



Helpful tips for when
you're expecting a baby

MOMS: Management of Maternity Services



Congratulations on your pregnancy!

Expecting a baby can be an exciting and busy time — and you don't have to go it alone. UCare is here for you. On the following pages, you'll find everything from healthy eating guidelines to car seat safety and to ensure you and your baby stay as healthy as possible.

Pregnant members get extra health benefits! As soon as you learn you're pregnant, call MinnesotaCare or MNsure to learn about what extra health benefits may be available to you.

Questions?

Contact UCare Customer Service at the number on the back of your member identification (ID) card. Call 1-800-688-2534 toll-free, TTY 612-676-6810.

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

Prenatal care is health care for you and your baby during your pregnancy. You can get prenatal care from 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 1-855-648-1415 toll-free, TTY 711.*

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



Text4baby

Text BABY to 511411 or download the Text4babySM 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)

- Getting a flu shot during pregnancy can help protect your new baby from getting the flu during the first six months of 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 urine)	•	•	•	•
Weight and height	•	•	•	•
Blood pressure	•	•	•	•

Healthy eating

Good nutrition is vital to the health of your unborn baby. Eat a variety of fruits, vegetables, dairy, whole grains and lean protein. Be sure to drink enough water throughout the day to stay hydrated.

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 left at room temperature for more than two hours

Foods to limit or avoid

- 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

Food group	Recommended daily amount
 Grains bread, cereal, pasta, rice (whole grain when possible)	¾ to 1¼ cups
 Fruits apples, bananas, pears, oranges, melons	2 cups
 Vegetables bok choy, leafy greens, carrots, broccoli, corn	3 cups
 Dairy milk, cheese, yogurt	3 cups
 Protein lean meat, poultry, fish, eggs, nuts, canned or dried beans, tofu	¾ cup
 Liquids water, fruit and vegetable juice	8 – 10 cups

Recommendations from USDA/WIC

Source: wicworks.fns.usda.gov/wicworks/Topics/PregnancyFactSheet.pdf

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 1-800-657-3908 toll-free
- Unpasteurized milk or juice
- Cold hot dogs and lunch 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 1-800-942-4030 toll-free, TTY 711.

Get discounts on healthy foods

Members who join Healthy Savings[®], sponsored by UCare, can save up to \$50 a week on pre-qualified healthy foods. This includes milk, whole-grain bread, lean meat, eggs, yogurt, fruits, vegetables and more. 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.

Maternal and Child Health Care Management Program

If you've been diagnosed with a pregnancy complication, high-risk pregnancy or need support after your baby is born, help is available. Maternal and Child Health Care Management services are offered to all eligible UCare members*.

Our prenatal and postpartum care managers provide education, support and a personalized care plan. For members with babies in a neonatal intensive care unit (NICU), UCare's NICU care managers provide additional help navigating the health care system and accessing services and resources.

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 home visitation program

If you call and reach voicemail, leave your full name, member ID, phone number and best time to reach you. Calls are returned by the next business day.

*Available to Individual & Family Plan, MinnesotaCare, UCare Connect and Prepaid Medical Assistance Plan (PMAP) members.



Contact

For more information, call 612-676-3326 or 1-855-260-9708 toll-free, TTY 711), 9 am – 5 pm, Monday – Friday. Holiday hours may vary.

If you want to talk to a nurse after hours or have general health questions, call the UCare Nurse Line. The Nurse Line is available 24/7 and at no cost. Call toll-free 1-800-942-7858 or TTY 1-855-307-6976.

Taking care of your mental health

Depression and anxiety during and after pregnancy are common and treatable. Because depression feels different for everyone, it's important to know the signs and talk to your doctor right away if you think you may be depressed. You can get help and start feeling more like yourself again.

Depression and anxiety during pregnancy

Pregnancy can be a stressful and challenging time for many women. While it's normal to experience a wide range of emotions, be sure to speak to your doctor right away if you have any of the following symptoms:

- Frequent bouts of anxiety or feelings of sadness, emptiness or hopelessness
- Feelings of guilt, worthlessness, or helplessness
- Chronic irritability or restlessness
- Problems concentrating or making decisions
- Difficulty falling asleep or sleeping too much
- Overeating or loss of appetite
- Thoughts of suicide

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 of weeks after having a baby. Postpartum depression may start like the baby blues, but the symptoms are stronger and last longer.

Common signs or symptoms:

- No appetite
- Worrying, sadness or frequent crying
- Intense irritability, anger or exhaustion
- Moderate to severe mood swings
- Hard time bonding with your baby
- Thoughts of harming yourself or your baby

Help is available

Anxiety and depression are treatable conditions, but it's important to seek help right away by contacting your doctor or one of these resources:

- UCare's Nurse Line using the number listed on page 28 of this book or on the back of your member ID card
- Pregnancy & Postpartum Support Minnesota at 612-787-7776, TTY 711 or visit [ppsupportmn.org](https://www.ppsupportmn.org)
- The National Maternal Mental Health Hotline at 1-833-TLC-MAMA or 1-833-852-6262 (call or text)

Substance use during pregnancy

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

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

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

- Call the tobacco and nicotine quit line toll-free 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

Avoid alcohol

Even small amounts of alcohol can cause big problems for some babies. No amount of alcohol has been proven safe during pregnancy. It's 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 as prescribed by your doctor

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.



Pregnancy complications

You know your body best. Talk to your doctor about anything that doesn't feel right or if you experience any of the following symptoms:

- Extreme swelling of your hands or face
- Chest pain or abnormal heartbeat
- Headache that won't go away
- Fever of 100.4°F or higher
- Dizziness or fainting
- Changes in your vision
- Severe nausea or pain
- Heavy vaginal bleeding or discharge during pregnancy

What to do if you have any warning signs

Call your doctor or midwife right away if you experience any unusual symptoms or warning signs.

Early delivery

You might start having contractions or other signs that your baby is coming too early. This is called pre-term labor. When a baby is born too early, they may have trouble breathing, eating, staying warm, seeing or hearing. Your baby could spend weeks or months in the hospital.

Warning signs of pre-term labor include:

- Bloody or unusual vaginal discharge
- Cramps that feel like your period
- Low, dull backache
- Contractions (tightening of your uterus)
- Leak or a 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)

Need transportation?

It's 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.

UCare Health Ride

Eligible members can get no-cost rides to and from covered medical, dental and pharmacy visits. Visit ucare.org/health-ride to learn more.





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, birth and during the first weeks after your baby is born.

If you're interested in working with a doula, check with your hospital or clinic to see if they offer the service. If they don't have doulas on staff, call the Maternal and Child Health Line at 612-676-3326 or 1-855-260-9708 toll-free, 9 am – 5 pm, Monday – Friday.

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 the customer service number on the back of your member ID card. You can also ask the customer service representative if the class qualifies for Health Ride.

*Doula services and childbirth classes are not covered for Individual & Family Plan and Individual & Family Plan 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

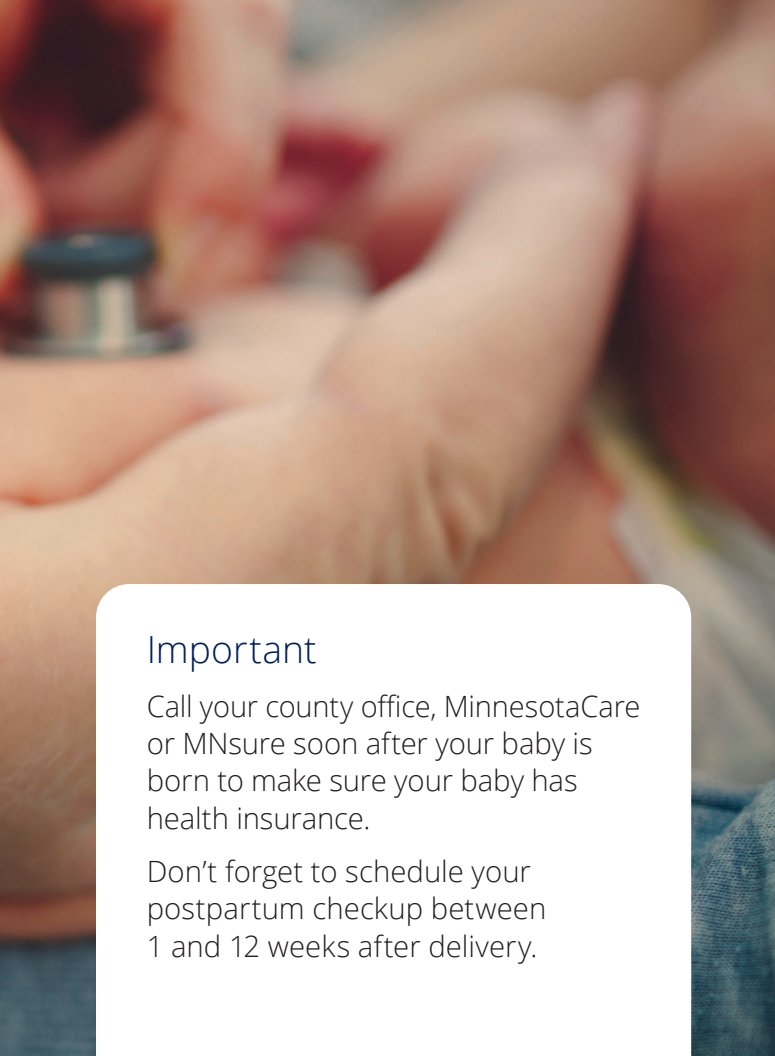
Your baby will need frequent checkups throughout the first few years to make sure baby is growing well. Choose a primary care clinic before your baby is born so you can easily make appointments in those first few weeks.

Annual checkups

Starting the first month of life, your baby will go to the doctor for many checkups (also called annual wellness visits. 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 soon after your baby is born 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 an annual wellness visit or checkup at these ages. These visits are available at no cost to you.

Age	 Doctor 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: [cdc.gov/vaccines](https://www.cdc.gov/vaccines)

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. Be sure to get a car seat for your baby before your baby is born. You'll need a car seat to drive your baby home from the hospital.

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'm 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 (look for guidelines 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?

Never use a car seat that has been involved in a crash or if you don't know the history of the carseat. 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?

Eligible UCare members can get a car seat and car seat safety education at no cost. Call the customer service number on the back of your member ID card for more information.



Where can I learn more?

For more information, including tips on how to install a car seat, visit [safekids.org/car-seat](https://www.safekids.org/car-seat).

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

Postpartum care

Your newborn may be your priority — but your postpartum care is also important. Check in with your doctor within three weeks of giving birth and visit your doctor for a complete exam within 12 weeks. Your doctor may want to see you sooner depending on how your recovery is going.

Symptoms and warning signs

If you're experiencing any troubling symptoms, such as heavy bleeding, cramps or severe headache that won't go away, call your doctor. Visit [cdc.gov/hearher](https://www.cdc.gov/hearher) to learn symptoms to watch for after giving birth.

Important

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

Breastfeeding 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 helps protect against infections and allergies and is easier for babies to digest than formula.

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

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

UCare provides one electric breast pump per pregnancy at no cost. To order a breast pump:

1. Contact UCare after your baby is born
2. Get a medical order from your doctor or nurse midwife
3. Call the customer service number on the back of your member ID card to order

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?

Breastfeeding can be challenging and having trouble with it is normal. You may have an issue getting started or down the road. Help is available.

Contact:

- Your doctor or nurse midwife
- The hospital where you had your baby
- WIC (Women, Infants and Children) at 1-800-WIC-4039 toll-free, TTY users call 1-800-627-3529 toll-free
- La Leche League at 612-922-4996 or visit llofmndas.org



Asking for help when you need it

Finding time to take care of yourself while caring for a newborn baby can be hard for even the most prepared parents. Before your baby is born, start to think about who you can go to for help.

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
- Take your other children for a few hours so you have some time alone with your new baby
- Tackle yard work
- Pick up groceries or takeout food

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



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 1-800-543-7709 toll-free, TTY 1-800-627-3529 toll-free.



Call for help and information

UCare resources

- **UCare Customer Service:**
Call the number on the back of your member ID card
- **UCare member portal:**
Access your account through ucare.org
- **UCare Dental Connection:**
1-855-648-1415 toll-free, TTY 711
- **Maternal and Child Health Program Line:**
1-855-260-9708 toll-free, TTY 711
- **UCare's Nurse Line:**
UCare Individual & Family Plans
1-888-778-8204 toll-free, TTY 1-855-307-6976 toll-free

UCare Individual & Family Plans with M Health Fairview
1-877-903-0069 toll-free, TTY 1-800-688-2534 toll-free

Prepaid Medical Assistance Program (PMAP), MinnesotaCare,
UCare Connect, UCare Connect + Medicare
1-800-942-7858 toll-free, TTY 1-855-307-6976 toll-free
- **Healthy Savings:**
healthysavings.com/ucare
- **UCare tobacco and nicotine quit line:**
1-855-260-9713 toll-free, TTY 711
- **Health Ride:**
612-676-6830, 1-800-864-2157 toll-free,
TTY 612-676-6810 or 1-800-688-2534 toll-free

State and national resources

- **Women, Infants and Children (WIC) program:**
Call 1-800-942-4030 toll-free, TTY 711 or 1-800-627-3529 toll-free
- **Pregnancy and Postpartum Support Minnesota:**
Call 612-787-7776, TTY 711 or visit ppsupportmn.org
- **United Way:**
Call 1-800-543-7709 toll-free, TTY or 1-800-627-3529 toll-free (Access services and find contact for local school district)
- **Food and Drug Administration (FDA):**
Visit [fda.gov](https://www.fda.gov) and search Food Safety for Moms-to-be
- **National Maternal Mental Health Hotline**
Call or text 1-833-TLC-MAMA (1-833-852-6262) toll-free





Order helpful resources for free*

UCare offers guidance for every stage of your pregnancy and postpartum journey. To order one of the books listed below, call the UCare Customer Service number on the back of your member ID card.

1. What to Do When You're Having a Baby

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. Quit Smoking for Your Baby and You

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

3. Caring for Your Baby

Available in English and Spanish.

Helpful information and tools to help you keep your child safe and healthy at each stage of development

*Available while supplies last.



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။ ဤစွဲရက်စာတမ်းအားအခမဲ့ဘာသာပြန်ပေးခြင်း 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.

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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