



Koj phau ntawv qhia hauv xyoo 2024 mus rau UCare Prepaid Medical Assistance Program

(PMAP)

 **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 kev pab yam tsis tu ncu
txhawm rau tswj xyuas tus zwj ceeb mob huam
xeev los ntawm txoj kev noj qab haus huv ntsig
txog kev puas siab puas ntsws los sis kev quav
yeeb 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

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

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

Cov txheej lus

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Tsis paub meej tias yuav pib ntawm qhov twg?

Tsis paub meej tias yuav pib ntawm qhov twg? Hu rau UCare PMAP Lub Chaw Pab Cuam Tus Neeg Qhua
thiab lawv yuav pab teb koj cov nqe lus nug.

612-676-3200 los sis 1-866-599-2490

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

Zoo Siab Txais Tos rau UCare!

Peb zoo siab heev uas muaj koj los ua ib tug tswv cuab ntawm UCare Prepaid Medical Assistance Program (PMAP). Phau ntawv qhia no yuav pab koj kawm paub txog txoj hau kev siv cov txiaj ntsig thiab cov yam ntxwv zoo ntawm koj txoj phiaj xwm ntawm PMAP. Ua tib zoo tshuaj xyuas txog nws, khaws cia kom ncaj ke thiab mus saib tas li.

PMAP 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 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 yuav koj daim npav txheeb xyuas tus kheej (ID) tswv cuab tau
- Saib koj cov ntaub ntawv phiaj xwm ntawm UCare kom paub txog seb duav roos dab tsi thiab
- 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 txog 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 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.

612-676-3200 los sis 1-866-599-2490

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

Tab txawm tias peb yuav nkag siab tias koj tsev neeg muaj kev txhawj xeeb txog koj los xij, los peb yeej tsis tuaj yeem nthuav tawm cov ntaub ntawv qhia paub no rau cov tswv cuab ntawm koj tsev neeg paub uas hu xov tooj tuaj sawv cev tam koj, tshwj tsis yog tias koj yog leej niam thiab txiv/tus neeg saib xyuas thiab los sis muaj Tsab Ntawv Tso Cai Txoj Kev Sawv Cev Uas Tau Kev Tso Cai muaj npe kos rau lawm 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 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 yeej tseem ceeb no pab ua kom cov kws muab kev saib xyuas kho mob nkag siab koj txoj kev pab them nqi duav roos.

Tus naj npawb ID tswv cuab

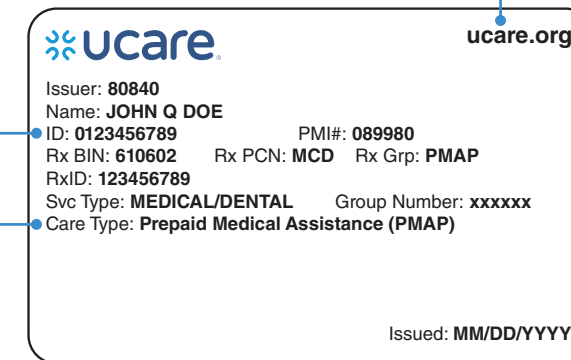
Tus naj npawb uas muaj kev ruaj ntseg uas tsis muaj neeg thooj koj.

UCare lub vev xaib

Nkag tau rau lub vev xaib tswv cuab thiab cov ntaub ntawv qhia paub uas pab tau zoo.

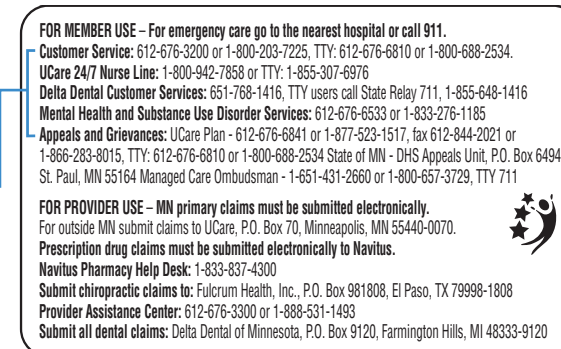
Lub npe phiaj xwm tuav pov hwm

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.



Health Club Savings

Lub cim lag luam ntawm Cov Kev Txuag Nyiaj Ntawm Lub Chaw Kev Noj Qab Haus Huv qhia pom txog koj qhov kev muaj cai tsim nyog rau hauv lub khoos kas.

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
- Qhia 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

Nws tseem ceeb heev los paub txog yam uas muaj xam nrog nyob rau hauv koj li phiaj xwm tuav pov hwm kev noj qab haus huv. Ntawm 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 tseeb 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 tsev 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 Qauv Tshuaj))** — Cov ntawv teev npe seb cov tshuaj twg uas koj txoj phiaj xwm duav roos

Qhov no yog txoj hau kev kom tau txais cov ntaub ntawv ntawm tswv cuab tseem ceeb no:

Hauv Online: Saib los sis luam tawm *Member Handbook (Phau Ntawv Qhia Tswv Cuab)*, *Provider and Pharmacy Directory (Phau Ntawv Teev Npe Kws Muab Kev Pab Cuam thiab Khw Muag Tshuaj)* thiab *List of Covered Drugs (Formulary) (Daim Ntawv Teev Npe Tshuaj Uas Tau Txais Kev Duav Roos (Tus Qauv Tshuaj))* 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 tsiaj ntsig txog tshuaj noj

Kuaj xyuas koj li kev pab them nqi duav roos tshuaj

Pab ua kom 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 yuav 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.

Kev ntxiv tshuaj raws daim 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 pab pawg koom tes ntawm txoj phiaj xwm
- Nqa daim ntawv sau tshuaj mus rau lub tsev muag tshuaj hauv koj pab pawg koom tes ntawm lub phiaj xwm
- Siv Lub Khw Muag Tshuaj Uas Xaj Hauv Kev Xa Ntawv Costco (Costco Mail Order Pharmacy)

Costco Mail Order Pharmacy

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 pab cuam 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 yuav 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**.

Yuav mus siv kev kho mob qhov twg

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 zwj ceeb 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 hlwv 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 ncuva ntev (mob kho zoo tsis tu qab)

Kev saib xyuas kho mob maj rawm



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 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 nyob hauv 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 online no los 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 hauv tsev, chaw kho mob hnav, kev saib xyuas maj rawm thiab ntau yam ntxiv

 **Cov khw 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 Cov Ntaub Ntawv Tuav Pov Hwm) 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 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 pab cuam 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 rau qhov mais kev uas yus khiav tsheb mus tau 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 nyob hauv pab pawg koom tes thiab paub 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.

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 lub khoos kas 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 cuam 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 Maternal and Child Health Program Line 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 Maternal and Child Health Program Line, 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](https://www.ucare.org/healthwellness).

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

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 hnub, xya hnub 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 cob qhia txog kev noj qab haus huv rau cov tswv cuab uas muaj cov zwj ceeb mob xws li tus kab mob ntsws uas muaj teeb meem kho zoo tsis tu qab, tus kab mob raum kho zoo tsis tu qab, mob taub hau heev, mob hawb pob, mob ntshav qab zib 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 Dental Connection 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 Dental Connection tus xov tooj 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 rau [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 Mobile Dental Clinic. 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 hnub 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

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

Cov kev pab cuam tiv thaiv kev noj qab haus huv

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

Daim npav Healthy Benefits+ Visa®

Koj daim npav Healthy Benefits+ Visa ntau UCare muab tau kev hloov pauv tau yooj yim thiab kev siv tau yooj yim ntauw 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 hnuv tag sij hawm los sis koj tsis ua tus tswv cuab ntauw 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 ntauw UCare. Cov nyiaj ntauw qhov nyiaj pab thiab cov hnuv 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 ntauw koj daim npav Healthy Benefits+ Visa ib yam thiab.

Health Club Savings

Koom rau chav kawm, ua hauj lwm nrog cov kev qoj ib cev nqa hlau hnyav, kawm ua luam dej cov chaw chav sim los sis sim ua qee yam tshiab. Health Club Savings muab ntau yam uas koj xav tau thiab kev hloov pauv yooj yim uas koj tsim nyog tau. Tuaj mus ntsib kws kho mob hauv lub chaw kev noj qab haus huv yam tsawg kawg 12 zaug toj hli hauv xyoo thiab koj tuaj yeem tau txais kev them nyiaj rov qab siab txog \$20 hauv koj cov nqi ua tswv cuab hauv chaw kev noj qab haus huv hauv txhua hli. Nqa koj daim npav ID tswv cuab ntauw UCare tuaj rau koj lub chaw kev noj qab haus huv kom rau tau npe. Txhawm rau kom pom daim ntauw teev npe tag nrho txog kev tuaj koom tau hauv chaw kev noj qab haus huv, mus saib hauv [ucare.org/fitness](https://www.ucare.org/fitness).

LivingWell Kids Kits

UCare muab cov pob khoom txog kev tawm dag zog thiab kev noj qab nyob zoo los pab cov me nyuam yaus kom hnov muaj zog thiab nyob zoo. Txhua pob khoom suav muaj cov cuab yeej khoom siv rau kev koom nrog los pab txhim kho kev noj qab haus huv thiab kev noj qab nyob zoo — uas koj tsis tau them dab tsi li. LivingWell Kids Kits muaj rau cov tswv cuab tam sim no uas muaj hnuv nyoog 17 xyoo los sis yau dua ntauw thaum yuav khoom.

Xaiv los ntauw ib qho ntauw cov kev xaiv pob khoom hauv qab no:

- Fitness Fun Kit
- Youth De-stress Kit
- Child Dental Kit
- Teen/tween Dental Kit

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

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

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 ntauw 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 ntauw UCare. Cia li sab kees koj daim npav Healthy Benefits+ thaum them kom nkag mus tau rau koj qhov kev luv nqi.

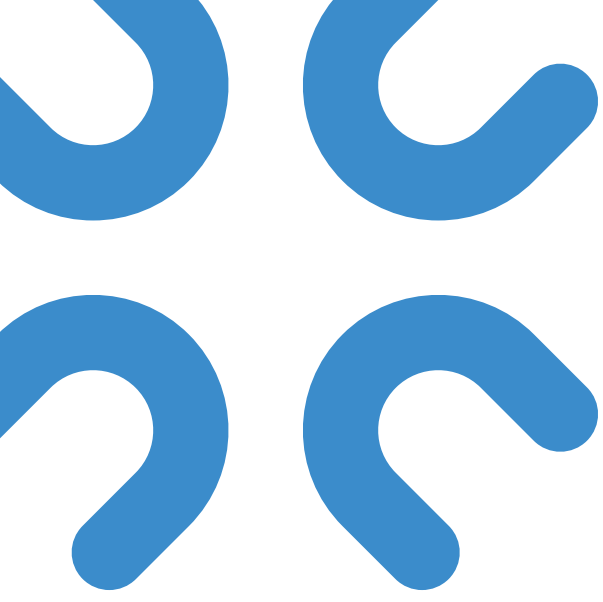
Txhawm rau tso npe rau koj daim npav thiab kawm paub ntau ntxiv, mus saib hauv [healthybenefitsplus.com/ucare](https://www.healthybenefitsplus.com/ucare) los sis hu rau 1-833-862-8276 (TTY 711).

Mus kawm hauv ib chawv 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 ntauw cai cheeb tsam ntauw kev muab kev kawm rau cheeb tsam zej zos los sis tiv tauj rau koog tsev kawm ntauw txum chaw hauv zej zos rau cov sij hawm thiab cov chaw ntauw chav kawm. Txhawm rau tau txais koj li kev luv nqi, tsuas qhia koj daim npav ID tswv cuab ntauw UCare thaum tso npe nkag rau hauv chav kawm xwb.

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

*Yuav tsum yog tus tswv cuab UCare uas muaj cai nyob rau ntauw 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 tiam rau txoj kev xa tuaj.



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

ያስተውሉ፡ ካለምንም ክፍያ ይህንን ደብዳቤ የሚተረጎምሎ አስተርጓሚ ከፈለጉ 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 ntauv no pub dawb, ces hu rau tus najnpawb xov tooj saum toj no.

ဟ်သုဉ်ဟ်သးဘဉ်တက့ၢ်. ဝဲနမ့ၢ်လိဉ်ဘဉ်တၢ်မၤစၢၤကလိလၢတၢ်ကကျိးထံဝဲဒၣ်လံာ် တီလံာ်မိတခါအံၤန့ၣ်,ကိးဘဉ် လိတဲစိနီၢ်ဂံၢ်လၢထးအံၤန့ၣ်တက့ၢ်.

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

ໂປຣດຊາບ. ຖ້າຫາກ ທ່ານຕ້ອງການການຊ່ວຍເຫຼືອໃນການແປເອກະສານນີ້ພຣີ, ຈົ່ງ ໂທໂປໂຫີໝາຍເລກຂ້າງເທິງນີ້.

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

612-676-3200 | 1-866-599-2490

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

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