



2025 people powered update

We're UCare — your partners in health

For 41 years, we've been by your side. We're your friendly figure-outers. UCare is powered by hard-working people to fulfill our mission of improving the health of our members. Our goal has always been — and always will be — to de-complicate and go the extra mile to help you. We're honored to be here for you.

In this issue, we share 2024 highlights and show how your communities are the cornerstone of UCare. We reveal big ways our employees and the UCare Foundation give back, feature an employee who embodies our values and highlight members who are ambassadors for their health.

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2024 UCare by the numbers

594,092+ members



1,367,751+

virtual and in-person visits to fitness and activity centers by members



10,002,247

prescriptions covered



\$1.9+ million

earned in rewards and incentives by members for completing their preventive care and screenings



10,000+

supplies, including tote bags, wellness care kits, backpacks and health items, distributed to communities



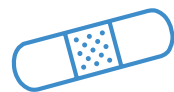
5,006

car seats distributed through UCare's Seats, Education & Travel Safety (SEATS) Program



\$10.4 million

saved by members who used their over-the-counter allowance



5,047

flu and COVID vaccines were administered at 48 UCare-hosted vaccine clinics



\$6.9 million

saved by members using their healthy foods allowance



\$2.67 million

saved by members using their utilities allowance

Celebrating 40 years of service

UCare gives back in a big way

UCare marked a big milestone in 2024, celebrating 40 years as a local, nonprofit health plan that de-complicates, advocates and goes the extra mile to improve our members' health. To mark the occasion, UCare leaders proposed a challenge for all employees: complete 40 acts of service at a nonprofit organization of their choosing. In typical UCare fashion, not only did employees answer the call, but they went above and beyond to make an impact. In total, employees completed more than 60 acts of service in and around the communities we serve.

From packing food at local food shelves to crocheting blankets for families without homes, UCare employees volunteered countless hours in 2024. Some employees volunteered in small groups, while others made their act of service a department-wide event. Still others volunteered remotely from home. No matter where or in what capacity employees chose to serve, each made a difference.

Highlights from the 40 Acts of Kindness challenge

Just in time for the winter weather, Pharmacy Operations Supervisor Amber Kern crocheted more than 100 hats for children without homes in the Twin Cities.

Members of the Marketing Department spent an afternoon sorting through donations, restocking shelves and assembling 300 lamps to improve the shopping experience for Bridging clients transitioning into homes and out of poverty. Bridging is an organization that empowers people to thrive in their homes by providing quality furniture and household goods.

Working in person and virtually, Information Technology and Integrated Care Management team members packed snack boxes to be distributed by Minnesota-based MATTER to local community partners in need. MATTER brings together companies and volunteers to launch projects that improve communities.

The Product Management team washed and prepared fresh produce to be distributed to families through Pillsbury United Communities. The

organization provides programs and services to historically marginalized and underserved groups in Minneapolis.

The Health Services Quality Improvement and Operations team coordinated a successful winter clothing drive.

Integrated Care Management and Marketing team members worked with the Steve Rummier Hope Foundation to pack more than 400 Narcan and 200 opioid test kits. The kits, distributed throughout the community, help prevent overdoses and save lives.



Many departments and individuals volunteered at local hunger relief organizations, including Feed My Starving Children and Second Harvest Heartland. UCare's Board of Directors and Executive Leadership team packed more than 3,000 pounds of food at Second Harvest Heartland, which works with food shelves and hunger relief programs in Minnesota and western Wisconsin to distribute food to those in need.

Employees contributed to more than 20 organizations. Other organizations that benefited from UCare employees' time and talents included Community Emergency Assistance Programs (CEAP), East Side Elders, EveryMeal, Gillette Children's Hospital, HandsOn Twin Cities, Hope Lodge, HOPE Network, Keystone Community Services, Mission of Mercy, Optage Meals, South Anoka Community Assistance and Stuff the Bus.

Helping the communities we serve

For more than 25 years, the UCare Foundation has improved the lives of members and communities through grants that address community health needs. In 2024, grants were awarded to initiatives focused on accessibility for people with disabilities, rural dental care access, nutrition and food security. Support from the UCare Foundation enabled organizations like People Incorporated and Route 1 to expand their programming further to help underserved, marginalized or at-risk populations.

Connecting families to mental health services

For over 50 years, People Incorporated has provided programs and services to Minnesotans, including crisis housing, outpatient clinics, residential treatment, behavioral health services and more. As of December 2024, the nonprofit organization, with support from the UCare Foundation, helped nearly 500 individuals and families connect with mental health support, housing support, case management and other community resources in Roseville and surrounding areas.

Partnering mental health specialists with police

The UCare Foundation's support provided de-escalation and trauma-informed training opportunities to 58 officers and officials with the Roseville Police Department. It also supported People Incorporated's Community Police Partnership program, which embeds mental health workers in community police departments throughout the Twin Cities.

In the fall, a People Incorporated mental health support specialist worked with members of the Roseville Police Department as they served warrants for prostitution promotion. During the operation, police discovered a person who was allegedly being trafficked. Because the mental health support specialist was there, she was able to quickly connect

the person with an interpreter and provide access to a domestic violence shelter for Mandarin- and Cantonese-speaking victims of human trafficking.

Supporting Black, Brown and Indigenous farmers

Route 1 helps Black, Brown and Indigenous people navigate a path toward profitable farming while increasing food access within communities of color. By supporting these emerging farmers, Route 1 helps create a more robust economy that ensures healthy and culturally relevant food for all.

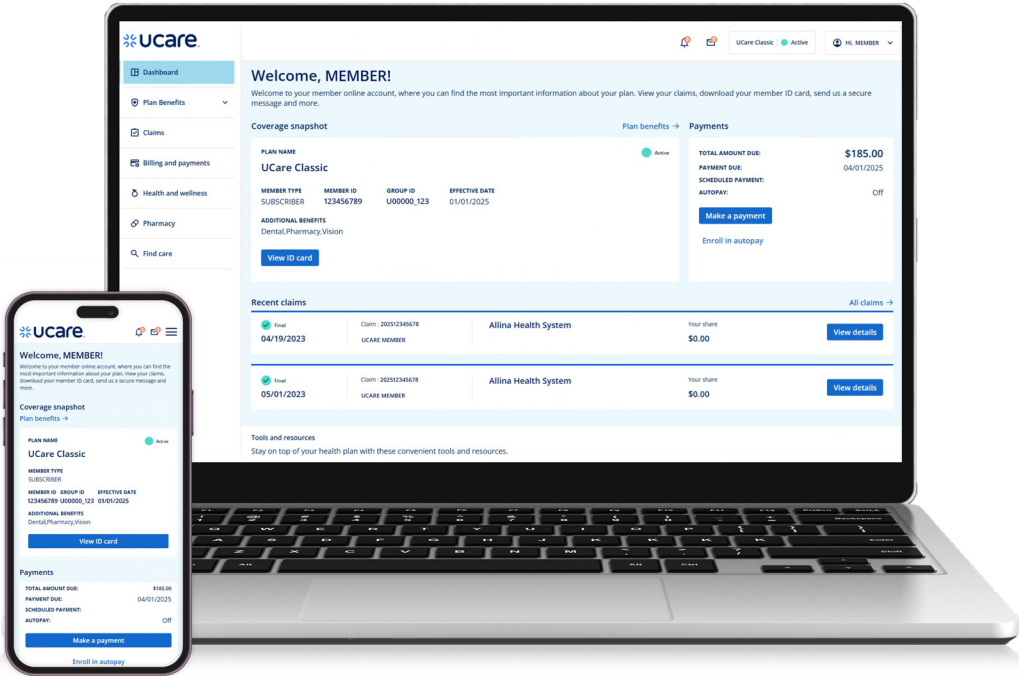


With support from the UCare Foundation, Route 1 helped nearly 100 Black, Brown and Indigenous emerging farmers in Minnesota. The farmers grew and delivered over 60,000 pounds of produce this past growing season to 6,000 families across the Twin Cities.

Additionally, Route 1 partnered with several local school districts to create awareness of agricultural programs. One such partnership involved a cohort of more than 50 high school seniors at St. Louis Park High School's Non-Traditional Academy. Through the program, students explored agriculture and the culture and justice of food.

About the UCare Foundation

Since 1998, the UCare Foundation has improved the lives of UCare members and their communities through grants that address urgent community health needs. The UCare Foundation focuses on initiatives that improve the health of underserved individuals — including seniors, people with disabilities, children and families across Minnesota. The UCare Foundation invests in high-impact services, education, community outreach and research addressing health equity, social drivers and access barriers.



Your health plan just got easier

Access your plan from anywhere with our enhanced mobile-friendly online member account.

Convenience at your fingertips

Get your health plan to work for you with features like:

- View your claims and payment history
- Set up recurring or one-time payments for your premiums (for eligible members)
- Check coverage information
- Review your Healthy Benefits+ Visa® card transactions and benefits
- Select accessibility preferences and a preferred language

Create your secure online member account

If you already have an online member account, you don't need to create a new username or password. If your plan covers more than one person, each person will need a separate login ID and password for privacy and convenience.

Tip: Have your full UCare member ID number available when creating your account. That number is on your member ID card.



To set up your account, scan this code or visit ucare.org/onlinememberaccount



Questions? Call the customer service number on the back of your member ID card



Employee spotlight Pang Cha, Community Outreach Manager

“Can I get your autograph?” is the last thing Pang Cha ever expected to hear in her role as Community Outreach Manager. She has been with UCare for 20 years, held a variety of positions, and has seen and heard a lot in her time; but that question still takes her by surprise. Years ago, Pang was featured in some of the first marketing pictures and commercials UCare created with its iconic five-seater bike. “Believe it or not,” says Pang, “when I am at community events, people will recognize me from commercials or point to the bike pictures and ask if that’s me; and sometimes they ask for my autograph.” She’s happy to oblige if someone asks, but for Pang, it’s always been about being a part of something bigger than herself.

After all, you can’t ride a five-seater bike on your own. The bike is people powered, and a successful ride requires support from others, plus a commitment to continuously moving in the right direction. These are all things Pang says she sees UCare, and her coworkers, exemplify every day. “At UCare we all have the same

passion — serving and supporting communities and our members. UCare really embodies their mission and values. They do what they say they’ll do. They don’t just talk the talk; they walk the walk.” It’s that shared passion and commitment to lift the community that really strikes a chord with Pang.

As the daughter of immigrant parents, she knows first hand how big an impact people and organizations who are willing to help can have. After the Vietnam War, many Hmong families were forced to flee from Laos. “My family were in one of the very first groups that immigrated to the United States. We were in a very unfamiliar place. Just imagine, you don’t speak English. You don’t know how to get housing or anything else. If it wasn’t for the sponsors and social workers helping us to get the services we needed, I would not be here today.” It’s an experience that deeply impacted Pang, but it wasn’t until she started at UCare that she discovered giving back to the community was her calling. “I’m very grateful to UCare for helping me

discover my true passion and helping to shape my personal and professional journey.”

In her current role, Pang supports UCare’s mission through strategic partnerships. She helps amplify what other community organizations are doing by helping coordinate funding and sponsorships, as well as hosting community events. Being able to make a difference drives her. “When I get to engage with the community, I can remind people there are organizations like us that are willing to help.” And it’s not just UCare members who benefit. UCare participates in more than 200 events a year, including the Minnesota State Fair, Twin Cities Pride, Juneteenth Minnesota and events focused on educating people about their health insurance options.

But it’s the Operation Community Connect (OCC) events that Pang says have some of the biggest impact. These events are hosted by Minnesota counties and sponsored by UCare. They connect low-income individuals and people without homes to local food resources and help them find jobs and housing. “People can also get free haircuts, legal services, clothing, books and more. It’s really a

one-stop-shop for individuals in the area. They can get free health screenings, vaccines, a meal and personal hygiene kits that UCare puts together.”

For many, experiences like this can be emotional. At a recent event, “The community organizers came over and said, ‘Thank you. You show up every time and that really makes a big difference.’” For Pang, these events are a reminder that “UCare truly is a community health plan. Not just because of their unwavering commitment to serving their members, but because of the amount of time, effort and financial resources that they put into giving back to the community.”

Helping to manage so many events keeps Pang’s hands full, so she stopped riding the UCare bike a few years ago. “It was a really fun, cool experience,” she says, but after three years of commercials, it was time to pass the handlebars to someone else. “There are so many employees serving and supporting our communities and members, and it’s important the community see the doers. People who look like them and talk like them.” UCare is people powered, and it’s the power of the people that brings a community together.



Get engaged Join the conversation about your health plan

Join a UCare enrollee advisory committee to get more involved with your health plan! Enrollee advisory committees are made up of current UCare members who meet several times a year to discuss their health plan experience, provide feedback on upcoming initiatives and share insights. Members or their caregivers can participate in these meetings online, in person or by phone. You can also submit comments in advance to be shared during the meeting.



Find out more

Visit ucare.org/getengaged or scan the code to to learn more and sign up for a committee.

More than a UCare member

Nancy Hennen embraced a new chapter in her life two years ago — retirement. After working for 44 years as a Certified Veterinary Technician and Practice Manager in a veterinary clinic, she decided it was time to take a step back and spend more time with her family. Although she was initially unsure if she'd enjoy retirement, Nancy is reveling in it, having recently celebrated her 45-year wedding anniversary in December.

With her decision to retire, she also had to choose a new health plan. She needed a plan that would best support her needs since she was no longer covered through her employer. Thanks to her husband's extensive research on health care and plan options, she chose UCare as her preferred health plan.

Shortly after she joined UCare as a Medicare Advantage plan member, Nancy discovered the power of being an active participant in her health plan. While attending a member informational meeting at the UCare Minneapolis office, she learned about the UCare Ambassadors program. UCare Ambassadors are current members who can join staff at health fairs and community events to share their UCare experiences with others and connect to the counties we serve. With more time on her hands and her can-do attitude, Nancy jumped at the opportunity to join the program. As one of our strongest supporters, Nancy serves as a vital link between our Medicare Advantage plans and the community, advocating on UCare's behalf and embodying our commitment to support members and give back through volunteer efforts.

Nancy loves giving back through UCare. Last fall, she helped distribute backpacks to excited students and families in St. Paul, making sure they were ready for the new school year. "That was so cool to see the little kids' faces light up when they showed up with their parents to pick their backpacks," she said. "That was the most rewarding feeling."

She also found great joy in making hygiene kits for those in need this past winter. Volunteers packed and delivered 1,500 kits to homeless shelters, transitional housing facilities and emergency crisis centers across 16 counties. Each kit included essential items like toothbrushes, socks, first aid supplies and more.



Nancy was even featured in a UCare video for the event, which captured her hard work and compassion for her community along with many others.

As an ambassador for UCare, Nancy also understands the importance of maintaining her health and well-being. By staying informed, monitoring her health needs and scheduling her appointments for preventive care, she has taken charge of her health and encourages others to do the same. "I think we need to stay on top of our annual exams by checking in with our doctors and following up with medications," Nancy said. "We have to be our own advocates with health care and UCare makes that pretty easy to do."

Nancy's dedication to community service and proactive engagement as a UCare member has significantly impacted her community. Her ability to empower others to prioritize their health and get more involved makes her a true ambassador for UCare.



Fill out our easy online testimonial form to let us know how UCare has made an impact on you.

Finding strength, support and peace of mind with UCare

Shawn, an Individual & Family Plan member since 2020, built a meaningful life in Woodbury, balancing work, family and the joys of watching her three sons grow into accomplished young adults. With a background in aviation, she contributed to 3M's corporate aviation department and travel management organization before stepping back to focus on family. Her husband, Mark, also had a long career at 3M, and together, they've supported their sons as they build their futures.

When Mark retired from 3M in 2019, they embraced a new chapter — launching a service business focused on supporting older people in late-life relocations. "It was a very rewarding experience to help seniors and their families navigate the next stage of life," reflected Shawn.

Self-employed and still a few years away from Medicare age, Shawn and Mark found themselves navigating unfamiliar territory: securing health insurance without employer coverage. With their youngest son, Leighton, still at home, they needed a plan that fit their family's needs. Recommendations led them to a broker, who introduced them to UCare. "UCare had a lot of great plan options," said Shawn. "The broad network of trusted providers offers the flexibility to find the best care. That really appealed to us." Little did they know how crucial that decision would become.

A life-altering diagnosis and UCare's unwavering support

In August 2023, Leighton, then a high school junior, was diagnosed with ulcerative colitis, a severe autoimmune disease that turned the family's world

upside down. What started as mild discomfort escalated rapidly. Within weeks, he was hospitalized, losing 35 pounds and facing the frightening possibility of colon removal.

During this time, UCare became more than just a health plan — it became a lifeline. From facilitating second opinions to ensuring access to top specialists at Children's Minnesota and MNGI Digestive Health, UCare made every step easier. The coverage allowed Shawn and Mark to focus on their son's recovery, rather than worrying about medical red tape. After months of intensive treatment, Leighton defied the odds and stabilized without surgery, reclaiming his life.

Moving forward with confidence

Today, Leighton is thriving. He's regained his strength, leads as a Youth Ambassador for the Crohn's & Colitis Foundation, and is preparing for his next adventure at Indiana University's Kelley School of Business. His resilience has been inspiring, and for Shawn and Mark, the experience reinforced the importance of having reliable, comprehensive health coverage.

Now, as they prepare for Leighton's graduation, family travels and new milestones, they do so with peace of mind — knowing UCare has their back. For early retirees, navigating the gap before Medicare can be daunting, but UCare has been the trusted partner they needed.

"It was important to us to take the time to understand our health coverage options," Shawn said of her experience. "A great health plan isn't just about cost — it's about security, support and the freedom to focus on what truly matters."

At UCare, our members are at the heart of our health plans. Your experience matters to us, whether you have a big story to tell or a short testimonial to share. Do you have an interesting story about how you found us? Has your plan supported you through a challenging time or a change in life? Let us know.



We want to hear from you

With our new online form, it's easier than ever to share how UCare has made a difference in your life. To fill out our member story form, visit ucare.org/story or scan the code.

UCare leadership

Executive Leadership

Hilary Marden-Resnik
President and Chief Executive Officer

Tenbit Emiru, M.D., Ph.D., MBA
Executive Vice President and Chief Medical Officer

Darin McDonald
Executive Vice President and Chief Information Officer

Beth Monsrud
Executive Vice President and Chief Financial Officer

Daniel Santos, Esq.
Executive Vice President and Chief Legal Officer

Pat Schmitt
Executive Vice President and Chief Administrative Officer

Jay Sivasailam
Executive Vice President and Chief Growth Officer

Marie Zimmerman
Executive Vice President and Chief Strategy Officer

Board of Directors

James Van Vooren, M.D., Chair
Patricia (Pita) Adam, M.D.
Jeff Bangsberg
Charity Bennett
Dorothy Bridges
Tom DePhillips
P. Jay Kiedrowski
James Koppel
Teresa McCarthy, M.D.
Anthony Mendoza
Mariam Mohamed
Allison O'Toole
William Roberts, M.D.
Martina Sagayam
Michael Wootten, M.D.

Consumer leadership on our board

UCare reserves seats on our Board of Directors for members. Here are members serving in this role. No elections were held for the UCare consumer board in 2024.

Jeff Bangsberg was elected to the board in 2020. His lengthy career as a policy expert and advocate for the disability community includes facilitating UCare’s Disability Advisory Council. He has also served as board chair for the Metropolitan Center for Independent Living and board member for the Metropolitan Area Agency on Aging. Jeff currently serves on the Compliance Committee and chairs UCare’s Disability Advisory Council.

Charity Bennett was elected to the board in 2016. She is a UCare Connect member and advocate for brain injury and disabilities issues. Charity serves on the board’s Governance & Equity Committee and is a member of UCare’s Disability Advisory Council.

P. Jay Kiedrowski served as UCare's at-large director for 10 years and became a consumer director in 2019. In 2022 he retired as a senior fellow from the University of Minnesota's Humphrey School of Public Affairs. He currently chairs UCare's Finance, Audit & Business Development Committee and serves on the Foundation Committee.

James Koppel was elected to the board in 2023. He serves on the Finance, Audit & Business Development Committee, chairs the Medicare Member Advisory Committee and is a current UCare Medicare member. Jim spent his career helping Minnesota children and families who faced challenges and inequities and continues to address health disparities for the board.

Mariam Mohamed was elected to the board in 2022. She has been an independent consultant and program facilitator since 2010, serving clients such as the Minnesota Department of Human Services, St. David’s Center for Child and Family Development, the Early Learning Council and UCare. She chairs UCare's Governance & Equity Committee and serves on the Compliance Committee.

Martina Sagayam was elected to the board in 2023. She is a member of the UCare Individual & Family Plans Member Advisory Committee and Compliance Committee and has been a UCare member since 2020. She has law degrees from the U.S. and England, and she can practice law in four countries, including her native country of Malaysia.

2024 Annual Report

UCare summarized statement of revenue and expenses	2024	2023
Revenues		
Premiums earned	\$6,259,799,311	\$6,160,303,304
Investment income (loss)	100,953,254	126,415,435
Total revenues	\$6,360,752,565	\$6,286,718,739
Expenses		
Medical and hospital services	\$6,266,326,837	\$5,660,003,984
Administrative expenses	601,655,654	682,288,011
Total expenses	\$6,867,982,491	\$6,342,291,995
Revenue over expenses	\$(507,229,926)	\$(55,573,256)

UCare summarized balance sheet	2024	2023
Assets		
Cash and investments	\$891,269,759	\$1,324,043,019
Receivables, net	521,441,384	459,423,039
Prepaid expenses	11,836,013	21,427,626
Property and equipment, net	63,254,445	84,874,494
Restricted assets	74,558,639	70,907,244
Other	2,243,293	1,702,860
Total assets	\$1,564,603,533	\$1,962,378,282
Current liabilities and net assets		
Claims and settlements payable	\$740,292,803	\$660,374,769
Trade payable and other	103,147,979	60,948,282
Accrued taxes and assessments	24,310,393	26,408,412
Accrued compensation	23,243,792	21,726,837
Unearned premiums	32,044,405	14,164,691
Total current liabilities	\$923,039,372	\$783,622,991
Long term liabilities	43,883,670	73,844,874
Net assets	597,680,491	1,104,910,417
Total liabilities and net assets	\$1,564,603,533	\$1,962,378,282

Years ended Dec. 31, 2024 and 2023

Toll free 1-800-203-7225, TTY 1-800-688-2534

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

သတိ။ ဤစွဲရက်စာတမ်းအားအခမဲ့ဘာသာပြန်ပေးခြင်း အကူအညီလိုအပ်ပါက၊ အထက်ပါဖုန်းနံပါတ်ကိုခေါ်ဆိုပါ။

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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。

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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.

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ໂປຣດຊາບ. ຖ້າຫາກ ທ່ານຕ້ອງການການຊ່ວຍເຫຼືອໃນການແປເອກະສານນີ້ພຣີ, ຈົ່ງໂທໂປທິໝາຍເລກຂ້າງເທິງນີ້.

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:

- | | | |
|---|---|---|
| <ul style="list-style-type: none">• race• color• national origin• creed• religion• sexual orientation• public assistance status | <ul style="list-style-type: none">• age• disability (including physical or mental impairment)• sex (including sex stereotypes and gender identity)• marital status | <ul style="list-style-type: none">• political beliefs• medical condition• health status• receipt of health care services• claims experience• medical history• genetic information |
|---|---|---|

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

UCare
Attn: Appeals and Grievances
PO Box 52
Minneapolis, MN 55440-0052
Toll Free: 1-800-203-7225
TTY: 1-800-688-2534
Fax: 612-884-2021
Email: cag@ucare.org

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

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

Civil Rights Complaints

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

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

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

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

Contact the OCR directly to file a complaint:

Office for Civil Rights
U.S. Department of Health and Human Services
Midwest Region
233 N. Michigan Avenue, Suite 240
Chicago, IL 60601
Customer Response Center: Toll-free: 800-368-1019
TDD Toll-free: 800-537-7697
Email: ocrmail@hhs.gov

Minnesota Department of Human Rights (MDHR)

In Minnesota, you have the right to file a complaint with the 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



500 Stinson Blvd
Minneapolis, MN 55413

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