

MOMS: Management of Maternity Services



Helpful tips for when you're
expecting a baby



Congratulations on your pregnancy!

Expecting a baby can be an exciting and busy time — and you don't have to go it alone. UCare is here for you. On the following pages, you'll find important information and resources to help you stay healthy and help your baby get a healthy start in life.

Pregnant members get extra health benefits! As soon as you learn you're pregnant, call your county office, MinnesotaCare or MNsure to learn about what extra health benefits may be available to you.

Questions?

Contact UCare Customer Service at the number on the back of your member identification (ID) card. Call 1-800-688-2534 toll-free (TTY 612-676-6810).

This book shares general recommendations only and should not replace advice from your doctor or nurse midwife. UCare staff and medical professionals produced the contents of this book.

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Pregnancy basics

Doctor visits during pregnancy

Prenatal care is health care for you and your baby during your pregnancy. You can get prenatal care from a doctor or nurse midwife. Seeing a doctor or nurse midwife during pregnancy helps you and your baby stay healthy.

During prenatal visits, your doctor or nurse midwife will answer your questions and check to make sure all is well with your pregnancy and your growing baby.

Talk to your doctor or nurse midwife about:

- Prenatal vitamins and eating healthy
- Exercise and healthy weight gain
- Getting enough sleep
- Your current health conditions and medications you are taking, or thinking of taking

Dental care during pregnancy

Don't forget to continue regular dental care during pregnancy. Visit [ucare.org/dentalconnection](https://www.ucare.org/dentalconnection) if you need help finding a dentist near you.



Immunizations (shots)

Ask your doctor or nurse midwife about getting a flu shot and other immunizations during pregnancy to help protect you and your baby.



Prenatal care visit schedule

Your doctor or nurse midwife will talk with you about prenatal care and what to expect. Be sure to ask your doctor how often you should visit them.

Pregnancy stage	Week 8 (first prenatal visit)	Weeks 8 – 28	Weeks 28 – 36	Week 36 – birth
When to schedule a visit	Week 8	Monthly	Every 2 weeks	Weekly
Ultrasound	•	•		
Check baby's heartbeat	•	•	•	•
Measure your belly to check baby's growth		•	•	•
Lab tests (e.g. blood and urine)	•	•	•	•
Weight and height	•	•	•	•
Blood pressure	•	•	•	•

Healthy eating

Good nutrition is vital to the health of your unborn baby. Eat a variety of fruits, vegetables, dairy, whole grains and lean protein. Be sure to drink enough water throughout the day to stay hydrated.

Food safety

- Clean hands, cutting boards, countertops and utensils before and after preparing meals
- Keep raw meat, poultry and fish separate from other foods
- Cook foods completely
- Make sure that cold foods stay cold
- Check expiration dates
- Throw away hot or cold foods left at room temperature for more than two hours

Foods to limit

- Limit cooked fish and seafood to 8 – 12 ounces a week
- You can eat all types of tuna, but limit white (albacore) tuna to 6 ounces a week

Food group	Recommended daily amount
 Grains bread, cereal, pasta, rice (whole grain when possible)	¾ – 1¼ cups
 Fruits apples, bananas, pears, oranges, melons	2 cups
 Vegetables bok choy, leafy greens, carrots, broccoli, corn	3 cups
 Dairy milk, cheese, yogurt	3 cups
 Protein lean meat, poultry, fish, eggs, nuts, canned or dried beans, tofu	¾ cup
 Liquids water, fruit and vegetable juice	8 – 10 cups

Food to avoid

- Raw or smoked fish or seafood (labeled nova-style, lox, kippered, smoke or jerky), unless it's cooked
- Tilefish, shark, swordfish, king mackerel, northern pike, muskie or larger, older walleye
- Fish from contaminated lakes or rivers. For a list of contaminated lakes and rivers, call the Minnesota Department of Health at 1-800-657-3908 toll-free.
- Unpasteurized milk or juice
- Cold hot dogs and lunch meats unless reheated until steaming hot
- Soft cheese, such as feta, and blue-veined cheeses, queso blanco, queso fresco and panela, unless it's made with pasteurized milk
- Refrigerated meat spreads or patés
- Saturated fats, added sugars and high sodium

Contact the Women, Infants, and Children (WIC) program for more information. WIC helps families buy groceries and provides breastfeeding support to new mothers. To learn more, call 1-800-942-4030 toll-free (TTY 711).

Get discounts on groceries

Get discounts on healthy foods like milk, whole-grain bread, lean meat, eggs, fruits, vegetables and more at participating grocery stores. Weekly discounts are pre-loaded onto your UCare Healthy Benefits+ Visa® card. Simply scan your card when paying to access your discount.

If you haven't received a Healthy Benefits+ card, call the customer service number on the back of your UCare member ID to request one.

To learn more or request a replacement card, visit healthybenefitsplus.com/ucare or call 1-833-862-8276 (TTY 711).

Learn more

Calorie and nutrient needs are different during pregnancy and breastfeeding. Talk to your doctor and visit myplate.gov/MyPlate-Plan to be sure you're getting the calories and nutrients you need to be healthy.

Extra support for your pregnancy

For when you need it most, UCare offers support programs for new mothers and mothers-to-be.

Maternal and Child Health Care Management Program

If you've been diagnosed with a pregnancy complication, high-risk pregnancy or need support after your baby is born, help is available. Maternal and Child Health Care Management services are offered to all eligible UCare members.*

Our prenatal and postpartum care managers provide education, support and a personalized care plan. For members with babies in a neonatal intensive care unit (NICU), UCare's NICU care managers provide additional help navigating the health care system and accessing services and resources.

Maternal and Child Health Program Line

Call the Maternal and Child Health Program Line for help with basic information and resources during pregnancy or after delivering your baby.

The Maternal and Child Health team can support you with:

- Referrals to pregnancy, postpartum or NICU Care Management services
- UCare resources for during and after pregnancy
- Connections to community resources such as WIC and home visitation program

Call 612-676-3326 or 1-855-260-9708 toll-free (TTY 711), 9 am – 5 pm, Monday – Friday. Holiday hours may vary. If you reach voicemail, leave your full name, member ID, phone number and best time to reach you. Calls are returned by the next business day.

*Available to Individual & Family Plan, MinnesotaCare, UCare Connect and Prepaid Medical Assistance Plan (PMAP) members.

UCare 24/7 Nurse Line

Get help from experienced nurses on what to do and where to go when you have a health concern. The Nurse Line is open 24 hours a day, seven days a week — including weekends and holidays.

UCare Individual & Family Plans
call 1-888-778-8204 toll-free
(TTY 1-855-307-6976).

UCare Individual & Family Plans with
M Health Fairview call 1-855-324-7843
toll-free (TTY 1-800-688-2534).

Prepaid Medical Assistance Program
(PMAP), MinnesotaCare, UCare Connect
and UCare Connect + Medicare members
call 1-800-942-7858 toll-free
(TTY 1-855-307-6976).



Taking care of your mental health

Depression and anxiety during and after pregnancy are common and treatable. Because depression feels different for everyone, it's important to know the signs and talk to your doctor right away if you think you may be depressed. You can get help and start feeling more like yourself again.

Depression and anxiety during pregnancy

Pregnancy can be a stressful and challenging time for many women. While it's normal to experience a wide range of emotions, be sure to speak to your doctor right away if you have any of the following symptoms:

- Frequent bouts of anxiety or feelings of sadness, emptiness or hopelessness
- Feelings of guilt, worthlessness or helplessness
- Chronic irritability or restlessness
- Problems concentrating or making decisions
- Difficulty falling asleep or sleeping too much
- Overeating or loss of appetite

Postpartum anxiety

Many women feel worried, nervous or uneasy after having a baby. Stress, not enough support, birth complications and hormone changes can all cause you to feel more anxious.

Tips to help you feel less anxious:

- Talk with your doctor, family or friends
- Ask for help from family and friends
- Try to sleep while your baby sleeps
- Be active, such as taking walks outside with your baby
- Connect with a moms support group

Baby blues and postpartum depression

Some women have the baby blues for a few days or a couple of weeks after having a baby. Postpartum depression may start like the baby blues, but the symptoms are stronger and last longer.

Common signs or symptoms:

- No appetite
- Worrying, sadness or frequent crying
- Intense irritability, anger or exhaustion
- Moderate to severe mood swings
- Hard time bonding with your baby

Help is available

Anxiety and depression are treatable conditions, but it's important to seek help right away.

Connect with someone at Postpartum Support International. Call or text 1-800-944-4773 (4PPD) or visit [postpartum.net/get-help](https://www.postpartum.net/get-help). You can also call or text the National Maternal Mental Health Hotline at 1-833-TLC-MAMA.



When to call 911

Call 911 right away if you have thoughts of harming yourself or your baby.

Substance use during pregnancy

Quit smoking and vaping

When you smoke, your baby smokes, too. Smoking while you're pregnant can lead to serious health problems, such as early labor. Smoking around your child after birth can increase health problems such as asthma and bronchitis. Each time you choose not to smoke or vape, you help your baby. Quitting is hard, but your baby's health is worth it.

Resources and incentives to quit

Learn how to stop smoking, vaping or chewing tobacco. UCare members get help at no charge to quit through the tobacco and nicotine quit line. Nicotine patches, gum or lozenges are also available to UCare members.

Get help to kick the habit from the comfort of your own home:

- Call the tobacco and nicotine quit line toll-free 1-855-260-9713 (TTY 711), available 24 hours a day, seven days a week
- Visit myquitforlife.com/ucare
- Download the Rally Coach Quit For Life mobile app

Avoid alcohol

Even small amounts of alcohol can cause big problems for some babies. No amount of alcohol has been proven safe during pregnancy. It's important that you do not drink any alcohol until your baby stops breastfeeding. Ask your doctor for help quitting alcohol.

Don't use drugs, except as prescribed by your doctor

If you use drugs, stop completely while you're pregnant and breastfeeding. Ask your doctor for help quitting drugs, and if your prescription drugs are safe to continue taking while pregnant.



Pregnancy complications

You know your body best

Talk to your doctor about anything that doesn't feel right or if you experience any of the following symptoms:

- Extreme swelling of your hands or face
- Chest pain or abnormal heartbeat
- Headache that won't go away
- Fever of 100.4°F or higher
- Dizziness or fainting
- Changes in your vision
- Severe nausea or pain
- Heavy vaginal bleeding or discharge during pregnancy

What to do if you have any warning signs

Call your doctor or midwife right away if you experience any unusual symptoms or warning signs.

Early delivery

You might start having contractions or other signs that your baby is coming too early. This is called pre-term labor. When a baby is born too early, they may have trouble breathing, eating, staying warm, seeing or hearing. Your baby could spend weeks or months in the hospital.

Warning signs of pre-term labor include:

- Bloody or unusual vaginal discharge
- Cramps that feel like your period
- Low, dull backache
- Contractions (tightening of your uterus)
- Leak or a sudden gush of fluid from your vagina
- Sudden swelling or puffiness
- Pressure in your back, abdomen, pelvis or thighs (like the baby is pushing down)

Need transportation?

It's important for you and your baby to go to all of your health care appointments. If you don't have a ride, you may be eligible for transportation assistance.

UCare Health Ride

Eligible members can get no-cost rides to and from covered medical, dental and pharmacy visits. Visit ucare.org/health-ride to learn more.





Getting ready for baby

Prepare for your baby's birth

Prepare for childbirth and breastfeeding with the following services.*

Doula services

A doula is a trained professional who can meet with you to provide education and support during pregnancy, labor, birth and during the first weeks after your baby is born.

If you're interested in working with a doula, check with your hospital or clinic to see if they offer the service. If they don't have doulas on staff, call the Maternal and Child Health Line at 612-676-3326 or 1-855-260-9708 toll-free, 9 am – 5 pm, Monday – Friday.

Childbirth and breastfeeding class allowance

- Childbirth preparation — learn what to expect and ways to cope during labor and delivery
- Breastfeeding — learn important information and tips to help you successfully breastfeed your baby

To find out more about where classes are offered, check with your doctor or midwife or call the customer service number on the back of your member ID card. You can also ask the customer service representative if the class qualifies for Health Ride.

*Doula services and childbirth classes are not covered for Individual & Family Plan and Individual & Family Plan with M Health Fairview members.

Hospital tours

Schedule a free tour at the hospital where you plan to give birth to learn what to expect and ask questions.



Your baby will need a doctor

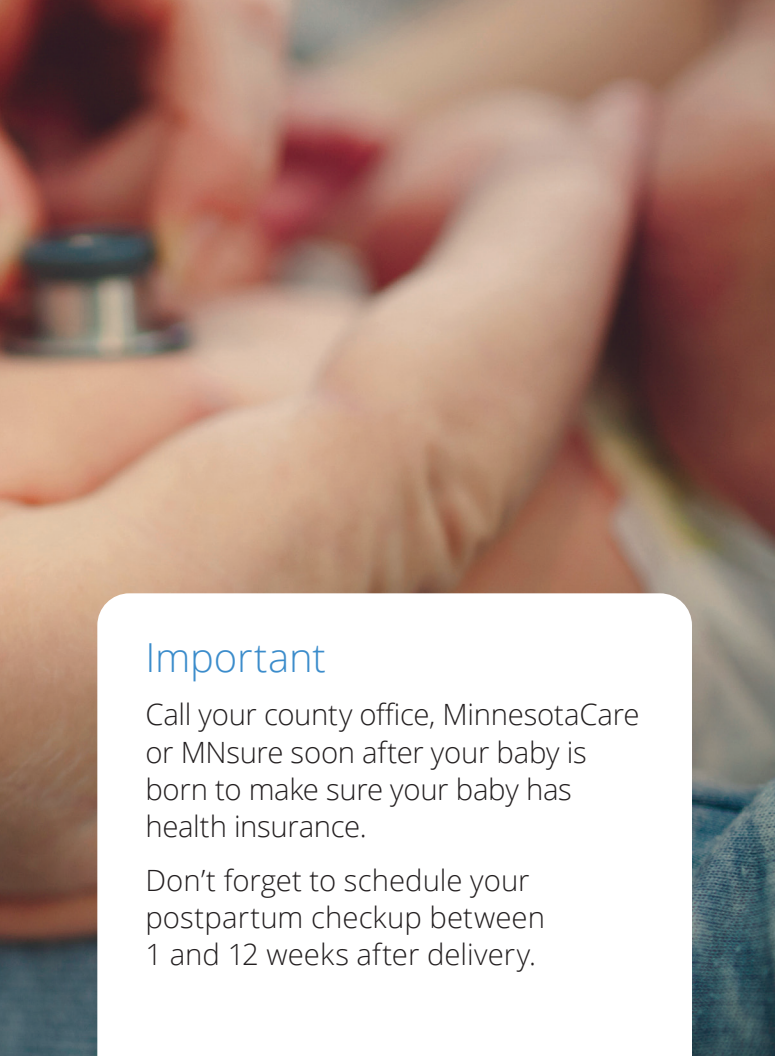
Your baby will need frequent checkups throughout the first few years to make sure baby is growing well. Choose a primary care clinic before your baby is born so you can easily make appointments in those first few weeks.

Annual checkups

Starting the first month of life, your baby will go to the doctor for checkups. During these visits, a doctor or nurse practitioner will:

- Make sure your baby's growth and development are on track
- Check for possible problems and, if needed, treat them early
- Protect your baby with immunizations (shots) that can help avoid serious diseases









Important

Call your county office, MinnesotaCare or MNsure soon after your baby is born to make sure your baby has health insurance.

Don't forget to schedule your postpartum checkup between 1 and 12 weeks after delivery.

Recommended checkup schedule

Every child needs to see their doctor for an annual wellness visit or checkup at these ages. These visits are available at no cost to you.

Age	 Doctor visit	 Dental visit	 Required shots (immunizations)	 Blood lead test
0 - 1 month	•		•	
2 months	•		•	
4 months	•		•	
6 months	•		•	
9 months	•			
12 months	•	•	•	•
15 months	•		•	
18 months	•	•	•	
24 months	•	•		•
30 months	•	•		

Flu shot recommended annually. First dental visit at eruption of first tooth or age 1.

Source: [cdc.gov/vaccines](https://www.cdc.gov/vaccines)

Car seats make riding safer

Why do I need a car seat for my child?

Children riding in a motor vehicle are safest when riding in a car seat that is properly installed. Be sure to get a car seat for your baby before your baby is born. You'll need a car seat to drive your baby home from the hospital.

How long will my child need to be in a car seat?

Babies and toddlers should ride in a rear-facing car seat (facing the back of the car) until they are 2 years old.

Toddlers who are 2 years old or older should be switched to a forward-facing car seat with a 5-point harness as soon as they reach the appropriate height and weight.

Children must remain in a booster seat until they are at least 9 years old or have outgrown it and can pass the five-step test that ensures the seat belt fits correctly.

How do I know I'm using the right car seat for my child?

Check the height and weight limits of your car seat to make sure they fit the height and weight of your child (look for guidelines on the side of the car seat). If your child is taller or heavier than the limits for the car seat, it's time to change to a larger car seat.

Can I use a car seat from a friend or family member?

Never use a car seat that has been involved in a crash or if you don't know the history of the car seat. It's also a good idea to search online for manufacturer recalls, in case there was a safety problem.

I have a car seat from my older child; can I use that?

If your older child's car seat has not expired (check sides for manufactured and expiration date), you should be able to use it.

Can I get a car seat from UCare?

Eligible UCare members can get a car seat and car seat safety education at no cost. Call the customer service number on the back of your member ID card for more information.

Where can I learn more?

For more information, including tips on how to install a car seat, visit [safekids.org/car-seat](https://www.safekids.org/car-seat).

Important

All babies and toddlers should ride with the car seat facing the back of the car (rear-facing) for as long as possible, or until they reach the rear-facing height and weight limits of their car seat.





After your baby is born

Postpartum care

Your newborn may be your priority, but your postpartum care is also important. Check in with your doctor within three weeks of giving birth and visit your doctor for a complete exam within 12 weeks. Your doctor may want to see you sooner depending on how your recovery is going.

Symptoms and warning signs

If you're experiencing any troubling symptoms, such as heavy bleeding, cramps or severe headache that won't go away, call your doctor. Visit [cdc.gov/hearher](https://www.cdc.gov/hearher) to learn symptoms to watch for after giving birth.

Important

Schedule a postpartum checkup soon after you give birth. Your doctor or midwife will check on how you're feeling emotionally and physically, and answer any questions you have.

Breastfeeding your baby

Why breastfeed your baby?

Breastfeeding provides the best food for your new baby. Breast milk helps protect against infections and allergies and is easier for babies to digest than formula.

How long should you breastfeed?

- Breastfeeding for any length of time will benefit your baby
- Experts recommend breastfeeding exclusively (no other food) for the first six months

What if you return to work or school, or need to be away from your baby?

UCare offers eligible members one breast pump per pregnancy. To order, call the UCare Customer Service phone number listed on the back of your member ID card.

How soon should you start to pump breast milk?

Talk with your doctor or nurse midwife to decide the best timing for you.

What if you have trouble breastfeeding?

Breastfeeding can be challenging and having trouble with it is normal. You may have an issue getting started or down the road. Help is available.

Contact:

- Your doctor or nurse midwife
- The hospital where you had your baby
- WIC (Women, Infants, and Children) at 1-800-WIC-4039 toll-free (TTY 1-800-627-3529)
- La Leche League at 612-922-4996 or visit **llofmndas.org**



Asking for help when you need it

Finding time to take care of yourself while caring for a newborn baby can be hard for even the most prepared parents. Before your baby is born, start to think about who you can go to for help.

Ways people can help you

You might want to ask family members, friends and neighbors to:

- Cook a meal or pick up groceries
- Clean or wash clothes
- Spend a few hours with your baby so you can take a nap
- Take any other children you may have for a few hours so you have some time alone with your new baby

Nurse visits

You may get a call from a public health nurse in your area. The nurse will ask how you and your baby are doing and if you would like the nurse to visit you at home. These visits are available at no cost to you. During the visit, the nurse will:

- Give you useful information on parenting, your baby's growth and development, and health and safety issues
- Ask how you've been feeling in the days since your baby's birth
- Answer your questions and share resources that can help you and your family



UCare and community resources

Try a parenting class

After your baby is born, you may want to take a class to learn more about your baby's growth, developmental phases and positive ways to parent. Check with your local school district to learn about Early Childhood Family Education (ECFE) and community education classes.

Early Childhood Family Education (ECFE)

(for parents of children under age 6)

- Sign up for group parenting classes
- Meet other parents
- Get answers to your parenting questions
- Learn about programs and resources
- Pay on a sliding fee scale (free of charge for some families)

Community education classes

You can opt in to get an allowance loaded onto your Healthy Benefits+ Visa card to use toward most community education classes nationwide. To find a class, check a local community education catalog or contact your local school district.

Be sure to use your Healthy Benefits+ card when you check out in person, over the phone or online.

To opt in to the allowance, call the customer service number on the back of your UCare member ID or log in to your online member account.

Visit [healthybenefitsplus.com/ucare](https://www.healthybenefitsplus.com/ucare) or call 1-833-862-8276 (TTY 711) to learn more.



Call for help and information

UCare resources

- **Customer service**

Call the number on the back of your member ID card

- **Online member account**

Access your account through ucare.org

- **Maternal and Child Health Program Line**

1-855-260-9708 toll-free (TTY 711)

- **Nurse Line**

UCare Individual & Family Plans

1-888-778-8204 toll-free, TTY 1-855-307-6976 toll-free

UCare Individual & Family Plans with M Health Fairview

1-877-903-0069 toll-free, TTY 1-800-688-2534 toll-free

Prepaid Medical Assistance Program (PMAP), MinnesotaCare,

UCare Connect, UCare Connect + Medicare

1-800-942-7858 toll-free, TTY 1-855-307-6976 toll-free

- **Healthy Benefits+ Visa card**

Visit healthybenefitsplus.com/ucare

or call 1-833-862-8276 toll-free (TTY 711)

- **UCare tobacco and nicotine quit line**

1-855-260-9713 toll-free (TTY 711)

- **Health Ride**

612-676-6830 or 1-800-864-2157 toll-free,

TTY 612-676-6810 or 1-800-688-2534 toll-free

State and national resources

- **Women, Infants, and Children (WIC) program**
Call 1-800-942-4030 toll-free (TTY 711)
- **Postpartum Support International**
Call or text 1-800-944-4773 (4PPD) or visit [postpartum.net/get-help](https://www.postpartum.net/get-help)
- **United Way**
Call 1-800-543-7709 toll-free (TTY 711)
- **Food and Drug Administration (FDA)**
Visit [fda.gov](https://www.fda.gov) and search food safety for moms-to-be
- **National Maternal Mental Health Hotline**
Call or text 1-833-TLC-MAMA (1-833-852-6262) toll-free



Order helpful resources for free

UCare offers guidance for every stage of your pregnancy and postpartum journey. To order one of the books listed below, call the UCare Customer Service number on the back of your member ID card.

Quit Smoking for Your Baby and You

Available in English and Spanish

Topics include:

- Risks of smoking for you and your baby
- Benefits of quitting
- Tips to help you quit and stay smoke free

Caring for Your Baby

Available in English and Spanish

Helpful information and tools to help you keep your child safe and healthy at each stage of development

What to Do When You're Having a Baby

Available in English and Spanish

Topics include:

- Having a healthy pregnancy and birth
- Monthly guide to pregnancy
- Labor and delivery
- Caring for your newborn baby

Available while supplies last.



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

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

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

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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。

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.

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

ໂປຣດຊາບ. ຖ້າທ່ານ ທ່ານຕ້ອງການການຊ່ວຍເຫຼືອໃນການແປເອກະສານນີ້ພຣີ, ຈົ່ງ ໂທໄປທີ່ໝາຍເລກຂ້າງເທິງນີ້.

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	Toll Free: 1-800-203-7225
Attn: Appeals and Grievances	TTY: 1-800-688-2534
PO Box 52	Fax: 612-884-2021
Minneapolis, MN 55440-0052	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
- age
- national origin
- disability (including physical or mental impairment)
- religion (in some cases)
- 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
ucare.org