Helpful tips when you're expecting a baby

MOMS: Management of Maternity Services

ucare®

Congratulations!

Pregnancy can be an exciting — and busy — time. You probably have many questions and concerns, but you don't have to go it alone. You can use this booklet to learn more about UCare programs and services that can help you and your baby stay as healthy as possible. We've included important topics, from healthy eating guidelines to car seat safety, and more. We want to help you have a healthy baby and make a smooth transition into this new chapter of your life.

IMPORTANT: Pregnant members get extra health benefits — call your county worker, MinnesotaCare or MNsure, and UCare Customer Service as soon as you learn you are pregnant.

Questions? Contact UCare Customer Service at the number on the back of your member identification card (ID).

TTY users call 612-676-6810 or 800-688-2534 toll free.

Please note

This book shares general recommendations only and should not replace advice from your doctor or nurse midwife. UCare staff and medical professionals produced the contents of this book.

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Pregnancy

Doctor visits during pregnancy

Why should I go to the doctor during pregnancy?

Prenatal care is health care for you and your baby during your pregnancy. You can get prenatal care with a doctor or nurse midwife. Seeing a doctor or nurse midwife during pregnancy helps you and your baby stay healthy.

During prenatal visits, your doctor or nurse midwife will answer your questions and check to make sure all is well with your pregnancy and your growing baby.

Schedule your first prenatal appointment as soon as you think you are pregnant. Your doctor or nurse midwife will tell you how often to schedule more prenatal appointments.

Talk to your doctor or nurse midwife about:

- Prenatal vitamins and eating healthy
- Exercise and healthy weight gain
- Getting enough sleep
- Your current health conditions and medications you are taking, or thinking of taking

Dental care during pregnancy

- Don't forget to continue regular dental care during pregnancy. If you need help finding a dentist, call the UCare Dental Connection at 855-648-1415 toll free, TTY 711.*

*UCare Dental Connection is not available to Individual & Family Plans and Individual & Family Plans with M Health Fairview.

Get tips via text

Text BABY to 511411 or download the Text4baby℠ app on your cell phone to get helpful tips during pregnancy and through your baby's first year of life. Text4baby is a free service by Wellpass. (Message and data rates may apply, depending on your cell phone plan.)

Immunizations (shots)

Flu shots and other immunizations

- Getting a flu shot during pregnancy can help protect your new baby from getting the flu during the first six months of your baby's life.
- Ask your doctor or nurse midwife about getting a flu shot and other immunizations during pregnancy to help protect you and your baby.

When do you need prenatal care visits?

Your doctor or nurse midwife will talk with you about prenatal care and what to expect. Your visits may be different depending on you and your baby's health. Below, see how often many women with healthy pregnancies get prenatal care, and what happens during the visits.

Pregnancy stage	Week 8 (first prenatal visit)	Weeks 8 – 28	Weeks 28 – 36	Week 36 – Birth
When should you visit your doctor?	Week 8	Monthly	Every 2 weeks	Weekly
Ultrasound	●			
Check baby's heartbeat	●	●	●	●
Measure your belly to check baby's growth		●	●	●
Lab tests (e.g. blood and/or urine)	●	●	●	●
Weight and height	●	●	●	●
Blood pressure	●	●	●	●

Call a Pregnancy Advisor Nurse

Our Pregnancy Advisor Nurses can offer ideas for actions you can take to have the healthiest pregnancy possible.

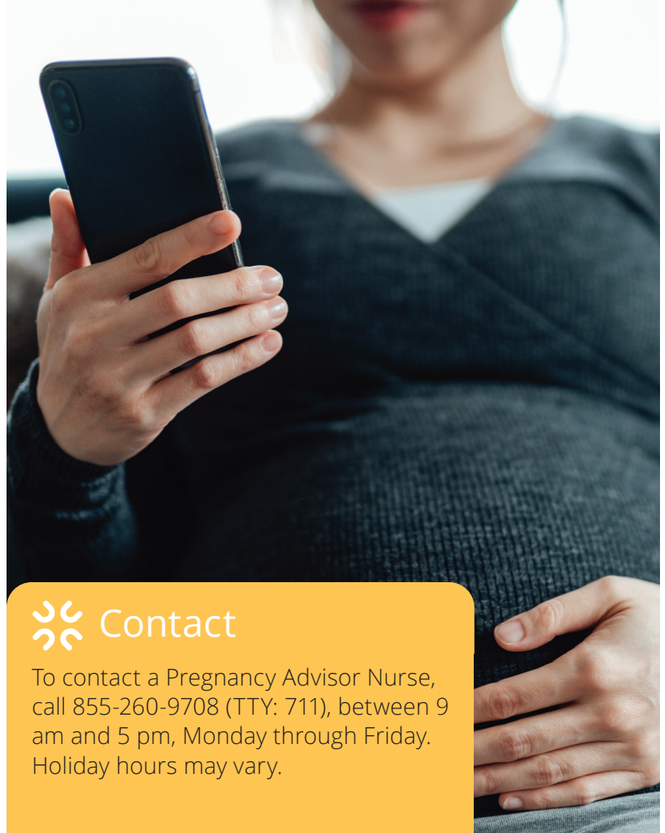
Pregnancy Advisor Nurses can:

- Provide information about healthy eating during pregnancy
- Help you manage common problems like heartburn and swollen feet
- Tell you about related UCare benefits and programs for you and your baby

If you call and reach voicemail, please provide:

- Your full name
- Your UCare ID number
- Your phone number
- The best time to reach you

Calls are returned the same day or the next business day.



Contact

To contact a Pregnancy Advisor Nurse, call 855-260-9708 (TTY: 711), between 9 am and 5 pm, Monday through Friday. Holiday hours may vary.

Eat healthy

Good nutrition is vital to the health of your unborn baby. Talk to your doctor or midwife about eating well. Most women gain 25 to 35 pounds during pregnancy. Some gain more, some less. Your doctor or midwife can recommend the right weight gain for you and your baby. Here are some healthy eating suggestions.

Food group	Recommended daily amount	What counts as 1 serving size or 1 cup
Grains bread, cereal, pasta, rice (whole grain when possible)	¾ to 1¼ cups	• 1 slice bread • ¼ cup ready-to-eat cereal • ½ cup cooked rice, pasta or cereal
Fruits apples, bananas, pears, oranges, melons	2 cups	• 1 cup fruit or 1 apple • ½ cup dried fruit
Vegetables bok choy, leafy greens, carrots, broccoli, corn	3 cups	• 1 cup raw or cooked vegetables • 2 cups raw leafy vegetables
Dairy milk, cheese, yogurt	3 cups	• 1 cup milk or yogurt • 2 slices cheese
Protein meat, poultry, fish, eggs, nuts, canned or dried beans, tofu	¾ cup	• 0.1 to 0.3 pounds lean meat, poultry or seafood • ¼ cup cooked beans • Handful of nuts or 1 tbsp peanut butter • 1 egg
Liquids water, fruit and vegetable juice	8 – 10 cups	• 8 ounces equals 1 cup

Recommendations from USDA/WIC
(Source: https://wicworks.fns.usda.gov/wicworks/Topics/PregnancyFactSheet.pdf)

Fish

- Limit cooked fish and seafood to 8 – 12 ounces a week
- You can eat all types of tuna, but limit white (albacore) tuna to 6 ounces a week

Do not eat:

- Raw or smoked fish or seafood (labeled nova-style, lox, kippered, smoke or jerky), unless it's cooked
- Tilefish, shark, swordfish, king mackerel, northern pike, muskie, or larger, older walleye. They have high mercury levels and are not safe.
- Fish from contaminated lakes or rivers. For a list of contaminated lakes and rivers, call the Minnesota Department of Health at 800-657-3908 toll free.

Foods to avoid

- Unpasteurized milk or juice
- Cold hot dogs and luncheon meats unless reheated until steaming hot
- Soft cheese, such as Feta, Brie, Camembert; also, blue-veined cheeses, queso blanco, queso fresco and Panela, unless it's labeled as made with pasteurized milk
- Refrigerated meat spreads or patés
- Saturated fats, added sugars and high sodium

For more information about safe eating during pregnancy, visit the Food and Drug Administration's (FDA) Food Safety for Moms-to-Be page.

Contact the **Women, Infants, and Children (WIC)** program for more information about healthy eating. WIC helps families with financial needs buy groceries, and provides breastfeeding support to new mothers. To learn more, call 800-942-4030 toll free. TTY: 711 or 800-627-3529 toll free.

Food safety

- Clean hands, cutting boards, countertops and utensils before and after preparing meals
- Keep raw meat, poultry and fish separate from other foods
- Cook foods completely
- Make sure that cold foods stay cold
- Check expiration dates
- Throw away hot or cold foods that are left at room temperature for more than two hours

Get discounts on healthy foods

Use the **UCare Healthy Savings** program to get discounts on healthy foods when you shop at the grocery store. To get started, go online to register the Healthy Savings card you received in the mail or download the smartphone app. To learn more, visit HealthySavings.com/UCare or call the Customer Service number on the back of your member ID card.

Help quitting tobacco, alcohol and drugs

UCare and your doctors can help

Quit smoking and vaping

When you smoke, your baby smokes, too. Smoking while you're pregnant can lead to serious health problems, such as early labor. Smoking around your child after birth can increase health problems, such as asthma and bronchitis. Each time you choose not to smoke or vape, you help your baby. Quitting is hard, but your baby's health is worth it.

Resources and incentives:

- UCare offers a special quit program for members during and after pregnancy. Call the UCare tobacco and nicotine quit line at 855-260-9713 toll free, TTY users call 711 toll free, 24 hours a day, 7 days a week.
- Earn a reward when you complete a phone assessment with the quit line during your pregnancy. Limits apply.
- Order a free copy of a book to help you quit smoking (English or Spanish). Go to the back of this booklet to find the order form.

Avoid alcohol

When you drink, so does your baby. Even small amounts of alcohol can cause big problems for some babies. No amount of alcohol has been proven safe during pregnancy. It is important that you do not drink any alcohol until your baby stops breastfeeding. Ask your doctor for help quitting alcohol.

Don't use drugs, except prescribed medications

Drugs can always harm the person who uses them. But if you abuse drugs when you're pregnant, the drugs affect your baby. A baby is so small that any amount of drug becomes an overdose. If you use drugs, stop completely while you're pregnant and breastfeeding. Ask your doctor for help quitting drugs, and if your prescription drugs are safe to continue taking while pregnant.

Call the UCare 24/7 nurse line

Pregnancy and parenting can be wonderful and stressful. If you need help, nurses are available for you anytime — day or night.

Nurses at the UCare 24/7 nurse line can:

- Answer questions about your pregnancy that can't wait until your next doctor visit
- Discuss a medical concern
- Help you decide what to do if your baby is sick

Call the UCare 24/7 nurse line listed on page 28 of this book and on the back of your member ID card.

Why you want to avoid early delivery

Early delivery

You might start having contractions or other signs that your baby is coming too early before their due date. This is called pre-term labor. When a baby is born too early, he or she may:

- Be very sick
- Have trouble breathing, eating, staying warm, seeing or hearing
- Need to spend weeks or months in the hospital before coming home
- Need extra health care after coming home, possibly for months or years

Warning signs of pre-term labor

- Bloody or unusual discharge from your vagina
- Cramps that feel like your period
- Low, dull backache
- Contractions (tightening of your uterus)
- Leak or sudden gush of fluid from your vagina
- Sudden swelling or puffiness
- Pressure in your back, abdomen, pelvis or thighs (like the baby is pushing down)

What to do if you have any warning signs

Call your doctor or nurse midwife right away! Sometimes pre-term labor can be stopped so that the baby can keep growing inside you longer.

Need transportation?

It's very important for you and your baby to go to all of your health care appointments. If you don't have a ride, you may be eligible for transportation assistance.

Health Ride

If you are enrolled in UCare Families and Children (formerly PMAP), UCare Connect (SNBC) or UCare Connect + Medicare (HMO D-SNP), call **Health Ride** for a ride to your covered medical or dental appointment.*

612-676-6830 or
800-864-2157 toll free

TTY: 612-676-6810 or
800-688-2534 toll free

*MinnesotaCare, Individual & Family Plans and Individual & Family Plans with M Health Fairview members do not qualify for Health Ride.

Getting ready for baby

Prepare for your baby's birth

Prepare for childbirth and breastfeeding with the following services*.

Doula services

A doula is a trained professional who can meet with you to provide education and support during pregnancy, labor and birth, and during the first weeks after your baby is born.

If you would like to work with a doula:

- Check with your clinic and hospital to see if they have doulas on staff
- If they do not, call Customer Service at the phone number on the back of your UCare ID card

Childbirth and breastfeeding classes

- *Childbirth Preparation* — learn what to expect and ways to cope during labor and delivery
- *Breastfeeding* — learn important information and tips to help you successfully breastfeed your baby

To find out more about where classes are offered, check with your doctor or midwife or call Customer Service at the phone number on the back of your UCare ID card. You can also ask Customer Service if the class qualifies for Health Ride.

*Doula services and childbirth classes are not covered for Individual & Family Plans and Individual & Family Plans with M Health Fairview members.

Hospital tours

Schedule a free tour at the hospital where you plan to give birth to learn what to expect and ask questions.

Your baby will need a doctor

Your baby will need frequent checkups throughout the first few years to make sure baby is growing well. Choose a primary care clinic before your baby is born so you can easily make appointments in those first few weeks.

Well baby checkups

Starting during the first month of life, your baby will go to the doctor for many checkups (also called well-baby visits, Child and Teen Checkups or C&TC). During these visits, a doctor or nurse practitioner will:

- Make sure your baby's growth and development are on track
- Check for possible problems and, if needed, treat them early
- Protect your baby with immunizations (shots) that can help avoid serious diseases

Important

Call your county office, MinnesotaCare or MNSure when you have your baby to make sure your baby has health insurance.

Don't forget to schedule YOUR postpartum checkup between 1 and 12 weeks after delivery.

Recommended checkup schedule

Every child needs to see their doctor for a Child & Teen Checkup (C&TC) visit at these ages. These visits are available at no cost to you.

Age	C&TC visit	Dental visit	Required shots (immunizations)	Blood lead test
0–1 month	•		•	
2 months	•		•	
4 months	•		•	
6 months	•		•	
9 months	•			
12 months	•	•	•	•
15 months	•		•	
18 months	•	•	•	
24 months	•	•		•
30 months	•	•		

Flu shot recommended annually. First dental visit at eruption of first tooth or age 1.

Source: https://edocs.dhs.state.mn.us/lfserver/Public/DHS-3379-ENG

Car seats make riding safer

Why do I need a car seat for my child?

Children riding in a motor vehicle are safest when riding in a car seat that is properly installed. You will need a car seat for your baby when you drive home from the hospital after your baby's birth.

How long will my child need to be in a car seat?

Minnesota law requires children riding in a motor vehicle to be in a car seat up to their eighth birthday, or until the child reaches 4 feet, 9 inches tall.

How do I know I am using the right car seat for my child?

Check the height and weight limits of your car seat to make sure they fit the height and weight of your child (information listed on the side of the car seat). If your child is taller or heavier than the limits for the car seat, it's time to change to a larger car seat.

Can I use a car seat from a friend or family member?

Do not use a car seat that has been involved in a crash or if you do not know the history of the car seat. It's also a good idea to search online for manufacturer recalls, in case there was a safety problem.

I have a car seat from my older child, can I use that?

If your older child's car seat has not expired (check sides for manufactured and expiration date), you should be able to use it.

Can I get a car seat from UCare?

Some UCare members may be able to get a car seat and safety education at no cost. Please call the Customer Service phone number on the back of your UCare ID card to learn more.

Important

All babies and toddlers should ride with the car seat facing the back of the car (rear-facing) for as long as possible, or until they reach the rear-facing height and weight limits of their car seat.

After your baby is born

Breastfeed your baby

Why breastfeed your baby?

Breastfeeding provides the best food for your new baby.

- Your breast milk is made especially for your baby
- Breast milk is easier for infants to digest than formula
- Breast milk helps protect your new baby from infections and other illnesses or allergies

How long should you breastfeed?

- Breastfeeding for any length of time will benefit your baby
- Experts recommend breastfeeding exclusively (no other food) for the first six months and, if possible, breastfeed for at least 12 months

What if you return to work or school, or need to be away from your baby?

UCare can provide you with a breast pump at no charge. To ask for a breast pump:

- Contact UCare after your baby is born
- Get a medical order from your doctor or nurse midwife
- You can have one electric breast pump every three years

Check with your doctor or midwife, or call Customer Service at the number on the back of your UCare ID card to find out where to get a breast pump.

How soon should you start to pump breast milk?

Talk with your doctor or nurse midwife to decide the best timing for you.

What if you have trouble breastfeeding?

Some women are not able to breastfeed or have trouble getting started. If you have questions or need help, contact:

- Your doctor or nurse midwife
- The hospital where you had your baby
- WIC (Women, Infants and Children) at 800-WIC-4039 toll free.
  TTY users call 800-627-3529 toll free

Ask for help at home

You'll be busy when you return home with your baby. You'll have to feed your baby often, do laundry, go grocery shopping and find time to rest. Even before your baby is born, think about who you could ask to help you.

Ways people can help you

You might want to ask family members, friends and neighbors to:

- Cook a meal
- Clean or wash clothes
- Spend a few hours with your baby so you can take a nap
- Spend time with your other children so you have some time alone with your new baby

Nurse visits

You may also get a call from a public health nurse in your area. The nurse will ask how you and your baby are doing and if you would like the nurse to visit you at home. These visits are available at no cost to you. During the visit, the nurse will:

- Give you useful information on parenting, your baby's growth and development, and health and safety issues
- Ask how you've been feeling in the days since your baby's birth
- Answer your questions and share resources that can help you and your family

Understand emotions after your baby is born

For many women, the weeks after giving birth can be filled with many different emotions, including sadness or depression. Tell your doctor right away if you think you might have postpartum anxiety or depression. You can get help and start feeling more like yourself again.

Postpartum anxiety

Many women feel worried, nervous or uneasy after having a baby. Stress, not enough support, birth complications and hormone changes can all cause you to feel more anxious.

Tips to help you feel less anxious:

- Talk with your doctor, family or friends
- Ask for help from family and friends
- Try to sleep while your baby sleeps
- Be active, such as taking walks outside with your baby
- Connect with a moms support group

Baby blues and postpartum depression

Some women have the baby blues for a few days or a couple weeks after having a baby. Postpartum depression may start like the baby blues. But the symptoms are stronger and last longer. It is important to seek help for postpartum depression.

Common signs or symptoms:

- No appetite
- Worrying, sadness and/or frequent crying
- Intense irritability, anger and/or feeling very tired
- Moderate to severe mood swings and/or no joy in life
- Hard time bonding with your baby
- Thoughts of harming yourself or your baby

Help is available.

Postpartum depression can be treated — *it's important to seek help and treatment right away.* Call:

- Your doctor or nurse midwife
- UCare's 24/7 nurse line using the number listed on page 28 of this book and on the back of your member ID card.
- Pregnancy & Postpartum Support Minnesota at 612-787-7776, TTY 711 or visit ppsupportmn.org.

Important

Schedule a postpartum checkup shortly after you give birth. Your doctor or midwife will check on how you're feeling emotionally and physically, and answer any questions you have.

UCare and community resources

Try a parenting class

After your baby is born, you may want to learn more about your baby's growth, developmental phases and positive ways to parent your growing child. Check with your local school district to learn about Early Childhood Family Education (ECFE) and community education classes.

Early Childhood Family Education (ECFE)

(for parents of children under age 6)

- Sign up for group parenting classes
- Meet other parents
- Get answers to your parenting questions
- Learn about programs and resources
- Pay on a sliding fee scale (free of charge for some families)

Community education classes

- Access different types of classes including cooking, arts and crafts, languages, and exercise
- UCare members get a discount on many classes

Contact

Don't know how to contact your local school district?

Call United Way at 800-543-7709 toll free. TTY users call 800-627-3529 toll free.

Call for help and information

UCare

- **UCare Customer Service:** Call the number on the back of your UCare member ID card
- **UCare member portal:** Access your account through ucare.org
- **UCare Dental Connection:** 855-648-1415 toll free, TTY 711
- **Pregnancy Advisory Nurse:** 855-260-9708, TTY 711
- **UCare 24/7 Nurse Line:**
  UCare Individual & Family Plans
  888-778-8204 toll free | TTY 855-307-6976 toll free

  UCare Individual & Family Plans with M Health Fairview
  877-903-0069 toll free | TTY 800-688-2534 toll free

  Prepaid Medical Assistance Program (PMAP), MinnesotaCare, UCare Connect, UCare Connect + Medicare
  800-942-7858 toll free | TTY 855-307-6976 toll free
- **UCare Healthy Savings:** HealthySavings.com/UCare
- **UCare tobacco and nicotine quit line:** 855-260-9713 toll free, TTY 711
- **Health Ride:** 612-676-6830, 800-864-2157 toll free, TTY 612-676-6810 or 800-688-2534 toll free

Your community

- **Women, Infants and Children (WIC) program:** 800-942-4030, TTY 711 or 800-627-3529 toll free
- **Pregnancy and Postpartum Support Minnesota:** 612-787-7776, TTY 711 or ppsupportmn.org
- **United Way:** 800-543-7709 toll free, TTY 800-627-3529 toll free (Access services and find contact for local school district)
- **Food and Drug Administration (FDA):** Visit fda.gov and search Food Safety for Moms-to-be

Order helpful resources for free*

1. Book on pregnancy and babies

Available in English and Spanish.

Topics include:

- Having a healthy pregnancy and birth
- Monthly guide to pregnancy
- Labor and delivery
- Caring for your newborn baby

2. DVD about prenatal care

(medical care you receive during pregnancy)

Available in English, Hmong, Somali and Spanish.

3. Book to help tobacco users quit

Available in English and Spanish.

Topics include:

- Risks of smoking for you and your baby
- Benefits of quitting
- Tips to help you quit and stay smoke free

Two ways to order:

- Call UCare Customer Service at the number on the back of your UCare member ID card
- Mail the request form on the next page to UCare

*Available while supplies last.

Order form

Please choose the resources you want:

☐ 1. Book on pregnancy
___ English version ___ Spanish version

☐ 2. DVD on prenatal care (contains all languages)

☐ 3. Book to help quit smoking:
___ English version ___ Spanish version

Tell us where to send the resource(s):

UCare Member ID Number _____ Phone _____

Member Name _____

Mailing Name _____

Mailing Address _____

City, State, Zip _____

Mail this to: UCare Health Promotion, P.O. Box 52, Minneapolis, MN 55440-0052

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

သတိ။ ဤစွရက်စာတမ်းအားအခမဲ့ဘာသာပြန်ပေးခြင်း 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 nainpawb xov tooj saum toj no.

ပ်သူဉ်ပ်သးဘဉ်တက့ါ၊ ဖဲနမ့ါလိဉ်ဘဉ်တါမၤစၢၤကလီလၢတါကကျိးထံဝဒဉ်လံာ် တီလံာ်မီတခါအံၤန့ဉ်,ကိးဘဉ်လီတဲစိနီါ်ဂံါ်လၢထးအံၤန့ဉ်တက့ါ၊

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

ໂປຣດຊາບ. ຖ້າຫາກ ທ່ານຕ້ອງການການຊ່ວຍເຫຼືອໃນການແປເອກະສານນີ້ຟຣີ, ຈົ່ງໂທຣໄປທີ່ໝາຍເລກຂ້າງເທິງນີ້.

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.

CB5 (MCOs) (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 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

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