



Complaint Form

You have the right to dispute our decision if UCare or one of our delegates has denied your request for coverage or payment of medical benefits. **Please fill out this form as best you can and return it to us by mail, email, fax or in person.** If you have questions, call us at the phone numbers below. You have the right to contact the Minnesota Department of Health or the Minnesota Department of Commerce at any time to file a complaint.

Mailing address

UCare
Member Appeals and
Grievances
PO Box 52
Minneapolis, MN 55440-0052

Email

CAG@ucare.org

Fax

612-884-2021 or
1-866-283-8015

**Minnesota Department of
Health**

651-201-5100 or 1-800-657-
3916

**Minnesota Department of
Commerce**

651-539-1500

Physical address

UCare
500 Stinson Boulevard NE
Minneapolis, MN 55413

UCare phone

612-676-6600 or
1-877-903-0070
TTY 612-676-6810 or
1-800-688-2534

Section 1: Good reason

Based on state guidelines, you have 180 days from the date of service, coverage decision or first provider bill to ask for a review. If we get a complaint after 180 days, it's considered late. We'll dismiss the complaint unless you have a valid reason for the delay.

If you couldn't send us your complaint on time, please tell us why:

Section 2: Member information

Member's name:

Date of birth:

Member's address:

City:

State:

ZIP:

Daytime phone:

Member ID #:

Section 3: Complaint information

☐ Claims denial Date(s) of service: _____ _____ _____ _____ Provider's name: _____ _____ _____	☐ Service denial Have you already had the service? ☐ Yes ☐ No If yes, date(s) of service: _____ _____ Type of service: _____ ☐ Other dispute Other: _____ _____
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Section 4: More information about your complaint

Tell us more about your complaint. The information you give us will help with your complaint. If you need more space, include extra pages. You may also attach a statement from your provider, related medical records, denial notices and other papers.

[illegible]

Section 5: Signature

I confirm that the information on this form is true, complete and correct to the best of my knowledge. I understand that UCare will verify the information I give on this form. I agree to send UCare supporting documents or other information if they ask for it.

Member's signature: _____ Date: _____

Member's printed name: _____

Only a member or their authorized representative can file a complaint with UCare. If you aren't the member, you must complete either section 6 or sections 7 and 8.

Section 6: Documentation of a valid representative

I've attached a copy of a valid:

- ☐ Authorization of Representation Form (CMS-1696)
- ☐ Power of Attorney (POA) Form
- ☐ Healthcare Proxy
- ☐ Estate Form
- ☐ Other form type: _____
- ☐ Representative information has been submitted to UCare within the last 12 months.

Information submitted: _____

Date of submission: _____

Section 7: Appointment of representative

Appointment of representative

I, _____ let _____ send this
(print member's name) (print representative's name)
complaint on my behalf, to present evidence to UCare, and receive communication and evidence about this complaint. I understand that personal medical information about my complaint will be shared with my representative.

Member's signature: _____ Date: _____

Section 8: Appointment documentation

Acceptance of appointment

I, _____ (print representative's name), accept the appointment to act on behalf of _____ (print member's name).

Representative's signature: _____ Date: _____

Representative's name:

Relationship to the member:

Representative's address:

City:

State:

ZIP:

Daytime phone:

Notice of Availability

ATTENTION: Free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call 612-676-3200/1-800-203-7225 (TTY 612-676-6810/1-800-688-2534).

ልብ ይበሉ:- የአማርኛ ቋንቋ የሚናገሩ ከሆኑ፣ ነፃ የቋንቋ ድጋፍ አገልግሎት ለእርስዎ ቀርቦልዎታል። ተደራሽ በሆኑ ቅርፀቶች መረጃዎችን ለማቅረብ ተገቢ የሆኑ አጋዥ ድጋፍ ሰጪ መሳሪያዎች እና አገልግሎቶችም እንዲሁ በነፃ ቀርበዋል። በ 612-676-3200/1-800-203-7225 (TTY 612-676-6810/1-800-688-2534) ይደውሉ.

تنبيه: إذا كنت تتحدث اللغة العربية، فستتوفر لك خدمات المساعدة اللغوية المجانية. كما تتوفر أيضًا المساعدات والخدمات المساعدة الإضافية لتوفير المعلومات بتنسيقات يسهل الوصول إليها مجانًا. يمكنك الاتصال على الرقم 612-676-3200/1-800-203-7225 (TTY 612-676-6810/1-800-688-2534).

សូមជ្រាបជាដំណឹង៖ ប្រសិនបើអ្នកនិយាយភាសា ខ្មែរ សេវាកម្មជំនួយភាសាឥតគិតថ្លៃអាចត្រូវបានផ្តល់ជូនសម្រាប់អ្នក។ ជំនួយ និងសេវាជំនួយសមស្របដើម្បីផ្តល់ព័ត៌មានក្នុងទម្រង់ដែលអាចចូលប្រើបានក៏ត្រូវបានផ្តល់ជូនដោយឥតគិតថ្លៃផងដែរ។ ទូរសព្ទទៅលេខ 612-676-3200/1-800-203-7225 (TTY 612-676-6810/1-800-688-2534)។

請注意：如果您講粵語，可得免費語言協助服務。還可免費提供適當的輔助工具和服務，能以無障礙格式提供資訊。請致電 612-676-3200/1-800-203-7225 (聽障專線 612-676-6810/1-800-688-2534)。

请注意：如果您说普通话，我们可为您提供免费的语言协助服务。此外，我们还免费提供适当的辅助设备和服务，以无障碍格式提供信息。请致电 612-676-3200/1-800-203-7225 (TTY 612-676-6810/1-800-688-2534)。

ATTENTION : Si vous parlez Français, des services d'assistance linguistique gratuits sont à votre disposition. Des aides et des services auxiliaires appropriés pour fournir des informations dans des formats accessibles sont également disponibles gratuitement. Appelez le 612-676-3200/1-800-203-7225 (ATS 612-676-6810/1-800-688-2534).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlose Sprachassistenzen zur Verfügung. Entsprechende Hilfsmittel und Dienste zur Bereitstellung von Informationen in barrierefreien Formaten stehen ebenfalls kostenlos zur Verfügung. Rufen Sie 612-676-3200/1-800-203-7225 (TTY 612-676-6810/1-800-688-2534) an.

ध्यान दें: यदि आप हिंदी बोलते हैं, तो आपके लिए नन: शुल्क भाषा सहायता सेवाएं उपलब्ध हैं। सुलभ फॉर्मेट में जानकारी प्रदान करने के लिए उपयुक्त सहायक साधन और सेवाएं भी नन: शुल्क उपलब्ध हैं। 612-676-3200/1-800-203-7225 (TTY 612-676-6810/1-800-688-2534) पर कॉल करें।

TSWM SEEB: Yog tias koj hais tau lus Hmoob, ces yuav muaj kev pab cuam txhais lus pub dawb rau koj siv. Kuj tseem muaj cov kev pab txhawb ntxiv thiab cov kev pab cuam uas tsim nyog los mus muab cov ntaub ntawv qhia paub nyob rau cov qauv uas nkag siv tau dawb thiab. Hu rau 612-676-3200/1-800-203-7225 (TTY 612-676-6810/1-800-688-2534).

ໝາຍເຫດ: ການບໍລິການທາງດ້ານພາສາແມ່ນຟຣີພ້ອມໃຫ້ບໍລິການແກ່ທ່ານ. ນອກນັ້ນ, ຍັງມີການບໍລິການຊ່ວຍເຫຼືອ ແລະ ການບໍລິການເສີມທີ່ເໝາະສົມເພື່ອໃຫ້ຂໍ້ມູນໃນຮູບແບບທີ່ທ່ານເຂົ້າເຖິງໄດ້ຟຣີອີກນຳ. ໂທ 612-676-3200/1-800-203-7225 (TTY 612-676-6810/1-800-688-2534).

HUBACHIISA: Afaan Oromo kan dubbattan yoo ta'e, tajaajila gargaarsa afaanii bilisaan ni argattu. Odeeffannoo bifa dhaqqabamaa ta'een dhiheessuf, gargaarsii fi tajaajiloonni dabalataa mijattoo ta'anis bilisaan ni kennamu. Bilbilaa 612-676-3200/1-800-203-7225 (TTY 612-676-6810/1-800-688-2534).

ВНИМАНИЕ: Если вы говорите на русском языке, вам доступны бесплатные услуги языковой помощи. Соответствующие вспомогательные средства и услуги по предоставлению информации в других форматах также можно получить бесплатно. Позвоните по номеру 612-676-3200/1-800-203-7225 (TTY 612-676-6810/1-800-688-2534).

FIIRO GAAR AH: Haddii aad ku hadasho Af-Soomaali, adeegyada caawimaada luuqadda ee bilaashka ah ayaa lagu heli karaa. Kaalmooyinka iyo adeegyada dheeraadka ah ee kugu habboon si macluumaadka laguugu siiyo qaabab la isticmaali karo ayaa sidoo kale lagu heli karaa weliba si lacag la'aan ah. Wac 612-676-3200/1-800-203-7225 (TTY 612-676-6810/1-800-688-2534).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También disponemos de ayudas y servicios auxiliares adecuados de forma gratuita para facilitar información en formatos accesibles. Llame al 612-676-3200/1-800-203-7225 (TTY 612-676-6810/1-800-688-2534).

PAUNAWA: Kung nagsasalita ka ng Tagalog, may magagamit kang mga libreng serbisyo ng tulong sa wika. Mayroon ding mga naaangkop na karagdagang pantulong at serbisyo para makapagbigay ng impormasyon sa mga accessible na format na magagamit nang libre. Tumawag sa 612-676-3200/1-800-203-7225 (TTY 612-676-6810/1-800-688-2534).

CHÚ Ý: Nếu quý vị nói tiếng Việt, chúng tôi có sẵn dịch vụ hỗ trợ ngôn ngữ miễn phí cho quý vị. Ngoài ra, cũng có sẵn các hỗ trợ và dịch vụ phụ trợ thích hợp miễn phí nhằm cung cấp thông tin ở các định dạng có thể truy cập. Gọi 612-676-3200/1-800-203-7225 (TTY 612-676-6810/1-800-688-2534).