



Koj phua ntawv qhia rau xyoo
2023 UCare Txheej Txheem Pab
Cuam Them Nqi Kho Mob Ua Ntej

(Prepaid Medical Assistance Program, PMAP)



people powered health plans

Cov naj npawb los paub

UCare Li Tsheb Thauj Mus Los Rau Kev Kuaj Xyuas Kev Noj Qab Haus Huv

612-676-6830 los sis 1-800-864-2157
Tus Xov Tooj TTY 612-676-6810 los sis
1-800-688-2534

7 teev sawv ntxov – 8 teev tsaus ntuj, Hnub
Monday – Hnub Friday

Yog muaj xwm txheej ceev txog kev kho mob: 911

ucare.org/healthride

UCare Cov Kev Pab Cuam Kho Kev Noj Qab Haus Huv Ntsig Txog Kev Puas Siab Puas Ntsws thiab Kev Tsis Meej Pem Vim Los Ntawm Kev Quav Yeeb Quav Tshuaj

Txog rau txoj kev txhawb pab thaum xwm txheej kub ntxov los sis pab cuam yam tsis tu ncu txhawm rau tswj xyuas tus zwj ceeb mob huam xeev los ntawm txoj kev noj qab haus huv ntsig txog kev puas siab puas ntsws los sis kev quav yeeb qauv tshuaj.

612-676-6533 los sis 1-833-276-1185
TTY 1-800-688-2534

8 teev sawv ntxov – 5 teev yuav tsaus ntuj, Hnub
Monday – Hnub Friday

ucare.org/mhsudtriage

UCare Lub Koom Haum Sib Koom Tes Kho Hniav

651-768-1415 los sis 1-855-648-1415
Tus Xov Tooj TTY 711

7 teev sawv ntxov – 7 teev tsaus ntuj, Hnub
Monday – Hnub Friday

ucare.org/dentalconnection

UCare Lub Chaw Kuaj Hniav Rhais Chaw

1-866-451-1555

Tus Xov Tooj TTY 1-800-627-3529

8 teev sawv ntxov – 4:30 teev yuav tsaus ntuj,
Hnub Monday – Hnub Friday

ucare.org/mdc

UCare Tus Xov Tooj Feem Kws Tu Neeg Mob Uas Qhib 24/7

1-800-942-7858

Tus Xov Tooj TTY 1-855-307-6976

UCare Feem Kws Saib Xyuas Mob Muab Kev Pab Tswv Yim Txog Fab Kev Xeeb Me Nyuam

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

Tus Xov Tooj TTY 711

9 teev sawv ntxov – 5 teev tsaus ntuj, Hnub
Monday – Hnub Friday

Lwm cov kev pab cuam ntawm UCare

(cov kws txhais lus, kev nkag cuag tau rau lwm
hom ntawv)

612-676-3200 los sis 1-800-203-7225

Tus Xov Tooj TTY 1-800-688-2534

8 teev sawv ntxov – 5 teev yuav tsaus ntuj, Hnub
Monday – Hnub Friday

UCare Tus Xov Tooj Feem Pab Txiav Luam Yeeb thiab Kuab Luam Yeeb

1-855-260-9713

Tus Xov Tooj TTY 711

24 teev hauv ib hnub, xya hnub hauv ib lub lim
tiam

myquitforlife.com/ucare

Tsis paub meej tias yuav pib ntawm qhov twg? Hu rau PMAP lub chaw pab cuam tus qhua thiab lawv yuav pab teb koj cov lus nug.

612-676-3200 los sis 1-800-203-7225
Tus Xov Tooj TTY 612-676-6810 los sis
1-800-688-2534

8 teev sawv ntxov – 5 teev yuav tsaus ntuj, Hnub
Monday – Hnub Friday

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Zoo Siab Txais Tos rau UCare!

Peb zoo siab uas muaj koj los ua ib tug tswv cuab ntawm Txheej Txheem Pab Cuam Them Nqi Kho Mob Ua Ntej (Prepaid Medical Assistance Program, PMAP).

Phau ntawv qhia no yuav pab koj los kawm paub txog seb txoj kev siv cov txiaj ntsig cov thiab cov xim xoo ntawm koj li phiaj xwm tuav pov hwm PMAP. Ua tib zoo txheeb siab phau ntawv qhia no, khaws nws cia kom thiaj li yooj yim thiab ua raws li phau ntawv no tas li.

PMAP muab ntau cov hwm tsam rau koj los txhim kho koj li kev noj qab haus huv. Peb vam tias koj yuav siv qhov zoo tshaj plaws ntawm txhua cov txiaj ntsig thiab cov khoos kas kev noj qab nyab xeeb uas yog koj li yam muaj los nrog qhov phiaj xwm tuav pov hwm no.

Puas muaj lus nug dab tsi? Tiv tauj tuaj thiab qhia rau peb paub. Peb yuav zoo siab hlo txais tos koj txhua cov kev xav, cov kev muab lus qhia tswv yim thiab cov lus nug. Ua tsaug ntau rau txoj kev ntseeg siab uas muab rau peb nrog koj cov kev xav tau txoj kev pab them nqi duav roos ntawm txoj kev saib xyuas kho kev noj qab haus huv.



Tus as khauj tswv cuab hauv oos lais

Teeb tsim koj tus as khauj tswv cuab uas muaj kev ruaj tseg ntawm member.ucare.org.

Thaum koj sau npe nkag lawm, koj tuaj yeem yuav:

- Xa cov lus nug yam ruaj ntseg tuaj rau lub chaw hauj lwm muab kev pab cuam rau tus qhua yam nias rau ntawm "Xa Ntawv Rau Peb"
- Txheeb saib, luam thiab txib yuav koj daim npav ID ua tus tswv cuab
- Txheeb siab koj cov ntaub ntawv txhawb pab ntawm phiaj xwm tuav pov hwm UCare txhawm rau nrhiav txog yam uas tau txais kev pab them nqi duav roos
- Xa tsab ntawv fab kev kho mob uas ruaj ntseg tuaj rau peb qhov kev pab cuam WebNure 24/7
- Saib cov kev hloov kho tshiab ntawm txoj kev pab them nqi duav roos thiab ntaub ntawv qhia paub kev noj qab haus huv thiab kev nyab xeeb tseem ceeb
- Ua txoj kev ntsuam xyuas kev noj qab haus huv txhawm rau kom nkag siab txog koj li kev noj qab haus huv
- Nrhiav cov kev pab cuam kev noj qab haus huv, cov khoom siv thiab lwm yam ntxiv



Lub chaw hauj lwm muab kev pab cuam rau tus qhua

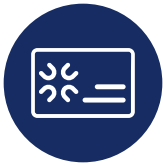
Hu rau peb cov neeg sawv cev tam ntawm lub chaw hauj lwm muab kev pab cuam rau tus qhua txhawm rau koj tau txais cov lus teb rau koj cov lus nug txog kev ua tus tswv cuab, qhov txiaj ntsig thiab qhov kev pab cuam.

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

Tus Xov Tooj TTY 612-676-6810 or 1-800-688-2534

8 teev sawv ntxov – 5 teev yuav tsaus ntuj, Hnub Monday – Hnub Friday

Tab txawm tias peb yuav nkag siab tias koj tsev neeg muaj kev txhawj xeeb txog koj los xij, los peb yeej tuaj tsis tuaj yeem nthuav qhov ntaub ntawv qhia paub no rau cov tswv cuab ntawm koj tsev neeg paub tau nyob rau txoj kev hu xov tooj tuaj sawv cev tam koj tshwj tsis yog tias koj yog leej niam txiv/tus neeg saib xyuas thiab muaj Tsab Ntawv Tso Cai Txoj Kev Sawv Ceev Tawm uas qhia rau pom tau tias tus (cov) tswv cuab ntawm tsev neeg ntawd muaj koj daim ntawv tso cai pom zoo lawm. Mus saib rau ntawm [ucare.org](https://member.ucare.org) los sis hu rau lub chaw hauj lwm muab kev pab cuam rau tus qhua txhawm rau kawm paub ntau ntxiv.



Koj daim npav cim thawj ua tus tswv cuab (ID) -koj tus yawm sij los rau txoj kev pab them nqi duav roos kho mob

Koj daim npav ID ua tus tswv cuab yog tus yawm sij los pab koj kom tau txais txoj kev saib xyuas kho mob uas koj xav tau. Qhov cuab yeem tseem ceeb no pab ua kom cov kws muab kev saib xyuas kho mob nkag siab koj txoj kev pab them nqi duav roos saib xyuas kho kev noj qab haus huv.

Khaws cov tswv yim pab no tseg rau nruab siab:

- Ua tib zoo txheeb xyuas koj daim npav ID ua tus tswv cuab thiab xyuas kom paub tseeb tias qhov ntaub ntawv qhia paub ntawd raug lawm. Qhia rau peb paub yog tias muaj ib qho twg tsis raug.
- Nqa nws nrog nriam koj
- Muab qhia koj daim npav ID ua tus tswv cuab rau lawv paub thaum uas koj kus txais txoj kev saib xyuas kho mob
- Tuav nws rawv ntawm tes thaum uas koj hu xov tooj rau lub chaw hauj lwm muab kev pab cuam rau tus qhua
- Txib yuav daim tshiab los sis hloov daim npav ID dua raws koj tus as khauj tswv cuab hauv oos lais ntawm **member.ucare.org** los sis hu rau lub chaw hauj lwm pab cuam tus qhua

Tus tswv cuab tus naj npawb ID

tus zauv Kev Ruaj Ntseg yuav muaj qhov siv txawv tshwj xeeb rau koj

ucare.org lub vev xaib

Nkag cuag tau rau lub chaw tus tswv cuab thiab cov ntaub ntawv qhia paub uas pab tau txiag ntsig.

Lub npe txoj phiaj xwm

Lub npe ntawm koj txoj phiaj xwm hwm tshwj xeeb.

ucare.org

Issuer: **80840**
 Name: **JOHN Q DOE**
 ID: **0123456789** PMI#: **089980**
 RxBIN: **003858** RxPCN: **MA** RxGrp: **L58A**
 RxID: **123456789**
 Svc Type: **MEDICAL/DENTAL** Group Number: **xxxxxx**
 Care Type: **Prepaid Medical Assistance (PMAP)**

Issued: **MM/DD/YYYY**

Cov ntaub ntawv qhia paub lub chaw tiv tauj

Cov naj npawb los paub, suav xam nrog rau Lub Chaw Ua Hauj Lwm Pab Cuam Tus Qhua thiab tus xov tooj hu rau kws tu neeg mob 24/7.

FOR MEMBER USE – For emergency care go to the nearest hospital or call 911.
 Customer Service: 612-676-3200 or 1-800-203-7225, TTY: 612-676-6810 or 1-800-688-2534.
 UCare 24/7 Nurse Line: 1-800-942-7858 or TTY: 1-855-307-6976
 Delta Dental Customer Services: 651-768-1416, TTY users call State Relay 711, 1-855-648-1416
 Mental Health and Substance Use Disorder Services: 612-676-6533 or 1-833-276-1185
 Appeals and Grievances: UCare Plan - 612-676-6841 or 1-877-523-1517, fax 612-844-2021 or 1-866-283-8015, TTY: 612-676-6810 or 1-800-688-2534 State of MN - DHS Appeals Unit, P.O. Box 64941, St. Paul, MN 55164 Managed Care Ombudsman - 1-651-431-2660 or 1-800-657-3729, TTY 711

FOR PROVIDER USE – MN primary claims must be submitted electronically.
 For outside MN submit claims to UCare, P.O. Box 70, Minneapolis, MN 55440-0070.
 Prescription drug claims must be submitted electronically to Express Scripts.
 Submit chiropractic claims to: Fulcrum Health, Inc., P.O. Box 981808, El Paso, TX 79998-1808
 Provider Assistance Center: 612-676-3300 or 1-888-531-1493
 Express Scripts Help Desk for Pharmacies: 1-800-922-1557
 Submit all dental claims: Delta Dental of Minnesota, P.O. Box 9120, Farmington Hills, MI 48333-9120

Cov Kev Txuag Nyiaj Ntawm Lub Chaw Kev Noj Qab Haus Huv

Lub cim lag luam (icon) cov kev txuag nyiaj ntawm lub chaw kev noj qab haus huv qhia rau pom txog koj txoj kev muaj cai tsim nyog tau txais qhov txheej txheem pab cuam.

Nkag siab txog koj li kev pab them nqi duav roos

Txais koj cov ntaub ntawv pab tus tswv cuab

Nws tseem ceeb heev los paub txog yam uas muaj xam nrog nyob rau hauv koj li phiaj xwm tuav pov hwm kev noj qab haus huv Ntawv no yog qee cov chaw muab kev pab cuam uas tuaj yeem pab tau:

- **Phau Ntawv Qhia Rau Tus Tswv Cuab** — Muab cov ntaub ntawv qhia paub meej tseem rau koj hais txog yam uas raug pab them nqi duav roos los ntawm koj li phiaj xwm tuav pov hwm, muaj xam nrog rau koj cov kev muaj cai thaib cov kev thaj tsob ntawm tus tswv cuab
- **Phau Ntawv Teev Npe Kws Muab Kev Saib Xyuas Kho Mob thiab Kws Muag Tshuaj** — Cov ntawv teev npe ntawm cov kws kho mob, cov kev kho hniav, cov khw muag tshuaj, cov tsev kho mob thiab cov kws tig kho xam nqaj qaum uas nyob hauv peb pab pawg nev vawj sib koom tes, nrog rau cov kev piav qhia meej tseeb txog txoj kev txawj tshwj xeeb, txoj kev nkag cuag tau rau, thiab cov kws muab kev saib xyuas kho mob twg yog nyob rau qhov chaw twg
- **Daim Ntawv Teev Cov Tshuaj (Tus Qauv Tshuaj)** — Cov ntawv teev cov hom tshuaj uas koj li phiaj xwm tuav pov hwm pab them nqi duav roos rau

Qhov no yog yuav ua li cas kom tau txais cov ntaub ntawv tseem ceeb ntawm cov tswv cuab:

Hauv oos lais

Txheeb xyuas los sis luam Phau Ntawv Qhia rau Tus Tswv Cuab, Cov Txheej Txheem Pab Cuam Saib Xyuas Kho Kev Noj Qab Haus Huv Phau Ntawv Teev Npe Kws Muab Kev Saib Xyuas Kho Mob thiab Khw Muag Tshuaj Hauv Xeev Mennesota thiab Cov Txheej Txheem Pab Cuam Saib Xyuas Kho Kev Noj Qab Haus Huv Daim Ntawv Teev Cov Tshuaj (Tus Qauv Tshuaj) uas Tau Txais Kev Pab Them Nqi Duav Roos los ntawm nplooj vev xaib ucare.org/pmap ntawd. Los sis nkag mus rau hauv tus as khauj tswv cuab hauv oos lais ntawm member.ucare.org.

Thov cov ntaub ntawv txhawb pab uas luam tawm

Koj tuaj yeem thov cov ntawv theej qauv luam tawm ntawm koj cov ntaub ntawv txhawb pab ntawm phiaj xwm tuav pov hwm nyob rau ob txoj hauv kev:

1. **Hauv oos lais** — Nkag mus rau koj tus as khauj tswv cuab ntawm member.ucare.org thiab xa kev thov tuaj rau peb
2. **Hauv xov tooj** — Hu rau chaw hauj lwm muab kev pab cuam rau tus qhua

Cov txiaj ntsig tshuaj raws kev sau ntawv yuav

Koj cov txiv ntsig tshuaj raws kev sau ntawv yuav thiab tshuaj uas tsis muaj daim ntawv sau yuav yog ib feem tseem ceev heev rau ntawm koj txoj kev pab them nqi duav roos saib xyuas kho kev noj qab haus huv. Cov ntsiab lus piav qhia meej tseeb txog koj txoj kev pab them nqi duav roos tshuaj raws kev sau ntawv yuav tuaj yeem nrhiav tau nyob rau ntawm ucare.org/pmap, muaj xam nrog rau:

1. Cov lus piav qhia meej tseeb txhij txhua txog txoj kev pab them nqi duav roos rau tshuaj raws kev sau ntawv yuav nyob rau hauv koj Phau Ntawv Qhia rau Tus Tswv Cuab
2. Daim ntawv teev uas tau yeem tshawb nrhiav tau txog ntawm cov tshuaj raws kev sau ntawv yuav uas tau txais kev pab them nqi duav roos los ntawm koj li phiaj xwm tuav pov hwm, suav nrog rau qee cov tshuaj uas tsis muaj daim ntawv sau yuav, tuaj yeem nrhiav tau nyob rau ntawm ucare.org/prescriptiondrugs. Daim ntawv no yog hloov kho txhua hli.

Txoj kev sau cov ntawv sau yuav tshuaj

Thaum koj tus kws kho muab ib hom tshuaj los, koj yuav muaj ob txoj hauv kev los sau koj daim ntawv sau yuav tshuaj:

1. Koj tus kws muab kev saib xyuas kho mob yuav xa daim ntawv sau yuav tshuaj mus rau lub khw muag tshuaj kom hauv pab pawg nev vawj uas koj xaiv
2. Koj yuav tau nqa daim ntawv sau yuav tshuaj mus rau lub khw muag tshuaj kom hauv pab pawg nev vawj uas koj xaiv.

Nug koj lub khw muag tshuaj seb lawv puas muab txoj kev pab cuam xa tuaj rau tom tsev.

Cov ntawv sau yuav tshuaj siv rau 90-hnub: Txhawm rau txo txoj kev mus los rau ntawm lub khw muag tshuaj thiab ua kom cov nqi qis dua tuaj, qee cov tshuaj ntawm kev saib xyuas txhim kho tuaj yeem raug sau cia siv txog 90-hnub nyob rau tib tug nqi sib koom them (copay) uas yog siv rau ib-hlis. Cov tshuaj uas tuaj yeem muab sau rau 90-hnub ntawd raug teev tseg nyob rau hauv daim ntawv teev cov npe tshuaj uas tau txais kev pab them nqi duav roos. Thov kom koj tus kws kho mob sau siv txog 90-hnub rau koj daim ntawv sau yuav tshuaj. Tas ntawd ces tshawb nrhiav lub khw muag tshuaj hauv pab pawg nev vawj txhawm rau nrhiav cov khw muag tshuaj uas muab cov kev sau ntawv yuav tshuaj txog 90-hnub.

Qhov chaw los txais txoj kev saib xyuas kho mob

Lub chaw kuaj mob uas muab txoj kev saib xyuas kho mob xub thawj

Txoj kev saib xyuas kho mob rau fab kev tiv thaiv kab mob thiab cov mob nkeeg dog dig nyob rau ntawm lub chaw kuaj mob uas paub koj li kev kwm fab kev noj qab haus huv thiab cov zwj ceeb mob ncuu sij hawm ntev.

UCare Tus Xov Tooj Feem Kws Tu Neeg Mob Uas Qhib 24/7

Lus qhia tswv yim los ntawm cov kws tu neeg mob tshaj lij uas tau muaj kev paub tias yuav ua dab tsi thiab yuav mus qhov twg thaum koj muaj qhov kev nyhav siab txog kev noj qab haus huv. 1-800-942-7858, Tus Xov Tooj TTY 1-855-307-6976, 24 teev nyob rau ib hnub, xya hnub nyob rau ib lim piam

Cov hauv kev xaiv rau txoj kev saib xyuas kho mob raws xov kev hu tooj (telehealth)

Ntau cov kws kho mob thiab cov chaw kuaj mob kuj tseem tab tom sib sab laj nrog cov neeg mob hauv oos lais los sis raws kev hu xov tooj.

Yog tias koj tab tom muaj ib tus mob uas tsis yog xwm txheej ceev, koj tuaj yeem hu rau koj tus kws kho mob los sis chaw kuaj mob kom nrhiav tau yuav ua li cas lawv tuaj yeem ntsib nrog koj los sis tau txais kev mus ntsib hauv oos lais tsis tau them nqi los ntawm ib qho ntawm peb cov neeg koom tes:

- [virtuwell.com](https://www.virtuwell.com)
- [cvs.com/minuteclinic](https://www.cvs.com/minuteclinic)
- mhealthfairview.org/evisits

Lub chaw kuaj mob thiab txoj kev saib xyuas kho mob uas yuav tau nkag mus rau hauv chaw

Qhov kev saib xyuas uas saib xyuas kho mob rau txoj kev raug mob los sis mob nkeeg uas tsis yog xwm txheej ceev uas xav tau txoj kev mob siab saib xyuas kiag tam sim ntawd.

- Cov chaw kho mob me
- Lub Chaw Kuaj Mob Minute Clinic
- Cov chaw muab kev saib xyuas kho mob thaum muaj xwm txheej kub ceev

Chav kho mob xwm txheej ceev ntawm lub tsev kho mob

Txoj kev saib xyuas kho mob xwm txheej ceev rau cov tsos mob uas muaj kev puas tsuaj txog rau lub neej txoj sia tseev kom lub tsev kho mob lees paub rau.

Nws yooj yim heev li los nrhiav ib tug kws kho mob hauv peb pab pawg koom tes thiab koj cov tshuaj raws kev sau ntawv yuav.

Mus rau [ucare.org/searchnetwork](https://www.ucare.org/searchnetwork), xaiv koj txoj phiaj xwm thiab nias rau "txhawb nrhiav pab pawg nev vawj" nyob rau saum xub thawj ntawm nplooj vev xaib ntawd. Siv qhov cuab yeej hauv oos lais txhawm rau nrhiav:



Cov Neeg

Cov kws kho mob, cov kws kho mob tshwj xeeb, cov kws kho hniav, cov kev kho mob tig kho xam nqaj qaum thiab lwm cov kev saib xyuas kho mob



Cov Chaw

Cov tsev kho mob, cov chaw kuaj mob, kev saib xyuas kho mob rau fab kev noj qab haus huv nyob rau tom vaj tom tsev, kev saib xyuas kho mob hnyav thiab ntau yam ntxiv



Cov Chaw Muag Tshuaj

Hauv zej zog, lub tsev kho mob, lub chaw kuaj mob thiab cov khw muag tshuaj hauv oos lais



Cov Ntawv Sau Yuav Tshuaj

Cov ntshuaj uas tau duav roos thiab kev txwv/cov kev txwv



Tsim kom tau koj cov txiaj ntsig ntau tshaj plaws

Kev siv tsheb thauj xa neeg mus los rau cov kev pab cuam uas tau txais kev pab them nqi duav roos

Phiaj Xwm UCare Health Ride muab txoj kev siv tsheb thauj mus los yam tsis tau them nqi rau thiab los ntawm koj cov kev mus ntsib rau fab kev kho mob, fab kev kho hniav thiab lub khw muag tshuaj uas tau txais kev pab them nqi duav roos. **Nyob rau kis uas yog xwm txheej ceev hu rau 911.**

UCare Li Tsheb Thaum Mus Los Rau Txoj Kev Kuaj Xyuas Kev Noj Qab Haus Huv

1-800-864-2157

Tus Xov Tooj TTY 1-800-688-2534

7 teev sawv ntxov – 8 teev tsaus ntuj, Hnub Monday – Hnub Friday

ucare.org/healthride

Cov kev xaiv ntawm kev siv tsheb thauj mus los



Tsheb npav zej tsoom sawv daws los sis Kev Tsheb Ciav Hlau Thauj Khoom Sib

Rau cov tswv cuab uas koom hauv koog tsheb npav los sis tsheb ciav hlau. Hu mus thov cov pib ua ntej li 14 hnub ua hauj lwm. Cov pib txhua hli rau cov tswv cuab uas muaj cai tsim nyog.



Tsheb thev xij los sis tus kws tsav tsheb tuaj yeem pab dawb

Rau cov tswv cuab uas tsis koom hauv koog tsheb npav los sis tsheb ciav hlau. Hu rau Phiaj Xwm Health Ride yam tsawg kawg yog ob hnub ua ntej koj txoj kev teem caij mus ntsib kws kho mob los teem lub tsheb thauj mus los.



Cov kev paub cov kev siv tsheb thauj mus los tshwj xeeb

Rau cov tsev cuab uas tuaj tuaj yeem siv lub tsheb npav, cov tsheb khev (cap) los sis tus kws tsheb tuaj yeem pab dawb tau yam nyab xeeb vim los ntawm qhov zwj ceeb mob ntawm txoj kev noj qab haus huv ntsig txog kev puas siab puas ntsws los sis kev xiam oob qhab ntawm lub cev. Hu rau Phiaj Xwm Health Ride yam tsawg kawg yog ob hnub ua ntej koj txoj kev teem caij mus ntsib kws kho mob los teem lub tsheb thauj mus los.



Txoj kev them nyiaj rov qab ntawm phiaj xwm Mileage rau txoj kev tsav tsheb tuaj ntawm koj tus kheej

Yog koj muaj koj lub tsheb ntiag tug, tiv tauj rau lub thawj fab saib xyuas hauj lwm txog cov kev pab cuam rau tib neeg (department of human services) ntawm koj lub nroogtxhawm rau los tham txog cov kev xaiv them nyiaj rov qab.

Cov Kev Pab Cuam Kho Kev Noj Qab Haus Huv Ntsig Txog Kev Puas Siab Puas Ntsws thiab Kev Tsis Meej Pem Vim Los Ntawm Kev Quav Yeeb Quav Tshuaj

Kev noj qab haus huv ntsig txog kev puas siab puas ntsws thiab cov kev tsis meej pem vim los ntawm kev quav yeeb quav tshuaj yog cov zwj ceeb kev noj qab haus huv uas tuaj yeem kho tau. Muaj cov neeg ua hauj lwm ntawm UCare rau siv los muab kev txhawb pab thiab cov chaw muab kev pab cuam.

Txoj kev txhawb pab rau cov tswv cuab suav nrog:

- Pab rau thaum lub sij hawm muaj teeb meem kub ceev
- Raug xa mus rau thiab muab kev sab laj pab tswv yim nrog Txoj Kev Tswj Hwm Kho Kev Noj Qab Haus Huv Ntsig Txog Kev Puas Siab Puas Ntsws thiab Kev Tsis Meej Pem Vim Los Ntawm Kev Quav Yeeb Quav Tshuaj thiab lwm cov kev pab cuam
- Txuas rau cov chaw muab kev pab cuam hauv cheeb tsam zej zos
- Pab nrhiav txoj cov kws muab kev saib xyuas kho cov kev pab cuam kho kev noj qab haus huv ntsig txog kev puas siab puas ntsws thiab kev quav yeeb quav tshuaj uas koom hauv pab pawg nev vawj thiab tshwj xeeb
- Cov ntawv tso cai thiab cov kev ceeb toom qhia paub rau cov kev pab cuam kho kev noj qab haus huv ntsig txog kev puas siab puas ntsws thiab kev quav yeeb quav tshuaj

UCare Tus Xov Tooj Ceeb Toom Kev Noj Qab Haus Huv Fab Siab Ntsws thiab Kev Tsis Meej Pem Vim Los Ntawm Kev Qhuav Yeeb Quav Tshuaj

Txhawm rau nkag mus rau cov kev pab cuam no, hu rau:

612-676-6533 los sis 1-833-276-1185

TTY 1-800-688-2534

8 teev sawv ntxov – 5 teev yuav tsaus ntuj, Hnub Monday – Hnub Friday

Cov chaw muab kev pab cuam rau txoj kev xeeb me nyuam

Txheej txheem pab cuam lub chaw zaum hauv tsheb

Tej zaum koj yuav muaj cai tsim nyog rau lub chaw zaum hauv tsheb dawb raws UCare txheej txheem pab cuam Cov Chaw Zaum, Txoj Kev Muab Kev Kawm thiab Txoj Kev Mus Los Yam Nyab Xeeb (Seats, Education and Travel Safety, SEATS). Cov tswm cuab uas hnub nyoog qis dua yim xyoo los sis cov tswv cuab uas cev xeeb me nyuam tuaj yeem tau txais qhov chaw zaum hauv tsheb nrog rau txoj kev muab kev kawm txoj kev nyab xeeb. Hu rau lub chaw hauj lwm muab kev pab cuam rau tus qhua txhawm rau nrhiav lub npe thiab tus xov tooj ntawm lub chaw koom tes nrog uas nyob ze koj.

UCare Feem Kws Saib Xyuas Mob Muab Kev Pab Tswv Yim Txog Fab Kev Xeeb Me Nyuam

Cov kws tu neeg mob tuaj yeem muab txoj kev muab tswv yim pab, kev txhawb pab, cov lus teb uas zoo rau koj cov lus nug txog kev xeeb me nyuam thiab cov kev xa mus rau lwm cov chaw muab kev pab cuam raws kev hu xov tooj ntxiv.

UCare Feem Kws Saib Xyuas Mob Muab Kev Pab Tswv Yim Txog Fab Kev Xeeb Me Nyuam

Txhawm rau nkag mus rau cov kev pab cuam no, hu rau:

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

Tus Xov Tooj TTY 711

9 teev sawv ntxov – 5 teev yuav tsaus ntuj, Hnub Monday – Hnub Friday

Cov lus qhia tswv yim uas siv tau txiaj ntsig zoo thiab cov phaj tshab

Kawm paub ntau ntxiv txog cov phaj tshab, cov chaw muab kev pab cuam, thiab cov lus qhia tswv yim los pab koj koj muaj kev noj qab nyob zoo nyob rau thaum thiab tom kev ceeb me nyuam raws peb qhov txheej txheem Kev Tswj Hwm Cov Kev Pab Cuam Leej Niam (Management of Maternity Services, MOMS). Txais cov ntaub ntawv qhia paub txog cov chaw kawm pub mis rau me nyuam, yug me nyuam thiab fab kev kawm kev xeeb me nyuam. Txhawm rau paub ntau ntxiv, hu rau lub chaw hauj lwm muab kev pab cuam rau tus qhua los sis mus rau ucare.org/healthwellness.

Thaum koj paub tias koj cev xeeb tub, hu rau koj tus neeg ua hauj lwm hauv nroog kom paub ntau ntxiv txog cov txiaj ntsig kev noj qab haus huv ntxiv no.

Cov txiaj ntsig kev qoj ib ce kom muaj zog thiab kev noj qab nyab xeeb

Cov tshuaj txhaj tiv thaiv kab mob

Koj li phiaj xwm tuav pov hwm pab them nqi duav roos rau cov tshuaj txhaj tiv thaiv khaub thuas loj, mob ntsws muaj dej, Tus Kab Mob Khaus Viv-19 (COVID-19) thiab tshuaj txhaj tiv thaiv kab mob rau thaum tseem yog me nyuam yaus. Sab laj nrog koj tus kws kho mob los sis lwm tus kws muab kev saib xyuas kho mob txhawm rau txheeb saib seb koj puas yuav tsum tau txais cov koob tshuaj no los sis lwm cov.

Cov kev pab cuam tiv thaiv kev noj qab haus huv

Koj txoj kev pab them nqi duav roos muaj xam nrog rau ntau cov kev kuaj ntsuas mob txog fab kev tiv thaiv kab mob tseem ceeb txhawm rau pab koj kom noj qab nyab xeeb. Lawv yuav muab tuaj rau koj yam tsis raug nqi dab tsi li. Cov no muaj xam nrog rau txoj kev kuaj ntsuas lub cev txhua xyoo, cov kev kuaj ntsuas mob ntshav qib zib, cov kev kuaj qib roj hauv lub cev, cov kev xoos hluav taws xob kuaj mas lees mis thiab mas lees hnyuv. Peb muab cov phaj tshab rau txoj kev ua tiav qee cov kev kuaj kev noj qab haus huv tseem ceeb, cov kev ntsuam xyuas los sis cov kev kuaj ntsuas fab kev saib xyuas tiv thaiv kab mob uas tseem ceeb. Mus saib rau ntawm ucare.org/rewards los sis hu rau lub chaw hauj lwm muab kev pab cuam rau tus qhua txhawm rau kawm paub txog txoj kev ua kom tau txais cov phaj tshab rau txoj kev siv kev saib xyuas kho mob ntawm koj tus kheej.

UCare Daim Npav Mastercard Txij Ntsig Phaj Tshab

UCare Daim Npav Mastercard Txij Ntsig Phaj Tshab yog ib daim npav rov ntxiv nyiaj rau tau uas muab txoj kev yooj yim, lub hwv tsam thiab txoj kev siv tau yooj yim. Ua kom tau txais cov phaj tshab thiab UCare yuav rob ntxiv nyiaj rau koj daim npav los siv raws li koj xaiv. Peb muab cov phaj tshab rau txoj kev ua tiav qee cov kev kuaj kev noj qab haus huv tseem ceeb, cov kev ntsuam xyuas los sis cov kev kuaj ntsuas fab kev saib xyuas tiv thaiv kab mob uas tseem ceeb. Mus saib rau ntawm ucare.org/rewards los sis hu rau lub chaw hauj lwm muab kev pab cuam rau tus qhua txhawm rau kawm paub txog txoj kev ua kom tau txais cov phaj tshab rau txoj kev siv kev saib xyuas kho mob ntawm koj tus kheej. Mastercard cov nyiaj pab yuav tas sij hawm rau thaum UCare txoj phiaj xwm xaus.

Cov Kev Txuag Nyiaj Ntawm Lub Chaw Kev Noj Qab Haus Huv

Koom rau chaw kawm, ua hauj lwm nrog cov kev qoj ib cev nqa hlau hnyav, kawm ua luam dej cov chaw chaw sim los sis sim ua qee yam tshiab. Cov Kev Txuag Nyiaj Ntawm Lub Chaw Kev Noj Qab Haus Huv muab ntau yam uas koj xav tau thiab yoog raws koj txoj kev xav tau.

Cov tswv cuab ntawm UCare uas hnuv nyoog 18 thiab tshaj ntawd uas yog cov koom nrog cov kev txuag nyiaj ntawm lub chaw kev noj qab haus huv tuaj yeem tau txais kev them nyiaj rov qab siab txog \$20 nyob rau hauv lawv cov nqi kev ua tswv cuab ntawm lub chaw kev noj qab haus huv txhua hli.* Tseev kom yam tsawg tshaj plaws yog tuaj mus ntsib kws kho mob 12 zaug thiaj li muaj cai tsim nyog txoj kev them nqi rov qab. Tsuas yog

muab koj daim npav ID ua tus tswv cuab ntawm UCare qhia rau thaum koj nkag mus koom hauv lub chaw. Nrhiav daim ntawv teev txog txoj kev koom nrog cov chaw kev noj qab haus huv nyob rau tam sim no ntawm ucare.org/healthwellness.



Lub cim no ntawm koj daim npav ID nkag mus qhia koj qhov kev tsim nyog tau txais lub khoos kas. *Nws tuaj yeem siv sij hawm ntev txog ob lub hlis los pib txais koj lub chaw kev noj qab haus huv li kev them nyiaj rov qab.

Cov Cuab Yeej Ua Si Rau Me Nyuam Yaus Kom Noj Qab Nyab Xeeb (Living Well Kids Kit) rau cov tswv cuab hnuv nyooog 17 xyoo thiab hluas dua

Xaiv ib ntawm paub cov cuab yeej lom zem uas tsim los rau cov ne nyuam yaus yam sib txawv. Txhua qhov cuab yeej muaj cov khoom siv uas tsim kom muaj kev yooj yim rau koj thiab koj tseev neeg los tswj kom muaj kev noj qab nyob zoo tom tsev. Xaiv ib qhov cuab yeej tuaj ib tug tswv cuab, nyob rau ib xyoo raws daim ntawv teev suav hnuv nyooog.

- Cuab Yeej 1: Kev Qoj Ib Ce Lom Zem
- Cuab Yeej 2: Txo Dkev Nyuaj Siab Rau Cov Hluas
- Cuab Yeej 3: Cuab Yeej Fab Kev Kho Hniav (me nyuam yaus me)
- Cuab Yeej 4: Cuab Yeej Fab Kev Kho Hniav (cov me nyuam kaum ob xyuas/cov me nyuam hluas)

Txhawm rau nrhiav seb muaj yam twg ntxiv nrog rau txhua qhov cuab yeej thiab txhawm rau thov qhov cuab yeej, sau lus teb rau thiab xa daim foos nyob rau sab tom qab ntawm phau ntawv qhia no los sis hu rau lub chaw hauj lwm muab keb pab cuam rau tus qhua. Yuav tsum yog tus tswv cuab ntawm PMAP hnuv nyooog 17 xyoo los sis hluas dua nyob rau thaum lub sij hawm txib yuav. Cov ntsiab lus qhov cuab yeej tej zaum yuav raug hloov. Thov tos li 4 - 6 lub lim paim rau txoj kev xa tuaj.



Cov kev txo nqi rau cov zauv mov zoo rau lub cev

Txuas siab txog \$50 nyob rau ib lim tiam ntawm cov zaub mov zoo rau lub cev uas npe zoom tsim nyog xws li mis, nqaij ntshiv, qe, txiv hmab txiv ntoo, zaub thiab ntau yam raws qhov txheej txheem pab cuam Cov Kev Txuag Nyiaj Rau Kev Noj Qab Haus Huv®. Rub lub app pub dawb, luam theej duab nws thaum them nyiaj ntawm kev koom hauv cov chaw thiab tau txais luv nqi tam sim ntawd. Los sis siv daim npav Txuag Nyiaj Rau Kev Noj Qab Haus Huv uas yuav tau txais nyob hauv koj tsab ntawv. Kawm paub ntau ntxiv nyob rau ntawm healthysavings.com/ucare los sis raws txoj kev hu rau Lub Chaw Ua Hauj Lwm Muab Kev Pab Cuam Rau Tus Qhua.

Nkag cov chav kawm thiab txais cov kev txo nqi

Koj tuaj yeem tau kev txo txais siab txog \$15 ntawm cov nqi kev kawm rau cov chav muab kev kawm rau cheeb tsam zej zos. Xaiv los ntawm txoj kev ua noj ua haus, txoj kev qoj ib ce kom muaj zog, cov dej num fab sim neej, txoj kev kos duab los sis lwm cov chav kawm uas koj nyiam.

Kuaj xyuas koj daim ntawv cai cheeb tsam ntawm kev muab kev kawm rau cheeb tsam zej zos los sis tiv tauj rau koj koog tsev kawm ntawv txum chaw hauv zej zos rau cov sij hawm thiab cov chaw ntawm chav kawm. Muab kom daim npav ID ua tus tswv cuab qhia rau thaum tso npe nkag hauv chav kawm txhawm rau kom tau txais txoj kev txo nqi.



Txoj kev txhawb pab kev tswj hwm kab mob

Cov tswv cuab uas muaj qee cov zwj ceeb mob ntwm kev noj qab haus huv tuaj yeem tau txais kev pab los ntwm pab cov txheej txheem pab cuam kev tswj hwm kab mob. UCare muab cov kev pab cuam txoj kev cob qhia kev noj qab haus huv rau cov tswv cuab uas muaj cov zwj ceeb mob xws mob ntsws hawb pab, mob ntshav qab zib, mob raum zoo tsis tu qab los sis plawv nres

UCare tus xov tooj Tswj Hwm Kab Mob

612-676-6539 los sis 1-866-863-8303

Tus Xov Tooj TTY 612-676-6810 or 1-800-688-2534

Txheej Txheem Pab Cuam Kev Txiaiv Luam Yeeb thiab Luam Yeeb Fais Faib

Los pib txiaiv luam yeeb thiab luan yeeb fais fab tawm ntwm lub neej. UCare tus xov tooj pab cob qhia kev txiaiv luam yeeb thiab luam yeeb fais fab pab koj kawm ua neej nyob yam tsis tau haus luam yeeb los sis luam yeeb fais fab yam tsis tau them nqi. Cov kws cob qhia muab cov cuab yeej haus oos lais, cov khoom txhawb pab txoj kev txiaiv (xws li cov ntaub lo thiab khoom zom ncauj uas muaj kuab luam yeeb) thiab ntau yam ntxiv. Txais koj pab raws hauv hu xov tooj, hauv oos lais los sis raws lub ev Coach Quit For Life ntwm Rally.

Tus Xov Tooj Feem Pab Txiaiv Luam Yeeb thiab Kuab Luam Yeeb

1-855-260-9713

Tus Xov Tooj TTY 711

myquitforlife.com/ucare

Cov chaw muab kev pab cuam rau txoj kev kho hniav

Kojuav nrhiav daim ntawv teev ntawm cov txiaj ntsig fab kev kho hniav nyob rau koj li phiaj xwm tuav pov hwm Phau Ntawv Qhia rau Tus Tswv Cuab. Cov txiaj ntsig no muaj xam nrog rau ntau fab kev txheeb kuaj tshawb tus mob, fab kev tiv thaiv kab mob thiab fab kev rov qab zoo li qub.

UCare Lub Koom Haum Sib Koom Tes Kho Hniav

UCare Kev Kho Hniav Txuas Ntxiv tuaj yeem pab tau koj:

- Nrhiav tus kws muab kev saib xyuas kho hniav los sis txoj kev kho hniav tom tsev
- Teem caij mus ntsib rau txoj kev saib xyuas kho hniav txhua yam, tom qab thiab saib xyuas tshwj xeeb
- Koom cov kev pab puam txoj kev caij tsheb, thiab kev txhais lus rau cov kev teem caij mus kho hniav
- Txais cov lus teb rau txiaj ntsig fab kev kho hniav thiab cov lus nug txog txoj kev thov yuav cai

UCare Lub Koom Haum Sib Koom Tes Kho Hniav

651-768-1415 los sis 1-855-648-1415

Tus Xov Tooj TTY 612-676-6810 or 1-800-688-2534

7 teev sawv ntxov – 7 teev tsaus ntuj, Hnub Monday – Hnub Friday

ucare.org/dentalconnection

UCare Lub Chaw Kuaj Hniav Rhais Chaw

Cov tswv cuab uas muaj ncuav ciaj ciam rau txoj kev nkag cuag tau rau txoj kev saib xyuas kho hniav uas zoo tsim nyog tuaj yeem tau txais cov kev kuaj hniav, cov kev tu ntxuav thiab txoj kev saib xyuas kho kom rov zoo li qub thooob plaws UCare Lub Chaw Kuaj Hniav Rhais Chaw (UCare Mobile Dental Clinic, MDC). Txhua cov kev pab cuam uas muab tuaj ntawm cov tub ntxhais kawm uas raug saib xyuas los ntawm lub chaw kho mob los ntawm Lub Tsev Tuam Kawm Ntawv ntawm Minnesota Feem Tsev Kawm txog Fab Kev Kho Hniav.

MDC yog ib lub chaw hauj lwm kho hniav uas raug teeb tsim tshwj xeeb, nkag cuag tau raws lub rooj zaum muaj log, ntev 43-fuv (foot) uas nyobrau cov tsheb muaj log. Nws mus ntsib ntau qhov chaw nyob rau ntawm cheeb tsam nruab tiv thiab Greater Minnesota txhua xyoo.

Nrhiav seb thaum twg thiaj yuav muaj MDC nyob rau hauv koj cheeb tsam ntawm ucare.org/mdc.

Kev teem caij Lub Chaw Kho Hniav hauv xov tooj

1-866-451-1555

Tus Xov Tooj TTY 1-800-627-3529

8 teev sawv ntxov – 4:30 teev yuav tsaus ntuj, Hnub Monday – Hnub Friday

ucare.org/mdc





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Cov Cuab Yeej Ua Si Rau Me Nyuam Yaus Kom Noj Qab Nyab Xeeb (Living Well Kids Kit)



Txoj kev pab kom cov me nyuam muaj kev noj qab nyab xeeb

UCare muab cov cuab yeej kev qoj ib ce kom muaj zog thiab kev noj qab nyab xeeb los pab rau cov me nyuam yaus kom hnov tau tias zoo thiab nyab zeeb — txhua lub sij hawm yam tsis xam nqi dab tsi rau koj them li. Xaiv ib qho cuab yeej uas koj xav tau thiab xa daim foos txib yuav mus rau UCare.

Cov cuab yeej yog muaj rau cov tswv cuab ntawm PMAP uas tam sim no hnuv nyoog 17 xyoo los sis hluas dua nyob rau thaum lub sij hawm txib yuav. Ib qhov cuab yeej tuaj ib tug tswv cuab, nyob rau ib xyoos raws daim ntawv teev suav hnuv nyoog. Cov ntsiab lus qhov cuab yeej tej zaum yuav raug hloov.

Yog tias koj muaj lus nug txog cov txiaj ntsig tshuaj, hu rau lub chaw hauj lwm pab cuam rau tus qhua.

Tos li 4 – 6 lub lim taim rau txoj kev xa tuaj. Tej zaum yuav pauv cov txiaj ntsig txhua xyoo rau cov foos uas sau tsis tiav los sis tsis muaj cai tsim nyog tau txais kev pab yuav raug muab xa rov qab.

Xaiv ib qho cuab yeej. og koj xaiv ntau tshaj ib qho cuab yeej, UCare tus tswv cuab ntawm pab pawg yuav hu xov tooj tuaj txheeb xyuas seb koj nyiam yam twg.

Cuab Yeej 1: Kev Qoj Ib Ce Lom Zem

- Cov cwj mem qhuav kob
- Lub mom khauv lauv rau kev qoj ib ce kom muaj zog
- Lub tshuab soj xyuas kev qoj ib ce kom muaj zog
- Frisbee

Cuab Yeej 2: Txo Kev Nyuaj Siab Rau Cov Hluas

- Cov phau ntawv thiab cov cwj mem qhuav kob
- Fidget cube
- Lub tuj lub Fidget
- Tangle

Cov Cuab Yeej 3: Cov Cuab Yeej Kho Hniav (cov me nyuam)

- Phau ntawv • Tshuaj
- Lub hnab txhuam ntim khoom hniav
- Pas dig hniav • Tuav sij
- Tus pas hawm txhuam hniav • Lub soj taug

Cov Cuab Yeej 4: Cov Cuab Yeej Kho Hniav (cov tub hluas/cov tub ntxhais hluas)

- Pas dig hniav
- Lub hnab ntim khoom
- Tus txhuam hniav tig tau
- Tshuaj txhuam hniav

Txhawm rau xaj cov khoom siv, ua kom tiav daim ntawv los sis kos npe / tsim ib tus as khauj

Txhawm rau kom ua tiav hauv online

Mus saib member.ucare.org. Nias rau Health & Wellness thiab mus rau Wellness, Rewards & Allowance txhawm rau ua kev xaj koj qhov khoom.

Txhawm rau kom ua tiav daim foos los ntawm kev xa ntawv

Sau kom tiav daim foos hauv qab no. Caw siv tus cwj mem los kob dub. Yuav tsum ua kom tiav txhua qhov.

UCare Tus Zauv ID Ua Tus Tswv Cuab (me nyuam yaus)

Ucare Lub Hnub Yug ntawm Tus Tswv Cuab _____

Ucare Hnub Yoog ntawm Tswv Cuab (yuav tsum yog 17 xyoo los sis qis dua) _____

UCare Lub Npe Tswv Cuab _____

Thov qhia rau peb tias yuav xa daim npav ua khoom plig mus rau qhov twg:

Lub Npe (npe thiab xeev) _____

Qhov Chaw Nyob Xa Ntawv _____

Nroog _____ Xeev _____

Tus Zauv ZIP _____

Tus Xov Tooj _____



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

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

ဟ်သုဉ်ဟ်သးဘဉ်တက့ၢ်. ဝဲနမ့ၢ်လိဉ်ဘဉ်တၢ်မၤစၢၤကလိလၢတၢ်ကကျိးထံဝဲဒဉ်လံာ် တီလံာ်မိတခါအံၤန့ၢ်,ကိးဘဉ်လိတဲစိနီၢ်ဂံၢ်လၢထးအံၤန့ၢ်တက့ၢ်.

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

ໂປຣດຊາບ. ຖ້າຫາກ ທ່ານຕ້ອງການການຊ່ວຍເຫຼືອໃນການແປເອກະສານນີ້ພຣີ, ຈົ່ງ ໂທໂປທີ່ໝາຍເລກຂ້າງເທິງນີ້.

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.

Civil Rights Notice

Discrimination is against the law. UCare does not discriminate on the basis of any of the following:

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

You have the right to file a discrimination complaint if you believe you were treated in a discriminatory way by UCare. You can file a complaint and ask for help filing a complaint in person or by mail, phone, fax, or email at:

UCare

Attn: Appeals and Grievances

PO Box 52

Minneapolis, MN 55440-0052

Toll Free: 1-800-203-7225

TTY: 1-800-688-2534

Fax: 612-884-2021

Email: cag@ucare.org

Auxiliary Aids and Services: UCare provides auxiliary aids and services, like qualified interpreters or information in accessible formats, free of charge and in a timely manner to ensure an equal opportunity to participate in our health care programs. **Contact** UCare at 612-676-3200 (voice) or 1-800-203-7225 (voice), 612-676-6810 (TTY), or 1-800-688-2534 (TTY).

Language Assistance Services: UCare provides translated documents and spoken language interpreting, free of charge and in a timely manner, when language assistance services are necessary to ensure limited English speakers have meaningful access to our information and services. **Contact** UCare at 612-676-3200 (voice) or 1-800-203-7225 (voice), 612-676-6810 (TTY), or 1-800-688-2534 (TTY).

Civil Rights Complaints

You have the right to file a discrimination complaint if you believe you were treated in a discriminatory way by UCare. You may also contact any of the following agencies directly to file a discrimination complaint.

U.S. Department of Health and Human Services Office for Civil Rights (OCR)

You have the right to file a complaint with the OCR, a federal agency, if you believe you have been discriminated against because of any of the following:

- race
- color
- national origin
- age
- disability
- sex
- religion (in some cases)

Contact the OCR directly to file a complaint:

Office for Civil Rights

U.S. Department of Health and Human Services

Midwest Region

233 N. Michigan Avenue, Suite 240

Chicago, IL 60601

Customer Response Center: Toll-free: 800-368-1019

TDD Toll-free: 800-537-7697

Email: ocrmail@hhs.gov

Minnesota Department of Human Rights (MDHR)

In Minnesota, you have the right to file a complaint with the MOHR if you have been discriminated against because of any of the following:

- race
- color
- national origin
- religion
- creed
- sex
- sexual orientation
- marital status
- public assistance status
- disability

Contact the **MDHR** directly to file a complaint:

Minnesota Department of Human Rights
540 Fairview Avenue North, Suite 201
St. Paul, MN 55104
651-539-1100 (voice)
800-657-3704 (toll-free)
711 or 800-627-3529 (MN Relay)
651-296-9042 (fax)
Info.MDHR@state.mn.us (email)

Minnesota Department of Human Services (DHS)

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

- race
- color
- national origin
- religion (in some cases)
- age
- disability (including physical or mental impairment)
- sex (including sex stereotypes and gender identity)

Complaints must be in writing and filed within 180 days of the date you discovered the alleged discrimination. The complaint must contain your name and address and describe the discrimination you are complaining about. We will review it and notify you in writing about whether we have authority to investigate. If we do, we will investigate the complaint.

DHS will notify you in writing of the investigation's outcome. You have the right to appeal if you disagree with the decision. To appeal, you must send a written request to have DHS review the investigation outcome. Be brief and state why you disagree with the decision. Include additional information you think is important.

If you file a complaint in this way, the people who work for the agency named in the complaint cannot retaliate against you. This means they cannot punish you in any way for filing a complaint. Filing a complaint in this way does not stop you from seeking out other legal or administrative actions.

Contact **DHS** directly to file a discrimination complaint:

Civil Rights Coordinator
Minnesota Department of Human Services
Equal Opportunity and Access Division
P.O. Box 64997
St. Paul, MN 55164-0997
651-431-3040 (voice) or use your preferred relay service

Cov Kev Txuag Nyiaj Txhawm Rau Kev Noj Qab Haus Huv yog ib lub cim lag luam ntawm Solutran, Inc.



500 Stinson Blvd

Minneapolis MN 55413

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

Tus Xov Tooj TTY 612-676-6810 | 1-800-688-2534

8 teev sawv ntxov – 5 teev tsaus ntuj, Hnub Monday – Hnub Friday

ucare.org

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