic if symptoms persist.

If you need emergency medical attention any time during the isolation period, call 911 and let them know you have been diagnosed with COVID-19.



Sources: Centers for Disease Control and Prevention and Minnesota Department of Health

How do you protect the people you live with?

Isolate yourself

Stay in a separate room or isolate as much as you can. Use a separate bathroom if possible.

Wear a mask

When you cannot isolate from the people you live with, wear a mask. Make sure everyone you live with wears a mask as well.

Avoid sharing household items

Do not share food, dishes, utensils, towels, bedding or other household items with other people in your home. After using items, wash them yourself using soap and water.

Wash your hands often

Wash with soap and water for at least 20 seconds or use alcohol-based hand sanitizer containing at least 60% alcohol. Avoid touching your face with unwashed hands.

Clean shared surfaces

Clean frequently touched surfaces - like countertops, doorknobs, light switches and faucets - regularly with disinfectant cleaner.



How do you protect your community?

Stay home

Do not go to work, school or anywhere outside your home. Stay home until all three of the following things are true:

1. You feel better. Your cough, shortness of breath, or other symptoms are better
and
2. It has been 10 days since you started feeling sick
and
3. You have not had a fever and have not taken medication that lowers fever within the last 24 hours

Do not use public transportation

Do not use public transportation, ride-sharing (such as Uber or Lyft) or taxis if you need to go to a clinic or hospital.

For members who use UCare Health Ride, please call 1-800-864-2157 (TTY 1-800-688-8534), and we can arrange a safe ride for you.

Wear a mask

If you need to leave your home or answer the door, wear a mask.

Keep your distance

If you need to leave your home, be sure to keep six feet between yourself and other people.

Answer your phone when Minnesota Department of Health (MDH) calls

Make a list of others you may have come in contact with while infected with COVID-19. This will help MDH identify people who may have been exposed to COVID-19 and need to get tested.

Understand the COVID-19 vaccine

COVID-19 vaccine facts

- 1** COVID-19 vaccines will not give you COVID-19
- 2** COVID-19 vaccines will not cause you to test positive for COVID-19
- 3** Everyone should get vaccinated, including people who have had COVID-19
- 4** If you have recently tested positive for COVID-19 or have symptoms, talk to your doctor about when you should get the vaccine
- 5** If your vaccine requires two shots, it is important to get your second shot to have the full protection of the vaccine
- 6** After completing the vaccine, it will take about two weeks for your body to build immunity to COVID-19
- 7** After you get the vaccine, it is still important to follow recommendations on social distancing and mask wearing

Find more COVID-19 information and facts at ucare.org/covid02

UCare members and the COVID-19 vaccine

UCare is working closely with health officials and communities to prepare for future COVID-19 prevention efforts. **When available, the COVID-19 vaccine will be covered for UCare members.** We will share information on when and where to get the vaccine as more information is available.

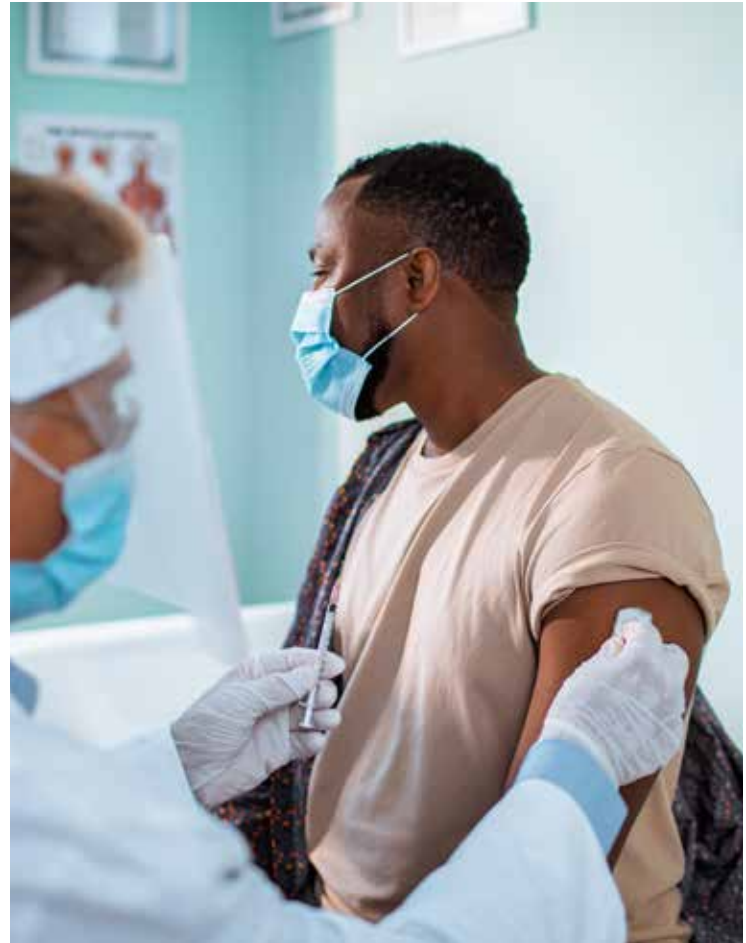
Source: The Families First Coronavirus Response Act (FFCRA) (Pub. L. 116-127)

COVID-19 vaccine side effects

You may experience minor side effects such as arm soreness, muscle aches, headache, fatigue or chills. These side effects are a sign that your body is responding correctly to the vaccine and building immunity to COVID-19.

If you experience severe side effects, such as difficulty breathing, swelling of your face and throat, fast heart beat, rash all over your body, dizziness or weakness, please call 911 or go to the nearest emergency room right away.

Sources: Centers for Disease Control and Prevention and Minnesota Department of Health



Get your other vaccinations

Making sure you are up-to-date on your vaccinations will help prevent other illnesses and need for medical care. If you have COVID-19, talk to your doctor about when it is safe for you to get vaccinations.

Get your flu shot

Protect yourself and your loved ones from the flu — get a flu shot. Everyone 6 months of age and older needs a flu shot every year. It's your best protection against the flu. Get your flu shot at any flu shot location convenient for you. UCare will cover the cost.



Clinic



Doctor



Pharmacy



Store

Flu shot locations are taking action to ensure your safety. If you have concerns, call your location to ask about how you will be protected from COVID-19.

Make sure your other vaccinations are up to date

Talk to your doctor or clinic about what other vaccines you may need to make sure you are protected against other illnesses.



Taking care of your emotional wellbeing

During these uncertain times, it is important to focus on your emotional wellbeing. Investing your energy into finding creative ways to lower your stress and connect with people can help. Here are some suggestions on ways to improve your emotional wellbeing:

- Set up and keep a daily routine — routines help stabilize body clocks
- Maintain a regular sleep schedule and get enough sleep (7 – 8 hours a night)
- If you do not have COVID-19, spend time outdoors every day
- If you are not able to go outside, spend at least 2 hours by a window
- Stay connected to friends and loved ones by socializing virtually or over the phone, text messaging and video chats
- Set aside time every day to do some exercise — stretching, yoga, walking
- Maintain healthy eating habits
- Stay hydrated, by drinking water and other caffeine-free and non-alcoholic drinks
- Try deep breathing or meditation to manage stress and anxiety
- Make time to relax
- Take breaks from the news and social media

Try meditation

Meditating for 10 minutes a day can lower your heart rate, blood pressure, breathing rate, oxygen consumption, and cortisol levels (the stress hormone). It can also decrease feelings of stress and anxiety.



1. Sit quietly and close your eyes. Breathe slowly.
2. Relax all of your muscles, starting with your feet, legs, and thighs. Shrug your shoulders, roll your neck to the left and right.
3. On each “out” breath, say the word “peace.”
4. When thoughts come to mind, decide to come back to them later, and repeat the word “peace.”
5. Continue the exercise for at least 10 minutes. Repeat daily.

Additional UCare resources

Do you need home resources?

UCare provides no-cost resources to support UCare members during this pandemic. Call UCare Customer Service at the number on the back of your UCare member ID card if you need:

- Masks
- Hand sanitizer
- Thermometers
- Pill boxes

Pharmacy

UCare has pharmacists on staff to help answer your medication questions. Call the Customer Service number on the back of your UCare member ID card and ask to talk to a pharmacist about your medication questions. Pharmacists are available to:

- Review your current or discharge medications
- Answer medication questions
- Send pill boxes to setup weekly medications

Community resources

UCare can help members find resources within their community including:

- Food services
- Financial assistance
- Housing support

Call UCare Mental Health and Substance Use Disorder Triage Line at 1-833-276-1185 (TTY 1-800-688-2534) for assistance.



Health promotion resources

UCare offers health and wellness benefits to our members. Benefits such as:

- Health Club Savings and SilverSneakers at participating health clubs. Online classes are available
- Up to \$15 off community education classes. Many school districts are offering classes virtually
- Save up to \$50 a week on healthy foods at participating grocery stores through Healthy Savings

Find out more at ucare.org/healthwellness.

UCare pregnancy advisor nurse line

Nurses can offer expert advice, support, answers to your pregnancy questions and referrals to additional resources over the phone. Call 1-855-260-9708 (TTY 1-800-688-2534), 9 am – 5 pm, Monday – Friday.

CB5 (MBOs) (5-2020)

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

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 contact any of the following four 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:

U.S. Department of Health and Human Services'
Office for Civil Rights
200 Independence Avenue SW
Room 515F
HHH Building
Washington, DC 20201

Customer Response Center: Toll-free: 800-368-1019
TDD 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 believe 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 1-800-627-3529 (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
- 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

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. After we get your complaint, 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 the outcome 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 Complaint Notice

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

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

You can file a complaint and ask for help in 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

American Indians can continue or begin to use tribal and Indian Health Services (IHS) clinics. We will not require prior approval or impose any conditions for you to get services at these clinics. For elders age 65 years and older this includes Elderly Waiver (EW) services accessed through the tribe. If a doctor or other provider in a tribal or IHS clinic refers you to a provider in our network, we will not require you to see your primary care provider prior to the referral.

DHS approved 06/29/2020

Toll Free 1-800-203-7225, TTY 1-800-688-2534

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

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ما أذلاحة: إرتد مسادة مجانية لتجرمة هه الوثيذقصتة، ال على الرقم أعلاه.

သတိ။ ဤစာရွက်စာတမ်းအားအခမဲ့ဘာသာပြန်ပေးခြင်း အကူအညီလိုအပ်ပါက၊ အထက်ပါဖုန်းနံပါတ်ကိုခေါ်ဆိုပါ။

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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 ntawv no pub dawb, ces hu rau tus najnpawb xov tooj saum toj no.

ဟ်သုဉ်ဟ်သးဘဉ်တက့ၢ်. ဝဲန့ၢ်လိဉ်ဘဉ်တၢ်မၤစၢၤကလိလၢတၢ်ကကျိးထံဝဲဒုဉ်လံာ် တီလံာ်မိတခါအံၤန့ၢ်, ကိးဘဉ်လိတဲစိနီၢ်ဂံၢ်လၢထးအံၤန့ၢ်တက့ၢ်.

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

ໂປຣດຊາບ, ຖ້າທາກ ທ່ານຕ້ອງການການຊ່ວຍເຫຼືອໃນການແປເອກະສານນີ້ຟຣີ, ຈົ່ງໂທໄປທີ່ໝາຍເລກຂ້າງເທິງນີ້.

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 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.

UCare's Minnesota Senior Health Options (MSHO) (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's MSHO depends on contract renewal.



500 Stinson Blvd
Minneapolis, MN 55413
612-676-6900 | 1-877-598-6574 | TTY 1-800-688-2534
8 am – 5 pm, Monday – Friday
[ucare.org](https://www.ucare.org)

H2456_10302_022021 accepted
H5937_Y0120_10302_022021_C

U10302 (2/2021)