



Koj phau ntawv qhia rau UCare Connect 2024

(SNBC)

 **Ucare**[®]
people powered health plans

Ntawv saib ua pov thawj sai-sai

UCare Health Ride

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

ucare.org/healthride

Thaum muaj xwm txheej ceev rau kev kho
mob: 911

UCare Mental Health and Substance Use Disorder Triage Line

Txog rau txoj kev txhawb pab thaum xwm txheej
kub ntxov los sis pab cuam yam tsis tu ncau
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 quav 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 Dental Connection

651-768-1415 los sis 1-855-648-1415
TTY 711

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

ucare.org/dentalconnection

UCare Mobile Dental Clinic

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

Nurse Line

1-800-942-7858
Tus Xov Tooj TTY 1-855 307-6976

Quit Smoking and Vaping Program

1-855-260-9713
TTY 711

24 teev hauv ib hnub, xya hnub hauv ib lim tiam
myquitforlife.com/ucare

Disability Hub MN

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 tsaus ntuj,
Hnub Monday - Hnub Friday

disabilityhubmn.org

Maternal and Child Health Program Line

612-676-3326 los sis 1-855-260-9708
Tus Xov Tooj TTY 711

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

UCare Keep Your Coverage Program

612-676-3438 los sis 1-855-307-6978
TTY 612-676-6810 los sis 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?

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 lus

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Zoo Siab Txais Tos rau UCare!

Peb zoo siab uas muaj koj los ua ib tug tswv cuab 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 nyem 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 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 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. Peb zoo siab uas koj nyob ntawm no. Tam sim no cia peb los pib!

Txhua yam uas koj yuav tsum tau paub kom pib siv tau koj txoj phiaj xwm

Koj tus as khauj tswv cuab hauv online uas muaj kev ruaj ntseg

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

Thaum uas koj teeb tsim tau lawm, koj yuav muaj peev xwm:

- Saib, luam tawm thiab xaj koj daim npav txheeb xyuas tus kheej (ID) tswv cuab tau
- 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 thiab txais cov ntawv xov uas muaj kev ruaj ntseg nrog lub chaw muab kev pab cuam tus neeg qhua thiab tus kws tu mob hauv vev xaib
- Saib cov kev hloov kho tshiaj 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 cov neeg sawv cev ntawm lub chaw pab cuam tus neeg qhua kom tau cov lus teb rau koj cov lus nug hais txog txiaj ntsig thiab kev pab cuam.

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

TTY 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 hauv [ucare.org](https://www.ucare.org) los sis hu rau lub chaw pab cuam tswv cuab los kawm paub ntau ntxiv.

Kev siv koj daim npav ID tswv cuab

Koj daim npav txheeb xyuas tus kheej (ID) tswv cuab yog qhov tseem ceeb rau kev pab koj kom tau txais kev saib xyuas 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.

Tus zauv ID ua tus tswv cuab

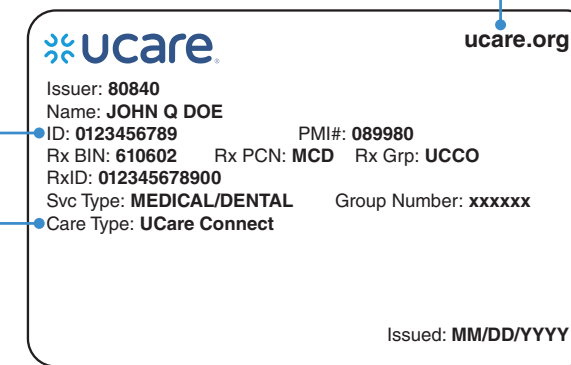
Tus zauv kev ruaj ntseg yuav muaj qhov siv txawv tshwj xeeb rau koj.

UCare lub vev xaib

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

Lub npe phiaj xwm tuav pov hwm

Lub npe ntawm koj txoj phiaj xwm tshwj xeeb.



Ntaub ntawv tiv tauj

Cov naj npawb yuav tsum tau paub, suav muaj lub chaw pab cuam tus tswv cuab thiab cov naj npawb Nurse Line.



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

One Pass qhov chaw qoj ib ce lub logo no pom txog Kojtxoj kev muaj cai tsim nyog rau qhov txiaj ntsig no.

Cov lus qhia txog kev siv koj daim npav

Kuaj xyuas koj daim npav ID tswv cuab tshiaj kom paub tseeb tias koj cov ntaub ntawv qhia paub raug lawm. Ntawm no yog lwm cov lus qhia ob peb qho:

- Nqa koj daim npav nrog koj tas li
- Muab koj daim npav ID tswv cuab qub pov tseg
- Muab koj cov ntaub ntawv qhia paub hauv daim npav ID tswv cuab tshiaj rau koj cov kws muab kev pab cuam kho mob thiab cov khw muag tshuaj tam sim no.
- Npaj koj daim npav kom txhij thaum twg los xij uas koj hu tuaj rau peb
- Yog tias koj ua koj daim npav ploj, rub tawm los sis thov kev hloov pauv los ntawm koj tus as khauj tswv cuab hauv online los sis hu rau lub chaw pab cuam tus neeg qhua

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 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:

- **Member Handbook (Phau Ntawv Qhia Tswv Cuab)** — Muab cov ntaub ntawv qhia paub meej tseem rau koj hais txog yam uas tau txais kev pab them nqi duav roos los ntawm koj li phiaj xwm tuav pov hwm, xam nrog rau koj cov kev muaj cai thiab cov luag hauj lwm ntawm tus tswv cuab
- **Provider and Pharmacy Directory (Phau Ntawv Teev Npe Kws Muab Kev Pab Cuam thiab Khw Muag Tshuaj)** — Cov ntawv teev npe cov kws kho mob, cov kws kho hniav, cov khw muag tshuaj, cov tsev kho mob thiab cov kws tig kho txha nqaj qaum uas nyob hauv peb pab pawg koom tes, nrog rau cov ntsiab lus ntxaws txog txoj kev txawj tshwj xeeb, hom lus uas hais, kev nkag cuag tau rau ADA, kev muaj tus neeg mob tshiab, lub tshev kawm kho mob uas tuaj koom nrog, chaw nyob txhij txhua thiab qhov txheej xwm ntaub ntawv pov thawj ntawm pab thawj coj
- **List of Covered Drugs (Formulary) (Daim Ntawv Teev Npe Tshuaj Uas Tau Txais Kev Duav Roos (Tus QauvTshuaj))** — Cov ntawv teev npe seb cov tshuaj twg uas koj txoj phiaj xwm duav roos

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

Hauv Online: Saib los sis luam tawm *Member Handbook*, *Provider and Pharmacy Directory* thiab *List of Covered Drugs (Formulary)* los ntawm **ucare.org/member-documents**. Los sis rau npe nkag mus rau hauv koj tus as khauj tswv cuab hauv online ntawm **member.ucare.org**.

Thov cov ntaub ntawv luam tawm los hauv ob txoj hau kev:

1. Hauv Online — Rau npe nkag mus rau koj tus as khauj tswv cuab ntawm **member.ucare.org** thiab xa qhov kev thov tuaj rau peb
2. Hu xov tooj — Hu rau lub chaw muab kev pab cuam tus neeg qhua

Cov txiaj ntsig tshuaj

Kuaj xyuas koj li kev pab them nqi duav roos tshuaj

Khaws koj cov nqi qis los ntawm kev ua kom paub tseeb tias koj cov tshuaj muaj nyob rau hauv daim ntawv teev npe tshuaj (tseem hu ua cov qauv). Koj tuaj yeem kuaj xyuas daim ntawv teev npe tau tas li ntawm **search.ucare.org**. Xaiv “Drug List (Daim Ntawv Teev Npe Tshuaj)” los ntawm cov ntawv qhia xaiv nyob rau sab saum toj ntawm nplooj ntawv thiab xaiv koj txoj phiaj xwm tshwj xeeb los ntawm cov ntawv qhia xaiv “Pick your plan” (Xaiv koj txoj phiaj xwm). Daim ntawv teev tshuaj no yog hloov kho txhua hli.

Yog tias koj muaj daim ntawv xaj rau cov tshuaj uas TSIS nyob hauv daim ntawv teev npe tshuaj, tus nqi yuav siab dua, yog li nrog koj tus kws kho mob tham txog seb cov tshuaj twg tau txais kev duav roos thiab cov tshuaj uas koj xav tau.

Txoj kev sau cov ntawv sau yuav tshuaj

Koj tuaj yeem xaiv los ntawm peb txoj hauv kev los sau koj cov tshuaj:

- Kom koj tus kws kho mob xa koj cov tshuaj mus rau lub tsev muag tshuaj nyob rau hauv koj txoj kev npaj network
- Nqa daim ntawv sau tshuaj mus rau lub tsev muag tshuaj hauv koj pab pawg koom tes nawm lub phiaj xwm
- Siv Lub Khw Muag Tshuaj Uas Xaj Hauv Kev Xa Ntawv Ntawm Costco (Costco Mail Order Pharmacy)

Lub Khw Muag Tshuaj Uas Xaj Hauv Kev Xa Ntawv Ntawm Costco

Txuag sij hawm nrog kev xa khoom hauv tsev pub dawb los ntawm Costco Mail Order Pharmacy thiab koj tsis tas yuav yog tus tswv cuab Costco siv cov kev pabcuam no. Txhawm rau kom paub ntau ntxiv, mus saib hauv **ucare.org/pbm**.

Txuag ntau dua thaum koj siv lub khw muag tshuaj network

Sau koj cov ntawv xaj thoob tebchaws ntawm ib qho ntawm peb 63,000 lub khw muag tshuaj hauv lub network thiab them nyiaj tsawg rau koj cov tshuaj. Txhawm rau nrhiav lub khw muag tshuaj hauv pab pawg koom tes nyob ze koj, siv cov cuab yeej tshawb nrhiav pab pawg koom tes ntawm **search.ucare.org**.

Qhov chaw los txais txoj kev saib xyuas kho mob

Siv cov lus qhia no los xyuas kom meej tias koj tau txais kev saib xyuas zoo raws sij hawm.

Nurse Line



Nrog tus kws tu neeg mob tham, yuav khoom hauv 24/7, txog:

- Cov ntaub ntawv qhia paub txog kev noj qab haus huv uas ntseeg siab tau
 - Lus taw qhia txog theem kev saib xyuas zoo twg uas tsim nyog
- Hu rau 1-800-942-7858 (TTY 1-855 307-6976), 24 teev hauv ib hnuv, xya hnuv hauv ib lub lim tiam

Kev saib xyuas kho mob hauv online



Muaj hauv 24/7 rau cov zej xeeb mob uas keev muaj xws li:

- Pob kab ntxau
- Fab khoom noj
- Ua daus no, hnoos thiab mob khaub thuas
- Qhov muag liab
- Kab tom
- Mob pob ntseg

Kev saib xyuas kho mob hauv online tau txais kev pab cuam los ntawm:

- **virtuwell.com**
- **cvs.com/minuteclinic**
- **mhealthfairview.org/evisits**

Kev saib xyuas kho mob rau kev yooj yim



Cov kev tuaj ntsib kws kho mob kiag los sis tuaj ntsib hauv khoos phis tawj tuaj rau cov chaw kuaj mob uas ua tau yooj yim, feem ntau hauv cov khw muag khoom me, cov khw muag khoom noj thiab cov khw muag tshuaj, txog cov kev raug mob uas keev muaj thiab kev mob nkeeg xws li:

- Cov kev kis kab mob hauv qhov ntsej
- Kev kis kab mob hauv sinus thiab txhaws ntswg
- Cov kev txhaj tshuaj tiv thaiv kab mob
- Mob caj dab o
- Mob ua hlwb thiab riam hlais me
- Mob hlab zis thiab kev kis kab mob rau lub zais zis

Tus thawj kws kho mob



Qhov kev xaiv zoo tshaj plaws rau kev saib xyuas kho mob zoo tshaj plaws uas koj xav tau, xws li:

- Fab kev tiv thaiv kab mob (kuaj mob, cov koob tshuaj tiv thaiv kab mob thiab kev txhaj tshuaj tiv thaiv kab mob)
- Cov tsos mob tshiab los sis cov zwj ceeb mob ncuca ntev (mob kho zoo tsis tu qab)

Chaw Kho Mob Maj Ceev



Kev saib xyuas uas yuav tsum tau ua kiag tam sim ntawd tab sis tsis muaj kev phom sij rau lub neej txoj sia rau qee yam xws li:

- Mob nrob qaum, mob taub hau heev li thiab mob taub hau
- Pob txha lov, mob tej thooj nqaij thiab leeg
- Kub hnyiab me, riam hlais, qhov txhab, ua pob thiab kis kab mob
- Mob hawb pob, hlab ua pa o thiab kis kab mob hauv hlab ua pa

Kev kho mob xwm txheej ceev




Mus rau lub chaw kho mob xwm txheej ceev uas nyob ze tshaj plaws los sis hu rau 911 rau cov xwm txheej uas muaj kev phom sij rau lub neej txoj sia xws li:


- Cov tsos mob ntawm tus mob plawv nres (mob hauv siab, ua pa nyuaj los sis tsis hnov)
- Raug mob taub hau los sis cia li tsis meej pem
- Kub hnyiab loj, cov kab tawg pleb ua qhov txhab rua thiab los ntshav loj heev
- Cov tsos mob ntawm hlab ntsha hlwb tawg (hais lus tsis meej pem, cia li tag zog, tsis pom kev thiab kiv taub hau)


Tshawb nrhiav los ntawm koj qhov kev pab them nqi duav roos


Yuav nrhiav tau tus kws kho mob thiab koj cov tshuaj raws daim ntawv sau yuav tau yooj yim

Mus rau search.ucare.org txhawm rau tshawb nrhiav los ntawm phau ntawv teev npe hauv online. Siv qhov cuab yeej hauv oos lais txhawm rau nrhiav:

 **Cov Neeg**
Cov kws kho mob, cov kws kho mob paub tshwj xeeb, cov kws kho pob txha thiab lwm hom 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**
Cov khw muag tshuaj me hauv pab pawg koom tes

 **Daim ntawv teev npe tshuaj**
Cov tshuaj hauv daim ntawv sau qhia uas tau txais kev duav roos thiab cov kev txwv

Cov Nqe Lus Nug Uas Nquag Nug txog qhov cuab yeej tshawb nrhiav hauv online

Vim li cas kuv thiaj li pib los ntawm kev xaiv txoj phiaj xwm?

Peb xav ua kom ntseeg tau tias cov tswv cuab uas siv qhov cuab yeej tsuas yuav saib cov neeg, cov chaw thiab cov khw muag tshuaj uas muab cov kev pab cuam rau lawv txoj phiaj xwm nkaus xwb.

Yuav ua li cas yog kuv tsis paub kuv txoj phiaj xwm?

Muaj peb txoj hau kev uas koj tuaj yeem paub tau koj txoj phiaj xwm lub npe tau sai-sai:

- Daim npav ID tswv cuab: Lub npe ntawm koj lub phiaj xwm tshwj xeeb raug muab teev npe cia hauv "Care Type" (Hom Kev Saib Xyuas)
- Tus as khauj tswv cuab hauv online: Rau npe nkag ntawm member.ucare.org. Thaum koj tau rau npe nkag hauv koj tus as khauj tswv cuab hauv online uas muaj kev ruaj ntseg lawm, ces nias rau tshooj "My Policy" (Kuv Tsab Cai) hauv daim phiaj qhia. Koj lub phiaj xwm kev saib xyuas kho mob ntawm UCare raug muab teev tseg hauv "Plan Name" (Lub Npe Phiaj Xwm)
- Lub chaw pab cuam tswv cuab: Hu rau peb. Peb yeej zoo siab los pab tas li!

Thaum ntaus qhov chaw rau lawm, kuv puas yuav tsum tau xaiv ib qho ntawm cov kev xaiv uas tshwm hauv lub npov rub nqis uas qhia txog cov tshawb nrhiav tau?

Yog — qhov cuab yeej no siv thev naus laus zis qhia chaw hauv Google. Koj yuav tshawb nrhiav pom zoo tshaj plaws los ntawm kev xaiv ib qho ntawm cov kev xaiv chaw uas pom tshwm no.


Cov khoos kas thiab cov chaw pab cuam tswv cuab


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


UCare Health Ride muab kev thauj mus los uas tsis muaj nqi mus rau thiab los ntawm cov kev tuaj mus ntsib kws kho mob, mus kho hniav thiab mus tom khw muag tshuaj uas tau txais kev duav roos. Cov tswv cuab kuj tuaj yeem tau txais kev thauj mus rau lub chaw hauj lwm hauv cheeb tsam nroog los sis hauv chaw haiv neeg tsawg, los sis MNSure Navigator lub chaw hauj lwm. Nyob rau kis uas yog xwm txheej ceev hu rau 911.


Hu rau UCare Health Ride tus xov tooj ntawm 1-800-864-2157 (TTY 1-800-688-2534), 7 teev sawv ntxov – 8 teev tsaus ntuj, Hnub Monday – Hnub Friday, los sis nkag mus saib hauv ucare.org/healthride.

Cov kev xaiv ntawm kev siv tsheb thauj mus los

 **Tsheb npav thauj pej xeeb los sis 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 nroog txhawm rau los tham txog cov kev xaiv them nyiaj rov qab.

Cov kev pab cuam txog Kev Noj Qab Haus Huv Fab Kev Puas Siab Puas Ntsws thiab Kev Tsis Meej Pem 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
- Kev xa mus kho mob thiab kev sab laj pab tswv yim nrog kev tswj hwm qhov xwm txheej kev noj qab haus huv fab kev puas siab puas ntsws thiab kev tsis meej pem 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

Hu rau UCare tus xov tooj UCare Mental Health and Substance Use Disorder Triage Line ntawm 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 phiaj xwm suav xam nrog rau qhov kev pab cuam ntawm Care Navigator 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.

Txhawm rau kawm paub ntxiv, los sis yog tias koj muaj lus nug txog tias leej twg yog koj Tus Neeg Taw Qhia Kev Saib Xyuas, hu rau Tus Neeg Taw Qhia Kev Saib Xyuas tus xov tooj ntawm 612-676-6502 los sis 1-877-903-0062 (TTY 1-800-688-2534), 8 teev sawv ntxov – 4:30 teev yuav tsaus ntuj, Hnub Monday – Hnub Friday.

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.

Ib tus neeg cev lus rau txoj kev saib xyuas kho mob yuav pab tau koj. Tus neeg no yuav txuas lus nrog koj, koj tsev neeg, qhov chaw tshiab (tsev kho mob, tsev laus, thiab lwm qhov chaw) 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, 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 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.

Quit Smoking and Vaping Program

Kawm txoj hau kev txiav luam yeeb, cov luam yeeb pa los sis cov luam yeeb zom. UCare cov tswv cuab tuaj yeem tau kev pab yam tsis muaj kev tsub nqi los txiav luam yeeb los ntawm tus xov tooj pab txiav luam yeeb thiab luam yeeb nicotine. Daim ntawv lo txiav cov kuab nicotine, cov tshuaj zom los sis cov tshuaj zoo mob qa kuj muaj rau UCare cov tswv cuab yam uas tsim nyog.

Txais kev pab cuam txog tshem tawm tus cwj pwm los ntawm kev nplij siab ntawm koj tus kheej lub tsev:

- Hu rau tus xov tooj txiav luam yeeb thiab kuab nicotine 1-855-260-9713 (TTY 711), khoom hauv 24 teev hauv ib hnuv, xya hnuv hauv ib lub lim tiam
- Mus saib hauv [myquitforlife.com/ucare](https://www.myquitforlife.com/ucare)
- Rub tawm lub app siv hauv xov tooj ntawm tes Rally Coach Quit For Life

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 keeb kwm mob los sis muaj kev pheej hmoo rau cov kev mob ntev xws li cov zwj ceeb mob xws mob ntsws hawb pob, mob raum ntev, mob ntshav qab zib, mob raum zoo tsis tu qab los sis plawv nres.

Hu rau UCare tus xov tooj pab tswj tus kab mob ntawm 612-676-6539 los sis 1-866-863-8303 (TTY 612-676-6810 los sis 1-800-688-2534).

Cov chaw muab kev pab cuam rau txoj kev kho hniav

Koj yuav nrhiav tau daim ntawv teev npe txog cov txiaj ntsig kev kho hniav uas tau txais kev duav roos hauv koj *Member Handbook (Phau Ntawv Qhia Tswv Cuab)*. Cov txiaj ntsig no suav muaj ntau cov kev pab cuam kuaj kab mob, kev tiv thaiv kab mob thiab kev txhim kho kom zoo los.

UCare Dental Connection

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

Hu rau UCare tus xov tooj Sib Txuas Mus Rau Kev Kho Hniav ntawm 651-768-1415 los sis 1-855-648-1415 (TTY 612-676-6810 los sis 1-800-688-2534), 7 teev sawv ntxov – 7 teev tsaus ntuj, Hnub Monday – Hnub Friday, los sis mus saib [ucare.org/dentalconnection](https://www.ucare.org/dentalconnection).

UCare Mobile Dental Clinic

UCare muab cov kev kuaj kaus hniav, cov kev tu hniav thiab kev saib xyuas txhim kho yooj yim uas muaj UCare Lub Chaw Kho Hniav Taug Kev Mus Los Tau. Hu rau kom paub seb lub tsev kho mob yuav nyob ze koj los yog mus rau [ucare.org/mdc](https://www.ucare.org/mdc) thaum twg rau cov hnuv thiab qhov chaw uas tau teem tseg.

Teem sij hawm rau koj qhov kev teem caij mus ntsib kws kho mob los ntawm kev hu rau 1-866-451-1555 (TTY 1-800-627-3529), 8 teev sawv ntxov – 4:30 teev tsaus ntuj, Hnub Monday – Hnub Friday.

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.

Mus kawm hauv ib chaw kawm, txais qhov kev txo nqi

Cov tswv cuab tau txais kev txo nqi siab txog li \$15 rau feem ntau cov chav kawm hauv zej zog hauv Minnesota. Kuaj xyuas daim ntawv cai cheeb tsam ntawm kev muab kev kawm rau cheeb tsam zej zos los sis tiv tauj rau koog tsev kawm ntawv txum chaw hauv zej zos rau cov sij hawm thiab cov chaw ntawm chav kawm. Txhawm rau koj tau txais koj qhov kev txo nqi, tsuas muab 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.

Koj txoj kev npaj suav nrog cov nyiaj cheb tsis txwv txhua xyoo (ib qho ntawm qhov kev sau npe qhib kawm).

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 24,000 koom nrog cov chaw tawm dag zog thooob teb chaws, ntxiv rau:

- Ntau txhiab cov kev xav tau thiab cov chav kawm qoj ib ce hauv oos lais
- 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 hauv 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
- Kev ua ub no hauv zej zog, cov chav kawm hauv zej zog, thiab cov xwm txheej muaj rau kev koom tes hauv online los sis ntawm tus kheej

Nrhiav cov chaw koom nrog nyob ze koj ntawm [ucare.org/onepass](https://www.ucare.org/onepass) los sis hu rau 1-877-504-6830 (TTY 711), 8 teev sawv ntxov – 9 teev yuav tsaus ntuj, Hnub Monday – Hnub Friday.

Cov kev luv nqi hauv khw muag khoom noj

Koj tuaj yeem txuag tau nyiaj txog kev yuav cov khoom noj zoo rau lub cev xws li mis, khaub cij nplej whole-grain, nqaij ntshiv, qe, mis nyuj qaub, txiv hmab txiv ntoo, zaub thiab ntau yam ntxiv ntawm cov khw muag khoom noj uas koom nrog. Cov kev luv nqi hauv txhua lub lim tiam yuav muab ntim rau ua ntej rau hauv koj daim npav Healthy Benefits+ Visa® ntawm UCare. Cia li sab kees koj daim npav Healthy Benefits+ thaum them kom nkag mus tau rau koj qhov kev luv nqi.

Txhawm rau tso npe rau koj daim npav thiab kawm paub ntau ntxiv, mus saib hauv [healthybenefitsplus.com/ucare](https://www.healthybenefitsplus.com/ucare) los sis hu rau 1-833-862-8276 (TTY 711).

Daim npav Healthy Benefits+ Visa®

Koj daim npav Healthy Benefits+ Visa ntawm UCare muab tau kev hloov pauv tau yooj yim thiab kev siv tau yooj yim ntawm ib daim npav rau:

- Cov kev luv nqi hauv khw muag khoom noj
- Cov khoom plig thiab kev txhawb siab

Koj daim npav Healthy Benefits+ Visa tuaj yeem ntxiv nyiaj tau rau hauv txhua xyoo thiab yuav siv tau kom txog hnub tag sij hawm los sis koj tsis ua tus tswv cuab ntawm UCare mus ntxiv lawm. Nco ntsoov khaws koj daim npav cia, vim tias peb yuav tsis xa daim tshiab tuaj rau koj hauv txhua xyoo lawm. Daim npav yuav siv tsis tau yog tias koj tsis yog tus tswv cuab ntawm UCare. Cov nyiaj ntawm qhov nyiaj pab thiab cov hnub tag sij hawm yuav sib txawv raws lub khoos kas.

Txhawm rau kawm paub ntxiv, rau npe rau koj daim npav los sis kuaj xyuas koj qhov nyiaj seem hauv daim npav, mus saib hauv [healthybenefitsplus.com/ucare](https://www.healthybenefitsplus.com/ucare) los sis hu rau 1-833-862-8276 (TTY 711). Tus naj npawb xov tooj no kuj muaj nyob rau sab tom qab ntawm koj daim npav Healthy Benefits+ Visa ib yam thiab.

Connect to Wellness Kit

Kev Xaj Txoj Kev Txuas rau Cuab Yeej Kev Noj Qab Nyab Xeeb los pab txhim kho koj txoj kev noj qab haus huv thiab kev noj qab nyob zoo. Txhua yam cuab yeej siv suav nrog cov cuab yeej - tsis muaj nqi ntxiv rau koj lawm.

Cov tswv cuab tuaj yeem xaiv ib qho ntawm cov khoom siv hauv qab no:

- Fitness Kit
- Sleep Aid Kit
- Stress Relief Kit
- Dental Kit
- Smart Home Device Kit

Muaj peb txoj hau kev yuav xaj tau pob khoom*:

1. Sau daim foos nyob sab tom qab ntawm phau ntawv qhia no
2. Xaj los ntawm koj tus as khauj tswv cuab hauv online ntawm [member.ucare.org](https://www.member.ucare.org). Mus rau Health & Wellness (Kev Noj Qab Haus Huv thiab Kev Noj Qab Nyob Zoo) thiab mus rau Wellness, Rewards & Allowance (Kev Noj Qab Nyob Zoo, Cov Khoom Plig thiab Nyiaj Pub Dawb) txhawm rau ua kev xaj koj qhov khoom.
3. Hu rau UCare Lub Chaw Muab Kev Pab Cuam Tus Qhua ntawm tus naj npawb nyob sab tom qab ntawm koj daim npav ID tswv cuab

*Yuav tsum yog tus tswv cuab UCare uas muaj cai nyob rau ntawm lub sij hawm uas txib yuav. Ciaj ciam txwv rau cuab yeej tuaj ib tug tswv cuab. Cov ntsiab lus qhov cuab yeej tej zaum yuav raug hloov. Thov tos li 4 – 6 lub lim paim rau txoj kev xa tuaj.

Keep Your Coverage

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 hauj 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 hauj lwm tshiab.

Hu rau UCare tus xov tooj pab cuam Tswj Koj Cov Kev Duav Roos ntawm 612-676-3438 los sis 1-855-307-6978 (TTY 612-676-6810), 8 teev sawv ntxov – 5 teev tsaus ntuj, Hnub Monday – Hnub Friday, los sis xa email KeepYourCoverage@ucare.org.

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 (hu ua Seats, Education and Travel Safety (SEATS) hauv Lus As Kiv). Cov tswv cuab ntawm UCare uas muaj cai tsim nyog uas tej zaum cev xeeb tub, los sis cov mem nyuam yaus uas muaj hnub nyoog qis dua 8 xyoo tuaj yeem tau txais chaw zaum hauv lub tsheb uas muaj kev kawm paub txog kev nyab xeeb. Hu rau lub chaw hauj lwm muab kev pab caum rau tus qhua txhawm rau nrhiav lub npe thiab tus xov tooj ntawm lub chaw koom tes nrog uas nyob ze koj.

Maternal and Child Health Program Line

Hu rau Tus Xov Tooj Ntawm Lub Khoos Kas Saib Xyuas Kev Noj Qab Haus Huv Rau Leej Niam thiab Tus Me Nyuam txog kev pab nrog cov ntaub ntawv qhia paub yooj yim thiab cov chaw muab kev pab cuam thaum cev xeeb me nyuam los sis tom qab yug koj tus me nyuam mos lawm.

Pab pawg saib xyuas Leej Niam thiab Tus Me Nyuam (hu ua Maternal and Child Health team hauv Lus As Kiv tuaj yeem txhawb nqa koj nrog:

- Cov kev xa mus rau cov kev pab cuam thaum cev xeeb me nyuam, tom qab yug me nyuam lawm los sis Lub Chaw Saib Xyuas Tus Me Nyuam Yug Tshiab Uas Mob Hnyav (Hu ua NICU hauv Lus As Kiv) Kev Tswj Hwm Kev Saib Xyuas Kho Mob
- UCare cov chaw pab cuam rau thaum cev xeeb me nyuam thiab tom qab ntawd
- Cov kev sib txuas mus rau cov chaw muab kev pab cuam hauv zej zog xws li Lub Khoos Kas Pab Khoom Noj Ntxiv Uas Tshwj Xeeb rau Cov Poj Niam, Cov Me Nyuam Mos thiab Cov Me Nyuam Yaus (hu ua WIC hauv Lus As Kiv) thiab lub khoos kas kev tuaj ntsib kiag hauv tsev

Txhawm rau tiv tauj Tus Xov Tooj Ntawm Lub Khoos Kas Pab Kev Noj Qab Haus Huv Ntawm Leej Niam thiab Tus Me Nyuam, hu rau 612-676-3326 los sis 1-855-260-9708, (TTY 711), 9 teev sawv ntxov – 5 teev 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 (hu ua Management of Maternity Services (MOMS) hauv Lus As Kiv). 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. Yog xav paub ntau ntxiv, hu rau lub chaw pab cuam tswv cuab los sis mus rau ucare.org/healthwellness.

daim ntawv xaj Connect to Wellness Kit

Saub xyuas koj tus kheej

Xaiv ib qho

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 xyoos raws daim ntawv teev suav hnub 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 tiam 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.

<p>Fitness Kit</p> <ul style="list-style-type: none"> • Lub moos soj taug kev tawm dag zog • Lub roj hmab rub ib ce • Tus pas muaj thob log luam nrob qaum 	<p>Sleep Aid Kit</p> <ul style="list-style-type: none"> • Lub tshuab tso pa tsw qab tswj kho mob nrog rau/lub tshuab tso suab thiab lub teeb hmo ntuj • Roj Zuaj Ib Ce 	<p>Dental Kit</p> <ul style="list-style-type: none"> • Tus pas txhua hniav hluav taws xob • Tshuaj txhuam hniav • Pas dig hniav • Lub hnab ntim khoom
<p>Stress Relief Kit</p> <ul style="list-style-type: none"> • Lub teeb tswj kho mob • Cov Koom Plaum Ua Si (Putty) • Khob Noom Push pop 	<p>Smart Home Device Kit</p> <ul style="list-style-type: none"> • Lub Cuab Yeej Siv Ntau Ntawv Hauv Tsev (Smart Home device) 	

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 (Kev Noj Qab Haus Huv thiab Kev Noj Qab Nyob Zoo) thiab mus rau Wellness, Rewards & Allowance (Kev Noj Qab Nyob Zoo, Cov Khoom Plig thiab Nyiaj Pub Dawb) 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 tswv cuab tus zauv ID _____

UCare tus tswv cuab hnub yug _____

UCare tus tswv uab lub npe _____

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

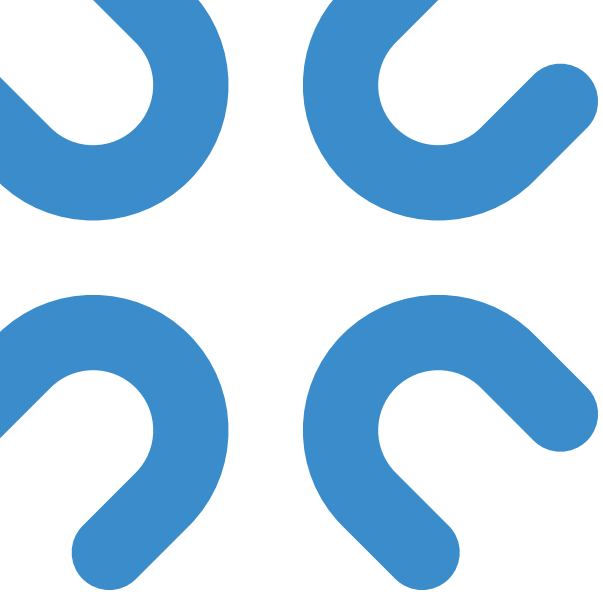
Lub Npe (npe thiab xeev) _____

Chaw nyob qhov chaw xa ntawv _____

Nroog _____ Xeev _____ Tus Zauv Chaw Nyob _____

Tus Xov Tooj _____

Tshem daim foos no ntawm qhov tho thiab muab rov qab rau hauv lub hnab ntawv.



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፡ ካለዎንም ክፍያ ይህንን ዶኩመንት የሚተረጎምሎ አስተርጓሚ ክፈለጉ ከላይ ወደተጻፈው የስልክ ቁጥር ይደውሉ።

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

ဟ်သုန်ဟ်သးဘန်တကွံ. ဝဲနမ့ၢ်လိန်ဘန်တၢ်မၤစၢၤကလိလၢတၢ်ကကျိးထံဝဲဒၣ်လံာ် တီလံာ်မိတခါအံၤန့ၣ်, ကိးဘန် လိတဲစိနီၢ်ဂံၢ်လၢထးအံၤန့ၣ်တကွံ.

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

ໂປຣດຊາບ. ຖ້າຫາກ ທ່ານຕ້ອງການການຊ່ວຍເຫຼືອໃນການແປເອກະສານນີ້ຟຣີ, ຈົ່ງ ໂທສໂປທິໝາຍເລກຂ້າງເທິງນີ້.

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

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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

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500 Stinson Blvd
Minneapolis MN 55413

612-676-3395 | 1-877-903-0061

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

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

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