



Your 2026 guide to UCare Prepaid Medical Assistance Program

(PMAP)





Thanks for choosing UCare

We created this guide with you in mind. It will help you make the most of your plan and the many health and wellness benefits it provides. Keep it as a handy resource as you explore all your UCare PMAP plan has to offer.

We're glad you're here.

Quick reference

DentaQuest

ucare.org/dental

UCare Dental Connection

1-888-227-3310

TTY 1-800-466-7566

8 am – 5 pm, Monday – Friday

ucare.org/dentalconnection

UCare Health Ride

1-800-864-2157

TTY 1-800-688-2534

7 am – 8 pm, Monday – Friday

ucare.org/healthride

UCare 24/7 Nurse Line

1-800-942-7858

TTY 1-855-307-6976

ucare.org/nurse

Healthy Benefits+ Visa® card

1-833-862-8276

TTY 711

**[healthybenefitsplus.com/
ucare](https://healthybenefitsplus.com/ucare)**

Quit Smoking and Vaping Program

1-855-260-9713

TTY 711

24 hours a day, seven days
a week

myquitforlife.com/ucare

Maternal and Child Health Program Line

1-855-260-9708

TTY 711

9 am – 5 pm, Monday – Friday

Costco Mail Order Pharmacy

1-800-607-6861

TTY 711

ucare.org/mailorder

Table of contents

Explore the member center..... 4

Everything you need to know to
start using your plan..... 5

Using your member ID card..... 6

Find care in your network..... 8

Getting the right care at the right place..... 10

Plan highlights..... 12

Member programs and resources 16

Fitness and wellness benefits 19

Notice of Privacy Practices.....20

Notice of Nondiscrimination25



Not sure where to start?

Call UCare PMAP Customer Service and we'll help answer your questions.

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

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

8 am – 5 pm, Monday – Friday

Explore the Medical Assistance member center

Get the most out of your plan with our member resources.

Check out what's new with our plans

Discover new benefits and programs added to our Medical Assistance (Medicaid) plans.

Prepare for Medical Assistance renewal

Learn how to stay covered and where to go for help with the renewal eligibility process.

Review health plan documents

Access important plan documents like your Summary of Benefits and Member Handbook.*



To explore your member resources, visit **ucare.org/medicaidmember** or scan this code using the camera on your phone.

*If you prefer a print version of your plan materials, contact customer service and we'll mail one free of charge.

Everything you need to know to start using your plan

Your secure online member account

Go to **ucare.org/pmapaccount** to set up your account if you're new to our health plans. If your plan covers more than one person, each person — including dependents who are minors — will need a unique email address and password for your privacy and protection.

Tip: Have your full UCare member ID number available when creating your account. That number is on your member ID card or can be provided by calling customer service.

Benefits of having an online member account

Easily create your secure online member account to:

- Send and receive secure messages with customer service and a web nurse
- Search your provider and pharmacy network
- Search the list of drugs (formulary) your plan covers
- Download or request a physical member ID card
- See your plan materials
- Access important health and wellness information
- Manage your contact information
- Pay your monthly plan premiums online and view your premium invoice and payment history
- View and track your claims
- Take a health screening



To create or login to your online member account, visit **ucare.org/pmapaccount** or scan this code using the camera on your phone.

Understand your member materials

It's important to know what's included in your health plan. Here are a few resources that can help:

- **Member Handbook:** Gives you detailed information about what is covered by your plan, including your member rights and responsibilities. It is also known as the Evidence of Coverage.
 - **Provider and pharmacy directory:** Lists the doctors, dentists, pharmacies, hospitals and chiropractors in our network. It includes details on specialty, medical school attended, residency completed and board certification status.
 - **List of covered drugs (formulary):** Lists what drugs your plan covers
-

Using your member ID card

Your member identification (ID) card is key to helping you get the care you need. This important tool helps health care providers understand your coverage.

Tips for using your card

Check your new member ID card to make sure your information is correct. Here are a few other tips:

- Always carry your card with you
- Discard your old member ID card
- Provide your current health care providers and pharmacies with your new member ID card information
- Have your card handy whenever you call us
- If your card is lost, download or request a replacement through your online member account or call customer service



ucare.org

Issuer: 80840

Name: JOHN Q DOE

ID: 123456789

PMI#: 12345678

RxBIN: 123456

RxPCN: ABCDEFG

RxGrp: HIJKL

Svc Type: MEDICAL/DENTAL

Group Number: UXXXXX_XXX

Care Type: XXXXXXXX

MedicareRx
Prescription Drug Coverage

Issued: MM/DD/YYYY

Plan name

The name of your specific plan

UCare website

Access the member site and helpful information

Member ID number

Secure number unique to you

Contact information

Numbers to know, including customer service and Nurse Line numbers

FOR MEMBER USE - For emergency care go to the nearest hospital or call 911.

Customer Service: 612-676-3200 or 1-800-203-7225, **TTY:** 612-676-6810 or 1-800-688-2534

UCare 24/7 Nurse Line: 1-800-942-7858 or **TTY:** 1-855-307-6976

DentaQuest Customer Service: 888-227-3310

Mental Health and Substance Use Services: 612-676-6533 or 1-833-276-1185

Appeals and Grievances: UCare Plan 612-676-6841 or 1-877-523-1517, fax 612-844-2021 or 1-866-283-8015, **TTY:** 612-676-6810 or 1-800-688-2534 State of MN - DHS Appeals Unit, P.O. Box 64941, St. Paul, MN 55164 Managed Care Ombudsperson - 1-651-431-2660 or 1-800-657-3729, **TTY** 711

FOR PROVIDER USE - MN primary claims must be submitted electronically.

For outside MN submit claims to UCare, P.O. Box 70, Minneapolis, MN 55440-0070.

Prescription drug claims must be submitted electronically to Navitus.

Navitus Pharmacy Help Desk: 1-833-837-4300

Submit chiropractic claims to: Fulcrum Health, Inc., P.O. Box 981808, El Paso, TX 79998-1808

Provider Assistance Center: 612-676-3300 or 1-888-531-1493

Dental: DentaQuest, P.O. Box 2906, Milwaukee, WI 53201-2906

Find care in your network

Your plan gives you convenient access to information about in-network doctors, hospitals, clinics and pharmacies.

With our convenient online search tool, you can find:



People

Search people by name or specialty to find doctors, specialists and other types of providers



Places

Find places by name or type, including hospitals, clinics, pharmacies, home health care services and more



Conditions

Search common conditions to find people or places for care

Get started at **search.ucare.org**.

Online search FAQs

Why am I asked for my location and plan?

We want to make sure you're viewing only people, places and pharmacies that provide services you can access with your plan. Selecting your location and plan name will give you the best results for providers in your network.

What if I don't know my plan?

There are three ways you can quickly get your plan name:

- **Member ID card:** The name of your specific plan is listed under "Care Type."
- **Online member account:** Sign in or create an account at ucare.org/pmapaccount. Once you're logged in, you'll be able to see your plan name.
- **Customer service:** Call us. We're always happy to help!



Statement of authorized representation

Although we understand your family is concerned about you, we cannot release information to family members calling on your behalf unless you are under 18 years of age and it is your parent or guardian, or you have a signed Statement of Representative form showing the family member(s) who can act for you on file with UCare. Visit ucare.org/member-documents or call the customer service number on page three of this guide to learn more.

Getting the right care at the right place

Primary care? Urgent care? ER? Knowing where to go for care can be confusing. UCare helps you understand your options so you can stay in control of your health and prevent unnecessary expenses. Visit **ucare.org/findcare** to find the care that's right for you.

Nurse Line

24/7 access to a nurse for when you have a health concern or need health care advice. Call 1-800-942-7858 (TTY 1-855-307-6976), 24 hours a day, seven days a week.



Urgent care

Immediate care for non-life-threatening things like minor burns, cuts and infections.



Primary care

Your doctor's office or clinic is usually the best choice for preventive care and medication management.



Convenience care

Walk-in or virtual visits to convenience clinics (often in retail stores, grocery stores and pharmacies) for minor injuries and illnesses.



Online care

Available 24/7 for common conditions like allergies, ear pain, colds and flu. Online care is available at **virtuwell.com** and **mhealthfairview.org/evisits**.



Emergency care

Go to the nearest emergency room or call 911 for life-threatening situations like chest pain, shortness of breath or head trauma.



Plan highlights

Drug benefits

Check your drug coverage

Keep your costs low by making sure your prescription drugs are on the UCare PMAP list of covered drugs (also called a formulary). Review the formulary for a list of covered drugs. Visit **[ucare.org/searchdruglist](https://www.ucare.org/searchdruglist)** and pick your plan type to look up covered medications and copay or coinsurance amounts.

If you have a prescription for a drug that's NOT on the drug list, the price may be higher, so talk to your doctor about which drugs are covered and the prescriptions you need.

Filling prescriptions

Fill your prescriptions nationwide at one of more than 62,000 network pharmacies. To find a network pharmacy near you, use the search network tool at **search.ucare.org**.

How your prescription is filled is up to you. You have three choices:

- Have your doctor send your prescription to a pharmacy in your plan network
- Take the written prescription to a pharmacy in your plan network
- Use Costco Mail Order Pharmacy

Costco Mail Order Pharmacy

Save time with free home delivery from Costco Mail Order Pharmacy. You don't need to be a Costco member to use this service. You do need to have or create both a Costco online patient account and a Costco Mail Order Pharmacy patient profile. To get started, visit **rx.costco.com** and select "Refill and Manage Your Prescriptions" or call 1-800-607-6861 (TTY users call 711).

Dental services

Get the best benefit by using a dentist in the DentaQuest network. Visit **ucare.org/dental** or see your Member Handbook for more information. Covered benefits include many diagnostic, preventive and restorative services.

UCare Dental Connection

UCare Dental Connection can help you find a dental provider and schedule general and specialty dental care. They can also set up rides and interpreter services for appointments and answer dental benefit and claim questions. Call UCare Dental Connection at 1-888-227-3310 (TTY users call 1-800-466-7566), 8 am – 5 pm, Monday – Friday, or visit **ucare.org/dentalconnection**.

UCare Mobile Dental Clinic

Our Mobile Dental Clinic offers dental check-ups, cleanings and basic restorative care. Visit **ucare.org/mdc** to see scheduled dates and locations. Call 1-866-451-1555 (TTY users call 1-800-627-3529), 8 am – 4:30 pm, Monday – Friday to schedule an appointment.

Orthotic and prosthetic devices

Orthotic and prosthetic devices, accessories and services are covered, including those customized to your needs. Talk to your doctor or other health care provider about your physical activity and limb functionality needs. Coverage includes repair and replacement of devices and supplies.

Disease management support

Members with certain health conditions can get help from our disease management programs. UCare offers health coaching services to members with a history of, or who are at risk for, chronic conditions such as asthma, heart failure or diabetes.

Call the UCare disease management line at 612-676-6539 or 1-866-863-8303 (TTY users call 612-676-6810 or 1-800-688-2534).

Preventive care

We want to help you understand and take advantage of your preventive coverage for things like routine exams, flu shots and annual wellness visits. Your UCare plan covers many in-network preventive screenings and services at no cost to you. You may be able to earn rewards when you complete certain screenings, tests or exams. Visit ucare.org/rewards to learn more.

What is preventive care?

Preventive care lets your doctor find potential health problems before you feel sick, when many issues are easier to treat. This is why it's important to visit your doctor regularly to stay healthy.

Vaccines

Your plan covers flu, COVID-19, shingles, pneumonia and childhood vaccines. Talk with your doctor or other health care provider to see if you need these or other shots.

Preventive health services

Your coverage includes many important preventive screenings to help you be well. They're offered at no cost to you. They include an annual physical exam, Pap test, diabetes exams, cholesterol tests, mammograms and prostate and colon cancer screenings.

Gender-affirming care

UCare supports your right to affirm and express your gender identity. Treatment for gender dysphoria can be complex and does not consist of a single procedure. It is part of a process involving multiple medical and surgical methods. Covered medically necessary gender-affirming care includes:

- Mental health counseling
- Diagnostic assessments
- Hormone therapy
- Voice therapy
- Gender-affirming surgery
- Electrolysis or laser hair removal (preoperatively)

Transportation to covered services

UCare Health Ride provides no-cost transportation to and from your covered medical, dental and pharmacy visits. You can also get rides to your county or Tribal office, or a MNSure Navigator Agency. Transportation options include:



Public bus or light rail

For members who live on a participating bus or light rail line. Call Health Ride to request passes 14 business days in advance. Monthly passes are available for qualifying members.



Taxi or volunteer driver

For members who do not live on a bus or light rail line. Call Health Ride at least two days before your appointment to schedule.



Special transportation services

For members who cannot safely use a bus, cab or volunteer driver due to a mental health condition or physical impairment. Call Health Ride at least two days before your appointment to schedule.



Mileage reimbursement for driving yourself

If you have your own car, contact your county or Tribal department of human services to talk about reimbursement options.

To learn more or schedule transportation call UCare Health Ride at 1-800-864-2157 (TTY users call 1-800-688-2534), 7 am – 8 pm, Monday – Friday, or visit [**ucare.org/healthride**](https://ucare.org/healthride).

Member programs and resources

More ways to improve your health. These programs and resources go beyond your covered benefits.

Healthy Benefits+ Visa card

Your Healthy Benefits+ Visa card offers the flexibility and convenience of one card for:

- Grocery discounts
- Rewards and incentives



Your Healthy Benefits+ card is reloadable each year and is valid until the expiration date or you're no longer a UCare member. Be sure to keep your card, as you won't be sent a new one each year. The card won't work if you're not a UCare member. Allowance amounts and expiration dates vary by plan and program. Healthy Benefits+ card allowances won't work for purchases made internationally.

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

To learn more, check your card balance or request a replacement for an existing card, visit **healthybenefitsplus.com/ucare** or call 1-833-862-8276 (TTY users call 711).

Grocery discount

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

Pregnancy resources

Pregnant UCare PMAP members get extra health benefits. UCare wants you to have a great pregnancy and a healthy baby!

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 the home visitation program

To reach the Maternal and Child Health team, call 612-676-3326 or 1-855-260-9708 (TTY users call 711). Leave a voicemail with your name, member ID and phone number and your call will be returned within one business day.

Management of Maternity Services (MOMS) Program

Our Management of Maternity Services (MOMS) Program gives you important information to help you stay healthy during and after pregnancy. Learn about breast feeding, childbirth and pregnancy education classes. For more information, call customer service or go to **ucare.org/momsprogram**.

Seats, Education and Travel Safety (SEATS) Program

You may be eligible for a no-cost car seat through UCare's Seats, Education and Travel Safety (SEATS) Program. Eligible UCare members who are either pregnant or children under age nine can get a car seat with safety education. Call customer service to find the name and phone number of a partnering agency near you.

Quit Smoking and Vaping Program

Learn how to stop smoking, vaping or chewing tobacco at no charge with our tobacco and nicotine quit line. Nicotine patches, gum or lozenges are also available to eligible UCare members. Get help to kick the habit from the comfort of your own home by:

- Calling the tobacco and nicotine quit line at 1-855-260-9713 (TTY users call 711), available 24 hours a day, seven days a week
- Visiting **myquitforlife.com/ucare**
- Downloading the Rally Coach Quit For Life mobile app

Food access referrals

Connect with local food resources through the Second Harvest Heartland Care Center. You can call for help with applying for SNAP benefits and finding food resources in your community, including food shelves, Fare for All and more.

For more information, call Second Harvest Heartland at 651-401-1411 or 1-866-844-FOOD (TTY users call 711), or by email at **shhcarecenter@2harvest.org**.

Fitness and wellness benefits

One Pass Select

One Pass Select® is a complete fitness and well-being membership. Choose the membership level that works best for you!

Memberships may include:

- Access to up to 20,000 fitness locations nationwide
- Thousands of live-streaming and on-demand fitness classes
- Workout builders to create your own workouts
- Home delivery for healthy groceries and household essentials (limits apply)
- Savings on fuel at 14,000 locations through ExxonMobil, Walmart and Murphy stations
- One Pass mobile app

Subscription cost varies by membership level. Learn more at **ucare.org/onepassselect** or call 1-877-504-6830 (TTY users call 711), 8 am – 9 pm, Monday – Friday.

LivingWell Kids Kit

Each kit includes engaging tools to help improve health and wellness — at no cost to you. Choose from one of the following kit options:

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

To order a kit,* log in or create an online member account at ucare.org/onlineaccount, go to Health and Wellness, then click on “explore wellness programs” to place your order. You can also order by phone using the customer service number on the back of your member ID card.

*Must be an eligible UCare member age 17 or younger at the time of the order. Limit one kit per year per member. Kit contents may be subject to change. Please allow 4 – 6 weeks for delivery.

Notice of Privacy Practices

Effective Date: July 1, 2013

Date of Last Review: July 20, 2022

This Notice describes how medical information about you* may be used and disclosed and how you can get access to this information. Please review it carefully.

*In this Notice, “you” means the member and “we” means UCare.

If you have questions or want to file a complaint, you may contact our Privacy Officer at UCare, Attn: Privacy Officer, PO Box 52, Minneapolis, MN 55440-0052, or by calling our 24 hour Compliance Hotline at 612-676-6525. You may also file a complaint with the Secretary of the U.S. Department of Health & Human Services at the Office for Civil Rights, U.S. Department of Health & Human Services, 233 N. Michigan Ave., Suite 240, Chicago, IL 60601. We will not retaliate against you for filing a complaint.

Why are we telling you this?

UCare believes it is important to keep your health information private. In fact, the law requires us to do so. The law also requires us to tell you about our legal duties and privacy practices. We are required to follow the terms of the Notice currently in effect.

What do we mean by “information?”

In this Notice, when we talk about “information,” “medical information,” or “health information,” we mean information about you that we collect in our business of providing health coverage for you and your family. It is information that identifies you.

What kinds of information do we use?

We receive information about you as part of our work in providing health plan services and health coverage. This information includes your name, address, and date of birth, race, ethnicity, language, sexual orientation, gender identity, telephone numbers, family information, financial information, health records, or other health information. Examples of the kinds of information we collect include: information from enrollment applications, claims, provider information, and customer satisfaction or health surveys; information you give us when you call us about a question or when you file a complaint or appeal; information we need to answer your question or decide your appeal; and information you provide us to help us obtain payment for premiums.

What do we do with this information?

We use your information to provide health plan services to members and to operate our health plan. These routine uses involve coordination of care, preventive health, and case management programs. For example, we may use your information to talk with your doctor to coordinate a referral to a specialist.

We also use your information for coordination of benefits, enrollment and eligibility status, benefits management, utilization management, premium billing, claims issues, and coverage decisions. For example, we may use your information to pay your health care claims.

Other uses include customer service activities, complaints or appeals, health promotion, quality activities, health survey information, underwriting, actuarial studies, premium rating, legal and regulatory compliance, risk management, professional peer review, credentialing, accreditation, antifraud activities, as well as business planning and administration. For example, we may use your information to make a decision regarding an appeal filed by you. We do not use or disclose any genetic information, race, ethnicity, language, sexual orientation or gender identity for the purpose of underwriting.

In addition, we may use your information to provide you with appointment reminders, information about treatment alternatives, or other health-related benefits and services that may be of interest to you. We may also share information with family members or others you identify as involved with your care, or with the sponsor of a group health plan, as applicable. We do not sell or rent your information to anyone. We will not use or disclose your information for fundraising without your permission. We will only use or disclose your information for marketing purposes with your authorization. We treat information about former members with the same protection as current members.

Who sees your information?

UCare employees see your information only if necessary to do their jobs. We have procedures and systems to keep personal information secure from people who do not have a right to see it. We may share the information with providers and other companies or persons working with or for us. We have contracts with those companies or persons. In those contracts, we require that they agree to keep your information confidential.

This includes our lawyers, accountants, auditors, third party administrators, insurance agents or brokers, information systems companies, marketing companies, disease management companies, or consultants.

We also may share your information as required or permitted by law. Information may be shared with government agencies and their contractors as part of regulatory reports, audits, encounter reports, mandatory reporting such as child abuse, neglect, or domestic violence; or in response to a court or administrative order, subpoena, or discovery request. We may share information with health oversight agencies for licensure, inspections, disciplinary actions, audits, investigations, government program eligibility, government program standards compliance, and for certain civil rights enforcement actions. We also may share information for research, for law enforcement purposes, with coroners to permit identification or determine cause of death, or with funeral directors to allow them to carry out their duties. We may be required to share information with the Secretary of the Department of Health and Human Services to investigate our compliance efforts. There may be other situations when the law requires or permits us to share information.

We only share your psychotherapy notes with your authorization and in certain other limited circumstances.

Other uses and disclosures not described above will be made only with your written permission. We will also accept the permission of a person with authority to represent you.

In most situations, permissions to represent you may be cancelled at any time. However, the cancellation will not apply to uses or disclosures we made before we received your cancellation. Also, once we have permission to release your information, we cannot promise that the person who receives the information will not share it.

What are your rights?

- You have the right to ask that we don't use or share your information in a certain way. Please note that while we will try to honor your request, we are not required to agree to your request.
- You have the right to ask us to send information to you at an address you choose or to request that we communicate with you in a certain way. For example, you may request that your mailings be sent to a work address rather than your home address. We may ask that you make your request in writing.

- You have the right to look at or get a copy of certain information we have about you. This information includes records we use to make decisions about health coverage, such as payment, enrollment, case, or medical management records. We may ask you to make your request in writing. We may also ask you to provide information we need to answer your request. We have the right to charge a reasonable fee for the cost of making and mailing the copies. In some cases, we may deny your request to inspect or obtain a copy of your information. If we deny your request, we will tell you in writing. We may give you a right to have the decision reviewed. Please let us know if you have any questions about this.
- You have the right to ask us to correct or add missing information about you that we have in our records. Your request needs to be in writing. In some cases, we may deny a request if the information is correct and complete, if we did not create it, if we cannot share it, or if it is not part of our records. All denials will be in writing. You may file a written statement of disagreement with us. We have the right to disagree with that statement. Even if we deny your request to change or add to your information, you still have the right to have your written request, our written denial, and your statement of disagreement included with your information.
- You have the right to receive a listing of the times when we have shared your information in some cases. Please note that we are not required to provide you with a listing of information shared prior to April 14, 2003; information shared or used for treatment, payment, and health care operations purposes; information shared with you or someone else as a result of your permission; information that is shared as a result of an allowed use or disclosure; or information shared for national security or intelligence purposes. All requests for this list must be in writing.

We will need you to provide us specific information so we can answer your request.

If you request this list more than once in a 12-month period, we may charge you a reasonable fee. If you have questions about this, please contact us at the address provided at the end of this Notice.

- You have the right to receive notifications of breaches of your unsecured protected health information.
- You have the right to receive a copy of this Notice from us upon request. This Notice took effect July 1, 2013 and was last revised on July 20, 2022.

How do we protect your information?

UCare protects all forms of your information, written, electronic and oral. We follow the state and federal laws related to the security and confidentiality of your information. We have many safety procedures in place that physically, electronically and administratively protect your information against loss, destruction or misuse. These procedures include computer safeguards, secured files and buildings and restriction on who may access your information.

What else do you need to know?

We may change our privacy policy from time to time. As the law requires, we will send you our Notice if you ask us for it. If you have questions about this Notice, please call UCare Customer Service at the toll-free number listed on the back of your member card. This information is also available in other forms to people with disabilities. Please ask us for that information.

Civil Rights Notice

Discrimination is against the law. UCare does not discriminate on the basis of any of the following:

- race
- color
- national origin
- creed
- religion
- sexual orientation
- public assistance status
- age
- disability (including physical or mental impairment)
- sex (including sex stereotypes and gender identity)
- marital status
- political beliefs
- medical condition
- health status
- receipt of health care services
- claims experience
- medical history
- genetic information

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

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

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

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

Civil Rights Complaints

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

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

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

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

Contact the OCR directly to file a complaint:

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

Minnesota Department of Human Rights (MDHR)

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

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

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

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

Minnesota Department of Human Services (DHS)

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

- race
- color
- national origin
- religion (in some cases)
- age
- disability (including physical or mental impairment)
- sex (including sex stereotypes and gender identity)

Complaints must be in writing and filed within 180 days of the date you discovered the alleged discrimination. The complaint must contain your name and address and describe the discrimination you are complaining about. We will review it and notify you in writing about whether we have authority to investigate. If we do, we will investigate the complaint.

DHS will notify you in writing of the investigation's outcome. You have the right to appeal if you disagree with the decision. To appeal, you must send a written request to have DHS review the investigation outcome. Be brief and state why you disagree with the decision. Include additional information you think is important.

If you file a complaint in this way, the people who work for the agency named in the complaint cannot retaliate against you. This means they cannot punish you in any way for filing a complaint. Filing a complaint in this way does not stop you from seeking out other legal or administrative actions.

Contact **DHS** directly to file a discrimination complaint:

Civil Rights Coordinator
Minnesota Department of Human Services
Equal Opportunity and Access Division
P.O. Box 64997
St. Paul, MN 55164-0997
651-431-3040 (voice) or use your preferred relay service



500 Stinson Blvd NE
Minneapolis, MN 55413

612-676-6600 | 1-877-903-0070
TTY 612-676-6810 | 1-800-688-2534
8 am – 6 pm, Monday – Friday

ucare.org