



# Your 2021 guide to UCare Connect + Medicare (SNBC) (HMO D-SNP)

# Numbers to know

## **UCare Connect + Medicare Customer Service**

612-676-3310 or 1-855-260-9707

TTY 1-800-688-2534

8 am – 8 pm, seven days a week

## **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 Clinical Services Member Assistance**

612-676-6502 or 1-877-903-0062

TTY 1-800-688-2534

8 am – 4:30 pm, Monday– Friday

## **UCare Dental Connection**

651-768-1415 or 1-855-648-1415

TTY 612-676-6810 or 1-800-688-2534

7 am – 7 pm, Monday – Friday

[ucare.org/dentalconnection](http://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](http://ucare.org/mdc)

## **UCare 24/7 Nurse Line**

1-800-942-7858

TTY 1-855-307-6976

## **UCare's 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

## **In case of a medical emergency: 911**

[ucare.org/healthride](http://ucare.org/healthride)

## **UCare Pregnancy Advisor Nurse Line**

612-676-3326 or 1-855-260-9708

9 am – 5 pm, Monday – Friday

## **Other UCare aids and services**

(interpreters, accessible format)

612-676-3200 or 1-800-203-7225

TTY 711

24 hours a day, seven days a week

## **Tobacco and Nicotine Quit Line**

1-855-260-9713

TTY 711

[myquitforlife.com/ucare](http://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](http://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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# Welcome to UCare!

We're very happy to have you as a UCare Connect + Medicare member.

This guide will help you learn about and use the benefits and features of your UCare Connect + Medicare plan. Read it carefully, keep it handy and refer to it often.

UCare Connect + Medicare offers many opportunities for you to improve your health. We hope you'll take advantage of all the helpful wellness benefits and perks that are yours with this plan.

Have questions? Reach out and let us know. We always welcome your thoughts, comments and questions. Thank you for trusting us with your health coverage needs.

## Online member account

Set up your secure online member account at [member.ucare.org](https://member.ucare.org).

Once you've registered, you'll be able to:

- Send questions securely to Customer Service by clicking on "Message Us"
- See, print and order your member ID card
- See your UCare plan materials to find out what is covered
- Send a secure medical message to our 24/7 WebNurse service
- Receive coverage updates and important health and wellness information
- Do a health assessment to understand your health
- Get access to discounts on wellness services and products
- Keep your contact information up to date



## UCare Connect + Medicare Customer Service

Call our Customer Service representatives for answers to your membership, benefit and service questions.

612-676-3310 or 1-855-260-9707

TTY 1-800-688-2534

8 am – 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 without a signed Statement of Authorized Representation showing the family member(s) have your consent. Visit [ucare.org](https://ucare.org) or call Customer Service to learn more.*

# Your UCare member identification (ID) card — your key to coverage

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

Keep these tips in mind:

- Review your member ID card carefully and make sure the information is correct. Let us know if anything is incorrect
- Carry it with you
- Present your member ID card when you seek care
- Have it at hand when you call Customer Service
- Order a new or replacement member ID card through your online member account at [member.ucare.org](http://member.ucare.org) or by calling Customer Service

## Member ID number

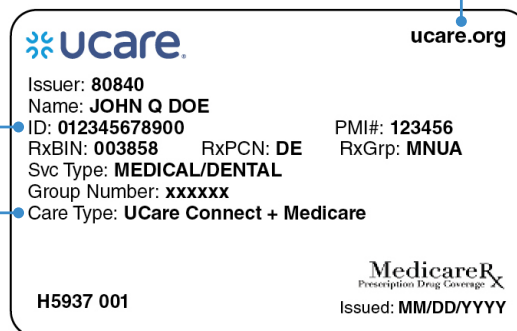
Secure number unique to you.

## ucare.org website

Access the member site and helpful information.

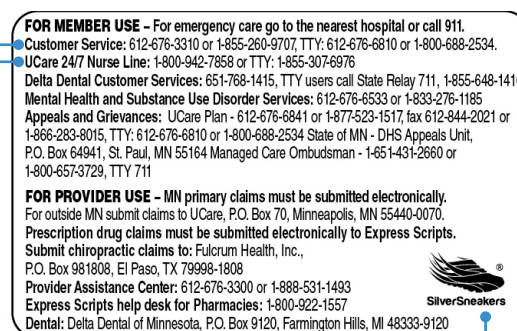
## Plan name

The name of your specific plan.



## Contact information

Numbers to know, including Customer Service and 24/7 nurse line numbers.



## SilverSneakers® program

This SilverSneakers Fitness image shows you're eligible for this benefit.

# Understand your coverage

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

Go to [ucare.org](https://ucare.org) and click on "search network" at the top of the page. Use this online tool to find:



### People

Doctors, specialists, dentists, chiropractors and other kinds of care



### Places

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



### Pharmacies

Community, hospital, clinical and online pharmacies featured

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## Access 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 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/Pharmacy Directory and List of Drugs (Formulary) from the [ucare.org/connect+medicare](https://ucare.org/connect+medicare) webpage. Or log into your online member account at [member.ucare.org](https://member.ucare.org).

### Request printed materials

You can ask for printed copies of your plan materials in two ways:

1. **Online** — Log in to your member account at [member.ucare.org](https://member.ucare.org) and send us a request
2. **Phone** — Call Customer Service

## Prescription drug benefits

Your prescription drug benefits are an important part of your health care coverage. Details on your prescription drug coverage can be found online at [ucare.org/connect+medicare](https://ucare.org/connect+medicare), including:

1. Full details on prescription drug coverage in your Evidence of Coverage
2. Searchable list of prescription drugs covered by your plan — click “Search the 2021 UCare Connect + Medicare List of Covered Drugs (Formulary).” Updated monthly



### Filling prescriptions

When your doctor prescribes a drug, you have three ways to fill your prescription:

1. Your provider sends your prescription to the network pharmacy you choose
2. You take the prescription to the network pharmacy you choose. Ask your pharmacy if they offer home delivery
3. You enroll in the convenient and cost-saving mail-order program through Express Scripts

### Find a network pharmacy

Go to [search.ucare.org](https://search.ucare.org) and click on “Pharmacies” to search for and find a network pharmacy near you. Remember to bring your member ID card with you to the pharmacy

### Mail-order pharmacy

The Express Scripts mail-order program allows you to receive a 90-day supply of many medications you take regularly.

Here are two ways to sign up:

1. Call Express Scripts at 1-877-567-6320, TTY 1-800-716-3231, 24 hours a day, seven days a week, to enroll
2. Log in 24/7 to [express-scripts.com](https://express-scripts.com) and follow the prompts to enroll



### Remember to call UCare Customer Service with any questions:

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

# Where to get care

1

## Primary care clinic

Preventive care and minor illnesses at the clinic that knows your health history and long-standing conditions.

2

## UCare 24/7 Nurse Line

Expert advice from experienced nurses on what to do and where to go when you have a health concern.

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

3

## Telemedicine options

If you are experiencing a non-emergency illness or condition, you can visit Minute Clinic online. For more information, visit [cvs.com/minuteclinic](https://www.cvs.com/minuteclinic).

Many doctors and clinics are also meeting with patients online or over the phone. Call your doctor or clinic to find out how they can meet with you.

4

## Walk-in clinic and urgent care

Care clinics for non-emergency injury or illness that needs immediate attention.

- Retail locations
- Urgent care centers

5

## Hospital emergency room

Emergency care for life-threatening symptoms requiring hospital admission.

In an emergency that needs treatment right away, either call 911 or go to the nearest emergency room.



# Make the most of your benefits

## Transportation to covered services

UCare Health Ride provides no-cost transportation to and from your covered medical, dental and pharmacy visits.

1-800-864-2157 | TTY 1-800-688-2534 | 7 am - 8 pm, Monday - Friday. Find out more at [ucare.org/healthride](http://ucare.org/healthride). In case of emergency call 911.

### Transportation options



#### Public bus

For members who live on a participating bus line. Monthly bus pass for qualifying members.



#### Light Rail

Call Health Ride 7 to 10 days before your appointment to order free passes.



#### Taxi or volunteer driver

For members who do not live on a bus line. Call Health Ride 2 business 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 2 business days before your appointment to schedule.



#### Mileage reimbursement for driving yourself

Contact your county's department of human services to set up.

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## Coordinating your care

Your membership includes the services of a Care Navigator who can help you access health care you need. Your 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 comprehensive case management services, based on level of need. To learn more, or if you have questions about who your Care Navigator is, call:

### Clinical Services Member Assistance

612-676-6502 or 1-877-903-0062

TTY 1-800-688-2534

8 am – 4:30 pm, Monday – Friday

## 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 and their families includes:

- Help during a crisis
- Referral to Mental Health and Substance Use Disorder Case Management and other services
- Consultation with Mental Health and Substance Use Disorder Case Management
- Help to find in-network and specialty care mental health and substance use providers
- Approvals and alerts for mental health and substance use services
- Connections to community resources

### **UCare Mental Health and Substance Use Disorder Triage Line**

612-676-6533 or 1-833-276-1185

TTY 1-800-688-2534

8 am – 5 pm, Monday – Friday

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## Keep Your Coverage Program

It's important to keep your Medical Assistance (Medicaid) eligibility in place so your UCare Connect + Medicare coverage continues without interruption. To remain eligible for Medical Assistance, paperwork from your county of residence must be completed and sent in on time.

UCare's Keep Your Coverage team may be able to help you. Contact this program for help with paperwork so you can avoid losing your Medical Assistance coverage.

### **UCare Keep Your Coverage help line**

612-676-3438 or 1-855-307-6978

TTY 612-676-6810

8 am – 5 pm, Monday – Friday

[snbckeepercoverage@ucare.org](mailto:snbckeepercoverage@ucare.org)



## Fitness and wellness benefits

### SilverSneakers® Fitness Program

Be healthy, feel stronger and have fun with the SilverSneakers Fitness program.

- Access a free fitness club membership at participating SilverSneakers locations. Three round-trip rides per week to participating fitness club locations
- Visit [silversneakers.com](https://silversneakers.com) or the app to create exercise and nutrition plans, find recipes, community support and access pre-recorded on-demand classes
- SilverSneakers Steps Kit provides wellness options whenever and wherever you want. Contact SilverSneakers to request one of several kit options available
- SilverSneakers FLEX™ gives you options outside the traditional fitness location, with classes including tai chi, yoga, and walking groups offered at local parks and recreation centers
- Present your SilverSneakers 16 digit ID number whenever you visit the club. To get your 16 digit SilverSneakers ID number or more information, call SilverSneakers or visit their website.

### SilverSneakers

1-888-423-4632

TTY 711

[silversneakers.com](https://silversneakers.com)



This icon on your member ID card shows your program eligibility.

## **Connect to Wellness kits**

UCare offers kits to help improve your health and wellness. Each kit includes engaging tools and is available at no cost. Select one kit per calendar year.

- Kit A: Stress Relief
- Kit B: Tai Chi
- Kit C: Sit & Be Fit
- Kit D: Latin Dance

Find out what's included in each kit and request one kit using the form at the back of this guide. You also can call Customer Service to request a kit. Kit contents may be subject to change. Please allow 3–6 weeks for delivery.

## **Dental kit**

Take good care of your teeth with an electric toothbrush from UCare. The kit contains one rechargeable toothbrush, toothbrush charger, dental floss, toothpaste and two extra brush heads. Limit one electric toothbrush every three years. On the years you do not receive an electric toothbrush, you are eligible for the Dental Refill kit (two toothbrush heads, toothpaste and dental floss). Request our Dental kit or a Dental Refill kit using the order form at the back of this guide or call Customer Service.

## **Health and wellness savings**

Take advantage of WholeHealth Living™ Choices and its easy, online access to health and wellness discounts and alternative medicine practitioners. Discounts apply to non-UCare-covered benefits such as acupuncture, massage and many more services. Check your UCare Connect + Medicare Evidence of Coverage for covered services.

Learn about the practitioners, offers and discounts through your online UCare member account at [member.ucare.org](http://member.ucare.org). Present the discount certificate and you're good to go.

## **Discounts on healthy foods**

Save up to \$50 a week on pre-qualified healthy foods including milk, lean meats, eggs, fruits, vegetables and more through the Healthy Savings® program. Download the free app, scan it at check-out at participating locations and get instant discounts. Or use the Healthy Savings card that will arrive in your mail. Learn more at [healthysavings.com/ucare](http://healthysavings.com/ucare) or by calling Customer Service.

## **Take a class, get a discount**

You can receive up to \$15 off most course fees for community education classes. Choose from cooking, fitness, social activities, painting or other classes that interest you.

Check your area community education catalog or contact your local school district for class times and locations. Show your UCare member ID card when enrolling in a class to get the discount.



### **Rewards**

UCare offers gift card incentives for completing some important tests or exams, such as your annual physical, prenatal care, diabetes testing, annual mammogram, colon cancer screening and annual dental visit. Visit [ucare.org/rewards](https://ucare.org/rewards) or call Customer Service to learn about earning rewards for taking care of yourself.

### **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.

### **Vaccines**

Flu and pneumonia vaccines are fully covered in your plan. 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.

### **Ask your UCare Care Navigator**

UCare offers several additional items to help you stay healthy and manage your medications. Ask your Care Navigator for more information. If you do not know who your Care Navigator is, reach out to UCare Customer Service for assistance.



## Pregnancy resources

### **Car seat program**

You may be eligible for a free car seat through UCare's Seats, Education and Travel Safety (SEATS) program. Pregnant members can get a car seat with safety education. Call Customer Service to find the name and phone number of a partnering agency in your county.

### **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 612-676-3326 or 1-855-260-9708 (TTY 1-800-688-2534).

### **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](https://ucare.org/healthwellness).

## 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.

### UCare Dental Connection

Our UCare Dental Connection helps you manage dental care with one phone call. Call to:

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

### UCare Dental Connection

651-768-1415 or 1-855-648-1415

TTY 612-676-6810 or 1-800-688-2534

7 am – 7 pm, Monday – Friday

[ucare.org/dentalconnection](http://ucare.org/dentalconnection)

### UCare Mobile Dental Clinic

Members with limited access to quality dental care can receive dental check-ups, cleanings and simple restorative care aboard the UCare Mobile Dental Clinic (MDC). All services are provided by faculty-supervised students from the University of Minnesota School of Dentistry.

The MDC is a specially designed, wheelchair-accessible, 43-foot dentist's office on wheels. It visits several sites in the metro and Greater Minnesota area each year.

Find out when the MDC will be in your area at [ucare.org/mdc](http://ucare.org/mdc).



### MDC appointment line

1-866-451-1555

TTY 1-800-627-3529

8 am – 4:30 pm, Monday – Friday

## Quit Smoking and Vaping Program

Get started on a tobacco and nicotine-free life. UCare tobacco and nicotine quit line coaches help you learn to live without tobacco or nicotine at no charge. Coaches provide personalized coaching, online tools, quit aides (such as nicotine patches and gum) and more.

### **UCare Tobacco and Nicotine Quit Line**

1-855-260-9713

TTY 711

[myquitforlife.com/ucare](http://myquitforlife.com/ucare)

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## Disease management support

Members with certain health conditions can receive 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 diabetes, heart failure or chronic kidney disease.

### **UCare Disease Management line**

612-676-6539 or 1-866-863-8303

TTY 612-676-6810 or 1-800-688-2534

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## 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.

If you have a Case Manager, he or she will help support you. This person will connect with you, your family, and providers to review your discharge instructions. Your Case Manager also will assess your understanding of your medicines, 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 Case Manager, call Clinical Services Member Assistance for help with service coordination related to your transition.





## Other aids and services

UCare provides additional aids and services, such as qualified interpreters or information, in accessible formats free of charge to ensure an equal opportunity to participate change to your health care coverage. Call Customer Service for more information.



 **Ucare**<sup>®</sup>  
people powered health plans

# Connect to Wellness Kit

## Take care of yourself

For your convenience, UCare offers fitness and wellness kits to help you improve your health — at no cost to you. Select one option and mail the order form to UCare.

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

### If you have questions, call Customer Service.

Allow 3 – 6 weeks for kit delivery. Benefits may change each year. Incomplete or ineligible forms will be returned.



**Select one kit.** If you select more than one kit, a UCare team member will call to find out which one you would like.

#### Kit A: Stress relief

- Calming coloring book
- Mindfulness journal
- Colored pencils

#### Kit B: Tai chi

- Tai chi DVD
- Fitness towel
- Theraband fitness

#### Kit C: Sit & Be Fit

- Sit & Be Fit DVD
- Theraband fitness
- Fitness towel

#### Kit D: Latin dance

- Latin dance DVD
- Theraband fitness
- Fitness towel

## To be completed by member

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 \_\_\_\_\_

Remove this form at perforation and return in one of the enclosed envelopes.



 **Ucare**<sup>®</sup>  
people powered health plans

# Dental Kit

## Take care of your smile!

Choose one:

- Dental Kit: Get the tools you need to take great care of your teeth (Limit one per member every 3 years)
  - An electric toothbrush and charger
  - Two replacement brush heads
  - Toothpaste
  - Dental floss
  
- Dental Refill Kit (Not eligible the year you receive the complete Dental Kit)
  - Two replacement brush heads
  - Toothpaste
  - Dental floss



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

### If you have questions, call Customer Service.

Allow 3 – 6 weeks for kit delivery. Benefits may change each year. Incomplete or ineligible forms will be returned.

## To be completed by member

UCare Member ID Number \_\_\_\_\_ UCare Member Date of Birth \_\_\_\_\_

UCare Member Name \_\_\_\_\_

### Please tell us where to send the Dental Kit:

Name (first and last) \_\_\_\_\_

Mailing Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ ZIP \_\_\_\_\_

Phone \_\_\_\_\_

Remove this form at perforation and return in one of the enclosed envelopes.



 **Ucare**<sup>®</sup>  
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**Toll Free 1-800-203-7225, TTY 1-800-688-2534**

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

ያስተውሉ፡ ካለምንም ክፍያ ይህንን ዶኩመንት የሚተረጎምሎ አስተርጓሚ ከፈለጉ ከላይ ወደተጻፈው የስልክ ቁጥር ይደውሉ።

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

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

ဟ်သုဉ်ဟ်သးဘဉ်တက့ၢ်. ဝဲနမ့ၢ်လိဉ်ဘဉ်တၢ်မၤစၢၤကလိလၢတၢ်ကကျိးထံဝဲဒၣ်လံာ် တိလံာ်မိတခါအံၤန့ၣ်, ကိးဘဉ်လိတဲစိနီၢ်ဂံၢ်လၢထးအံၤန့ၣ်တက့ၢ်.

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

ໂປຣດຊາບ ຖ້າຫາກ 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.



## 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](mailto:cag@ucare.org)

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500 Stinson Blvd  
Minneapolis MN 55413  
612-676-3310 | 1-855-260-9707  
TTY 1-800-688-2534  
8 am – 8 pm, Monday – Sunday  
**ucare.org**

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