



# Koj phau ntawv qhia rau UCare Kev Sib Txuas Xyoo 2023

(SNBC)

 **ucare**<sup>®</sup>  
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](http://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 ncuatxhawm 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 or 1-833-276-1185  
TTY 1-800-688-2534

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

## **UCare Tus Xov Tooj Pab Coj Txoj Hauv Kev Rau Kev Kho Mob**

612-676-6502 los sis 1-877-903-0062  
Tus Xov Tooj TTY 1-800-688-2534

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

## **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](http://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](http://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

## **Lwm cov kev pab cuam ntawm UCare**

UCare muab kev pab thiab cov kev pab cuam ntxiv, xws li cov neeg txhais lus tsim nyog los sis cov ntaub ntawv hom nkag mus siv tau, cov hom yam tsis tau them nqi thiab raws sij hawm tsim nyog, kom ntseeg tau tias muaj lub vaj huam sib luag los koom nrog koj txoj kev pab them nqi duav roos rau txoj kev saib xyuas kho mob.

612-676-3395 or 877-903-0061

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

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

1-855-260-9713

Tus Xov Tooj TTY 711

Muaj hauv 24 teev rau ib hnub, xya hnub rau ib  
lim tiam

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

**Lub Chaw Saib Xyuas Neeg Xiam Oob Qhab  
Ntawv Xeev Minnesota**

Lub chaw muab kev pab cuam hauv pab pawg  
nev cawj ntawm Xeev Minnesota uas pab daws  
cov teeb meem, lab npauv tshwv xwm thiab phiaj  
xwm tuav pov hwm rau koj lub neej yam pem  
suab.

1-866-333-2466

8:30 teev sawv ntxov – 5 teev yuav tsaus ntuj,

Hnub Monday – Hnub Friday

**disabilityhubmn.org**

**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 yuav tsaus ntuj, Hnub

Monday – Hnub Friday

**UCare Tswj Txuag Koj Li Txheej Txheem Pab  
Cuam Kev Pab Them Nqi Duav Roos**

612-676-3438 los sis 1-855-307-6978

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

**Tsis paub meej tias yuav pib ntawm qhov twg?  
Hu rau UCare Connect Lub Chaw Hauj Lwm  
Muab Kev Pab Cuam Tus Qhua thiab lawv yuav  
pab teb koj cov lus nug.**

612-676-3395 los sis 1-877-903-0061

Tus Xov Tooj TTY 612-676-6810 los sis

1-800-688-2534

8 teev sawv ntxov – 5 teev tsaus ntuj, Hnub

Monday – Hnub Friday

# Cov Txheej Teev Ncauj Lus

<b>Zoo Siab Txais Tos!</b> .....	<b>2</b>
Tus as khauj tswv cuab hauv oos lais .....	2
Lub chaw pab cuam tub lag luam .....	2
Koj daim npav cim thawj ua tus tswv cuab daim npav (ID) .....	3
<b>Nkag siab txog koj li kev pab them nqi duav roos</b> .....	<b>4</b>
Txais koj cov ntaub ntawv pab tus tswv cuab .....	4
Cov txiaj ntsig tshuaj raws kev sau ntawv yuav .....	4
<b>Yuav mus txais kev kho mob qhov twg</b> .....	<b>5</b>
<b>Tsim kom tau koj cov txiaj ntsig ntau tshaj plaws</b> .....	<b>6</b>
Cov kev xaiv ntawm kev siv tsheb thauj mus los .....	6
Txoj 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 .....	7
Kev saib xyuas kev sib koom tes .....	7
Tswj Txuag Koj Li Txheej Txheem Pab Cuam Kev Pab Them Nqi Duav Roos .....	7
Cov txiaj ntsig kev qoj ib ce kom muaj zog thiab kev noj qab nyab xeeb .....	8
Lub Khoos Kas Pab Cuam Kev Txiaiv Luam Yeeb thiab Luam Yeeb Fais Faib .....	11
Txoj kev txhawb pab kev tswj hwm kab mob .....	11
Cov kev hloov zeeg ntawm kev teeb tsim txoj kev saib xyuas kho mob .....	11
Cov chaw muab kev pab cuam rau txoj kev xeeb me nyuam ...	12
Cov peev txheej ntaub ntawv kev kho hniav .....	13
<b>Txoj Kev Txuas rau Cuab Yeej Kev Noj Qab Nyab Xeeb</b> ....	<b>15</b>





# Zoo Siab Txais Tos rau UCare!

Peb zoo siab uas muaj koj los ua ib tug tswmv caub ntawm UCare Connect.

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

UCare Connect muab ntau cov hwv 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 zoo 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 online

Teeb tsim koj tus as khauj tswv cuab uas muaj kev ruaj tseg ntawm [member.ucare.org](https://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

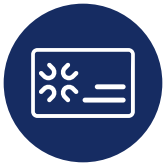
Hu rau peb cov neeg sawv cev tam ntawm lub chaw hauj lwm muab kev pab cuam rau tus qhua txhawm rau koj tau txais cov lus teb rau koj cov lus nug txog kev ua tus tswv cuab, qhov txiaj ntsig thiab qhov kev pab cuam.

612-676-3395 los sis 1-877-903-0061

Tus Xov Tooj TTY 1-800-688-2534

8 teev sawv ntxov – 5 teev 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 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 yam tsis 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://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 shwj xeeb.

**ucare** ucare.org

Issuer: **80840**  
 Name: **JOHN Q DOE**  
 ID: **012345678900** PMI#: **089980**  
 Rx BIN: **003858** Rx PCN: **MA** Rx Grp: **L58A**  
 RxID: **012345678900**  
 Svc Type: **MEDICAL/DENTAL** Group Number: **xxxxxx**  
 Care Type: **UCare Connect**

Issued: **MM/DD/YYYY**

### Cov ntaub ntawv qhia paub lub chaw tiv tauj

Cov naj npawb lospaub, 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: 612-676-3395 or 1-877-903-0061, TTY: 612-676-6810 or 1-800-688-2534.  
 Delta Dental Customer Services: 651-768-1416, TTY users call State Relay 711, 1-855-648-1416  
 UCare 24/7 Nurse Line: 1-800-942-7858 or TTY: 1-855-307-6976  
 Behavioral Health 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  
 Dental: Delta Dental of Minnesota, P.O. Box 9120, Farmington Hills, MI 48333-9120

One Pass™

Txheej txheem pab cuam kev qoj ib ce kom muaj zog Daim duab ntawm phiaj xwm **One Pass ua rau pom txog** Koj txoj kev muaj cai tsim nyog rau qhov txiag ntsig no.

# Nkag siab txog koj li kev pab them nqi duav roos

## Txais koj cov ntaub ntawv pab tus tswv cuab

Nwstseem ceeb heev los paub txog yam uasmuaj 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 [ucare.org/connect](https://www.ucare.org/connect). Los sis nkag mus rau hauv tus as khauj tswv cuab hauv oos lais ntawm [member.ucare.org](https://www.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 online** — Nkag mus rau koj tus as khauj tswv cuab ntawm [member.ucare.org](https://www.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/connect](https://www.ucare.org/connect), 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](https://www.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 hnuv, xya hnuv 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](https://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
- 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 ngaj 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](http://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 (Light Rail)**

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.



#### **Tseb 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 nroog txhawm 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 tsaus ntuj, Hnub Monday – Hnub Friday

---

## Kev saib xyuas kev sib koom tes

Koj txoj kev ua tswv cuab suav xam nrog rau qhov kev pab cuam ntawm Tus Kws Tsav Xyuas Txoj Kev Saib Xyuas Kho Mob uas tuaj yeem pab koj nkag cuag tau rau txoj kev saib xyuas kho kev noj qab haus huv uas koj xav tau. Tus Kws Tsav Xyuas Txoj Kev Saib Xyuas Kho Mob tuaj yeem pab koj tuav tswj txoj kev saib xyuas kho mob fab kev tiv thaiv kab mob, nrhiav los sis hloov koj tus kws kho mob, tsim ntawv xa mus rau lwm qhov chaw kho rau koj, thiab nrhiav cov txheej txheem pab cuam thiab lwm cov kev pab cuam.

Kev saib xyuas kev sib koom tes tuaj yeem pab koj tau txais kev saib xyuas kev noj qab haus huv, npaj kev thauj mus los, xyuas kom meej tias koj cov tshuaj tau ntxiv kom raug, ua hauj lwm nrog koj cov kws kho mob thiab lwm yam kev txhawb nqa uas koj xav tau.

### **UCare Tus Xov Tooj Taw Qhia Rau Kev Kho Mob**

612-676-6502 los sis 1-877-903-0062

TTY 1-800-688-2534

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

---

## Tswj Txuag Koj Li Txheej Txheem Pab Cuam Kev Pab Them Nqi Duav Roos

Nws tseem ceeb heev los tswj koj txoj kev muaj cai tsim nyob tau txai kev pab ntawm Txoj Kev Txhawb Pab Fab Kev Kho Mob (Medicaid) nyob rau hauv chaw es kom koj txoj kev pab them nqi duav roos ntawm UCare Connect thiaj ua txuas ntxiv mus tau yam tsis raug cuam tshuam hauv kev kho mob los sis cov kev pab cuam. Txhawm rau koj muaj cai tsim nyog mus txuas ntxiv rau Txoj Kev Txhawb Pab Fab Kev Kho Mob, yuav tsum sau ntxiv kom tiav daim ntawv hauv lwm los ntawm koj lub nroog uas koj nyob thiab xa tuaj kom raug raws sij hawm. Tej zaum koj kuj yuav tsum tau tshaj tawm qee qhov kev hloov pauv hauv lub xyoo, xws li yog tias koj tsiv mus los los sis tau txais txoj hauv lwm tshiab.

Yog tias koj xav tau kev pab, UCarepab pawg Khaws Koj Cov Kev Duav Roos nyob ntawm no rau koj.

### Tus xov tooj Tswj Txuag Koj Li Txheej Txheem Pab Cuam Kev Pab Them Nqi Duav Roos

612-676-3438 los sis 1-855-307-6978

Tus Xov Tooj TTY 612-676-6810

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

snbckkeepcoverage@ucare.org

---

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

### Cov tshuaj txhaj tiv thaiv kab mob

Cov tshuaj txaj tov thaiv khuab thuas loj, Tus Kab Mob Khaus Viv-19 (COVID-19) thiab mob ntsws muaj dej yuav tau txais kev pab them nqi duav roos yam puv npo nyob rau hauv koj li phiaj xwm tuav pov hwm. 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.

### 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 [ucare.org/rewards](https://ucare.org/rewards) los sis tsim ib tus as khauj ntawm **member.ucare.org**. Nias rau Health & Wellness and go to Wellness, Rewards & Allowance txhawm rau saib seb koj yuav tsim nyog tau txais dab tsi. Mastercard cov nyiaj pab yuav tas sij hawm rau thaum UCare txoj phiaj xwm xaus.

## **Txoj Kev Txuas rau Cuab Yeej Kev Noj Qab Nyab Xeeb**

UCare muab cov cuab yeej los pab txhim kho koj li kev noj qab haus huv thiab kev noj qab nyab xeeb. Txhua qhov cuab yeej muaj xam nrog rau cov cuab yeej sib koom tes thiab siv tau yam tsis tau them nqi dab tsi li. Xaiv ib qho cuab yeej tuaj xyoo raws ntawv teev hnuv nyoog.

- Cuab Yeej A: Kev Qoj Ib Ce Kom Muaj Zog
- Cuab Yeej B: Kev Pab Kom Tsaug Zog
- Cuab Yeej C: Kev Txo Kev Nyuaj Siab
- Cuab Yeej D: Kev Kho Hniav
- Cuab Yeej E: Amazon Echo

Nrhiav seb yam twg raug muab suav nrog rau hauv txhua qhov cuab yeej thiab thov ib qho cuab yeej yam siv daim foos nyob rau ntawm sab qab ntawm phau ntawv qhia no los sis tsim ib tus as khauj ntawm **member.ucare.org**. Nias rau Health & Wellness thiab mus rau Wellness, Rewards & Allowance. Koj kuj tseem tuaj yeem hu rau lub chaw hauj lwm muab kev pab cuam rau tus qhua txhawm rau thov ib qho cuab yeej. Cov ntsiab lus qhov cuab yeej tej zaum yuav raug hloov. Thov tos li 4 - 6 lub lim paim rau txoj kev xa tuaj.

## **Mus kawm hauv ib chawv kawm, txais qhov 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 sijhawm 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.





### Cov kev txog rau cov zaub 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](https://healthysavings.com/ucare) los sis raws txoj kev hu rau Lub Chaw Ua Hauj Lwm Muab Kev Pab Cuam Rau Tus Qhua.

### Txheej txheem pab cuam kev qoj ib ce kom muaj zog One Pass

One Pass yog ib qho kev daws teeb meem ua tiav rau koj lub cev thiab lub siab, muaj rau koj yam tsis muaj nqi ntxiv. Kojyuav muaj kev nkag mus rau ntau dua 23,000 koom nrog cov chaw tawm dag zog thoob teb chaws, ntxiv rau:

- Ntau tshaj li 32,000 chaw qoj ib ce kom muaj zog raws kev xav-tau thiab raws kev-laij
- Cov neeg tsim kev dhia tawm dag zog los tsim koj tus kheej tau tawm dag zog thiab qhia rau koj los ntawm qhov kev tawm dag zog txhua zaus
- Qhov Cuab Yeej Kev Qoj Ib Ce Kom Muaj Zog Tom Tsev muaj rau cov tswv cuab uas lub cev tsis tuaj yeem tuaj saib tau los sis cov neeg nyob tsawg kawg 15 mais (miles) sab nraum qhov chaw qoj ib ce
- Ntawm tus kheej ntiag tug, kev cob qhia lub hlwb hauv oos lais los pab txhim kho kev nco, mloog thiab tsom ntsees koos rau
- Ntau tshaj 30,000 kev ua ub no hauv zej zog, cov chaw kawm hauv zej zog, thiab cov xwm txheej muaj rau kev koom tes hauv online los sis tim ntsej tim muag

#### One Pass

1-877-504-6830 Tus Xov Tooj TTY:711  
8 teev sawv ntxov – 9 teev yuav tsaus  
ntuj Hnub Monday – Hnub Friday  
[ucare.org/onepass](https://ucare.org/onepass)

One Pass™

Lub cim (icon) nyob rau ntawm daim npav ID ua tus tswv cuab no qhia rau pom txog koj txoj kev muaj cai tsim nyob tau txais kev pab ntawm qhov txheej txheem pab cuam.





## **Nug koj Tus Kws Tsav Xyuas Txoj Kev Saib Xyuas Kho Mob ntawm UXare**

UCare muab ntau cov khoom ntxiv txhawm rau pab koj kom nyob yam noj qab haus huv. Tus Kws Taw Qhia Kev Saib Xyuas tuaj yeem pab koj nrhiav tau yam muaj rau koj. Yog koj xav tham nrog Tus Kws Taw Qhia Kev Saib Xyuas, hu rau 612-676-6502 los sis 1-877-903-0062.

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

Los pib txiaiv luam yeeb thiab luan yeeb fais fab tawm ntawm lub neej. UCare tus xov tooj pab cob qhia kev txiaiv luam yeeb pab koj kawm ua neej nyob yam tsis tau haus luam yeeb los sis luam yeeb fais fab yam tsis tau them nqi. Txoj kev pab cuam tus kws muab kev cob qhia, 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 ntawm 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](http://myquitforlife.com/ucare)

---

## Txoj kev txhawb pab kev tswj hwm kab mob

Cov tswv cuab uas muaj qee cov zwj ceeb mob ntawm kev noj qab haus huv tuaj yeem tau txais kev pab los ntawm 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 li mob hawb pob, mob ntshav qab zib, mob hlwbb los sis plawv tsis ua hauj lwm.

### **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

---

## Cov kev hloov zeeg ntawm kev teeb tsimtxoj kev saib xyuas kho mo

Cov kev hloov pauv rau cov kev xav tau ntawm txoj kev noj qab haus huv thiab txoj kev saib xyuas kho mob tuaj yeem hloov tau txhua lub sij hawm. Yog koj xav rhais tawm ntawm ib txoj kev teeb tsim kev saib xyuas kho mob (xws li koj txoj kev saib xyuas kho mob tom tsev, tsev kho mob los sis tom lub tsev tu neeg laus) mus rau lwm yam, peb xav los txheeb xyuas kom paub tseeb tias seb koj muas muab txhua yam uas koj xav tau rau qhov kev paub dua yam tiag log ntawm lawv tso.

Yog tias koj muaj ib tus neeg saib xyuas, nws yuav pab txhawb koj. Tus neeg no yuav txuas lus nrog koj, koj tsev neeg, thiab cov kws muab kev saib xyuas kho mob txhawm rau los txheeb xyuas koj cov lus qhia paub txog txoj kev tawm. Koj tus kws saib xyuas kuj tseem yuav ua kom koj nkag siab txog koj cov tshuaj kho mob, xyuas kom koj puas tseeb tias yuav hu rau leej twg thaum koj muaj lus nug, thiab pab koj los ua raws li cov kev teem caij tuaj ntsib thiab lwm cov kev xav tau.

Yog koj tsis muaj tus kws saib xyuas, thov hu rau tus xov tooj Tus Kws Taw Qhia ntawm Cov Kev Pab Cuam Fab Kev Kho Mob txhawm rau pab muab kev koom tes nrog qhov kev pab cuam uas cuam tshuam rau koj txoj kev hloov zeeg.





## 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 hnuv nyooq 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, Hnuv Monday – Hnuv 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](https://ucare.org/healthwellness).

## Cov chaw muab kev pab cuam rau txoj kev kho hniav

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

### UCare Lub Chaw Kuaj Hniav Rhais Chaw

Cov tswv cuab uas muaj ncuaj 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 thoob 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](http://ucare.org/mdc).

### Keveem 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](http://ucare.org/mdc)







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

# Txoj Kev Txuas rau Cuab Yeej Kev Noj Qab Nyab Xeeb

## Saub xyuas koj tus kheej

Txawm rau kom muaj kev yooj yim rau koj, UCare muab cov cuab yeej qoj ib ce kom muaj zog thiab kev noj qab nyab xeeb los pab koj txhim kho koj li kev noj qab hauv huv — yam tsis tau them nqi dab tsi li rau koj. Xaiv rau ib txoj hauv kev xaiv thiab xa dain foos txib yuav mus rau UCare.

Cov ntsiab lus qhov cuab yeej tej zaum yuav raug hloov. Yuav tsum yog tus tswv cuab tam sim no xwb nyob rau ntawm lub sij hawm uas txib yuav. Tsuav yog ib qhov cuab yeej tuaj ib tug tswv cuab, nyob rau ib xyos raws daim ntawv teev suav hnuv nyoog.

## 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 cov txiaj ntsig yuav hloov nyob rau Lub Ib Hlis Ntuj 1 txhua xyoo. 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 A: Kev Qoj Ib Ce Kom Muaj Zog**

- Lub Moos Soj Ntsuam dej num
- Txoj Roj Hmab Rub Roj Ib Ce
- Tus Pas Muaj Thob Log Luam Nrob Qaum

**Cuab Yeej B: Kev Pab Kom Tsaug Zog**

- Lub Tshuab Tso Pa Tsw Qab Tswj Kho Mob nrog rau/ lub tshuab tso suab thiab lub teeb hmo ntuj
- Roj Zuaj Ib Ce

**Cuab Yeej C: Kev Txo Kev Nyuaj Siab**

- Lub teeb tswj kho mob
- Cov Koom Plaum Ua Si (Putty)
- Khob Noom Push pop

**Cuab Yeej D: Kev Kho Hniav**

- Tus pas txhua hniav hluav taws xob
- Tshuaj txhuam hniav
- Pas dig hniav
- Lub hnab ntim khoom

**Cuab Yeej E: Amazon Echo**

- Amazon Echo Flex Dot (txheej thib 3)

**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](https://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 xantawv**

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



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







## 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](mailto: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](mailto:ocrmail@hhs.gov)

### **Minnesota Department of Human Rights (MDHR)**

In Minnesota, you have the right to file a complaint with the MDHR 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](mailto: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
- 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](https://ucare.org)

U7867 (11/2022) © 2022 UCare. Txwv tsis pub yuam txhua txoj cai.