

Cov naj npawb yuav tau paub

UCare Connect (SNBC) thiab UCare Connect + Medicare (HMO D-SNP)

UCare's Health Ride

612-676-6830 los sis 1-800-864-2157
TTY 612-676-6810 los sis 1-800-688-2534
7 teev sawv ntov – 8 teev yuav 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 Services Triage Line

Hais txog kev txhawb nqa rau thaum muaj kev kub ntxhov los sis kev pab yam tsis tu ncu los tswj kev noj qab haus huv fab kev puas siab puas ntsws los sis tus mob los ntawm kev siv tshuaj muaj yees.

612-676-6533 los sis 1-833-276-1185
TTY 1-800-688-2534
8 teev sawv ntov – 5 teev yuav tsaus ntuj
Hnub Monday – Friday

UCare Dental Connection

UCare Connect: 1-888-227-3310
UCare Connect + Medicare: 1-855-209-3155
TTY 1-800-466-7566
8 teev sawv ntov – 5 teev yuav tsaus ntuj
Hnub Monday – Friday

ucare.org/dentalconnection

UCare Mobile Dental Clinic

1-866-451-1555 TTY 1-800-627-3529
8 teev sawv ntov – 4:30 teev yuav tsaus ntuj
Hnub Monday – Friday

ucare.org/mdc

UCare 24/7 Nurse Line

1-800-942-7858
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 ntaub ntawv 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.

UCare Connect: 1-877-903-0061
UCare Connect + Medicare: 1-855-260-9707
TTY 1-800-688-2534

Tobacco and Nicotine Quit Line

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 ntov – 5 teev yuav tsaus ntuj
Hnub Monday – Hnub Friday
disabilityhubmn.org

Maternal and Child Health Program Line

612-676-3326 los sis 1-855-260-9708
TTY 711
9 teev sawv ntov – 5 teev yuav 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 ntov – 5 teev yuav tsaus ntuj
Hnub Monday – Friday
keepyourcoverage@ucare.org

Tsis paub meej tias yuav pib ntawm qhov twg? Hu rau UCare Customer Service (Lub Chaw Pab Cuam Rau Tus Qhua) thiab lawv yuav teb koj cov nqe lus nug.

UCare Connect

612-676-3395 los sis 1-877-903-0061
TTY 612-676-6810 los sis 1-800-688-2534
8 teev sawv ntov – 5 teev yuav tsaus ntuj
Hnub Monday – Hnub Friday

UCare Connect + Medicare

612-676-3310 los sis 1-855-260-9707
TTY 612-676-6810 los sis 1-800-688-2534
8 teev sawv ntov – 8 teev yuav tsaus ntuj
Hnub Monday – Friday

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

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

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

သတိ။ ဤစာရက်စာတမ်းအားအခမဲ့ဘာသာပြန်ပေးခြင်း အကူအညီလိုအပ်ပါက၊ အထက်ပါဖုန်းနံပါတ်ကိုခေါ်ဆိုပါ။

កំណត់សំគាល់ ។ បើអ្នកត្រូវការជំនួយក្នុងការបកប្រែឯកសារនេះដោយឥតគិតថ្លៃ សូមហៅទូរសព្ទតាមលេខខាងលើ ។

請注意，如果您需要免費協助傳譯這份文件，請撥打上面的電話號碼。

Attention. Si vous avez besoin d'une aide gratuite pour interpréter le présent document, veuillez appeler au numéro ci-dessus.

Thov ua twb zoo nyeem. Yog hais tias koj xav tau kev pab txhais lus rau tsab ntaub ntawv no pub dawb, ces hu rau tus najnpawb xov tooj saum toj no.

ဟ်သုဉ်ဟ်သးဘဉ်တက့ၢ်. ဖဲနမ့ၢ်လိဉ်ဘဉ်တၢ်မၤစၤကလီလၤတၢ်ကကျိးထံဝဲဒၣ်လံာ် တီလံာ်မိတခါအံၤန့ၣ်,ကိးဘဉ်လီတဲစိနီၢ်ဂံၢ်လၤထးအံၤန့ၣ်တက့ၢ်.

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

ໂປຣດຊາບ. ຖ້າຫາກ ທ່ານຕ້ອງການການຊ່ວຍເຫຼືອໃນການແປເອກະສານນີ້ຟຣີ, ຈົ່ງ ໂທໂປຣໂປທີໝາຍເລກຂ້າງເທິງນີ້.

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: 800-368-1019, TTY: 800-537-7697
Email: ocrmail@hhs.gov

Minnesota Department of Human Rights (MDHR)

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

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

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

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

Minnesota Department of Human Services (DHS)

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

- race
- color
- national origin
- 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