



# Your 2024 guide to UCare's Minnesota Senior Health Options

(MSHO) (HMO D-SNP)



people powered health plans

# Quick reference

## UCare Mental Health and Substance Use Disorder Triage Line

For crisis support or ongoing help to manage a mental health or substance use condition.

612-676-6533 or 1-833-276-1185

TTY 1-800-688-2534

8 am – 5 pm, Monday – Friday

[ucare.org/mhsudtriage](https://ucare.org/mhsudtriage)

## UCare Clinical Services Member Assistance

612-676-6622 or 1-877-903-0062

TTY 1-800-688-2534

8 am – 4:30 pm, Monday – Friday

## UCare Dental Connection

651-768-1415 or 1-855-648-1415

TTY 711

7 am – 7 pm, Monday – Friday

[ucare.org/dentalconnection](https://ucare.org/dentalconnection)

## UCare Mobile Dental Clinic

1-866-451-1555

TTY 1-800-627-3529

8 am – 4:30 pm, Monday – Friday

[ucare.org/mdc](https://ucare.org/mdc)

## UCare Health Ride

612-676-6830 or 1-800-864-2157

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

7 am – 8 pm, Monday – Friday

[ucare.org/healthride](https://ucare.org/healthride)

In case of a medical emergency: 911

## Nurse Line

1-800-942-7858

TTY 1-855 307-6976

## Quit Smoking and Vaping Program

1-855-260-9713

TTY 711

24 hours a day, seven days a week

[myquitforlife.com/ucare](https://myquitforlife.com/ucare)

## Senior LinkAge Line®

This is a state program that gets money from the Federal government to give free local health insurance counseling to people with Medicare in Minnesota.

1-800-333-2433

TTY 711

[mn.gov/senior-linkage-line](https://mn.gov/senior-linkage-line)

## Not sure where to start?

Call UCare's MSHO Customer Service and they will help answer your questions.

612-676-6868 or 1-866-280-7202

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

8 am – 8 pm, seven days a week

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# Thanks for choosing UCare

Our goal is to help you live well every day. We're the can-doers. A team of go-getters working hard to make sure you get the care and coverage you need, when you need it. 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's MSHO plan has to offer.

We're glad you are here. Now let's get started!

## Everything you need to know to start using your plan

### Your secure online member account

Set up your secure online member account at [member.ucare.org](https://member.ucare.org).

Once you're setup, you'll be able to:

- See, print and order your member identification (ID) card
- See your UCare plan materials to find out what is covered
- Send and receive secure messages with customer service and a web nurse
- View coverage updates and important health and wellness information
- Do a health assessment to understand your health
- Check your eligibility for wellness services, products and more

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### Customer service

Call our customer service representatives for answers to your benefit and service questions.

612-676-6868 or 1-866-280-7202

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

8 am – 8 pm, seven days a week

*Although we understand your family is concerned about you, we cannot release information to family members calling on your behalf, unless you are the parent/guardian and or have a signed Statement of Authorized Representation showing the family member(s) have your consent. Visit [ucare.org](https://ucare.org) or call customer service to learn more.*

# 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.

## Member ID number

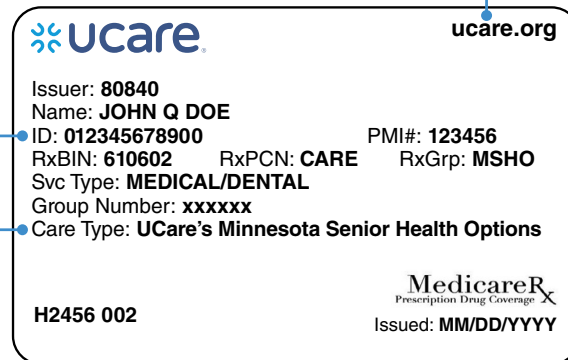
Secure number unique to you.

## UCare website

Access the member site and helpful information.

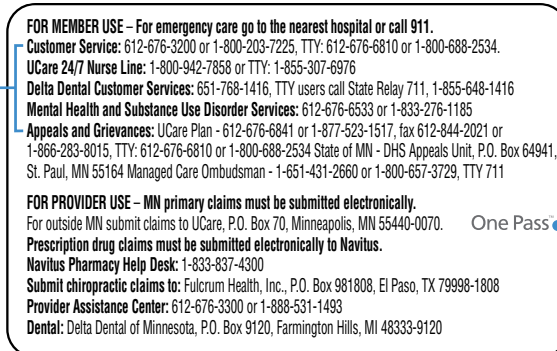
## Plan name

The name of your specific plan.



## Contact information

Numbers to know, including customer service and Nurse Line numbers.



## One Pass fitness program

One Pass fitness logo shows you're eligible for this benefit.

## 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

# Understand your coverage

## Get 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
- **Provider and Pharmacy Directory** — Lists the doctors, dentists, pharmacies, hospitals and chiropractors in our network, including details on specialty, medical school attended, residency completed and board certification status
- **List of Covered Drugs (Formulary)** — Lists what drugs your plan covers

Here's how to get these important member materials:

Online: View or print the *Member Handbook*, *Provider and Pharmacy Directory* and *List of Covered Drugs (Formulary)* from [ucare.org/member-documents](https://www.ucare.org/member-documents). Or log into your online member account at [member.ucare.org](https://member.ucare.org).

Request printed materials two ways:

1. Online — Log into your member account at [member.ucare.org](https://member.ucare.org) and send us a request
2. Phone — Call customer service

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## Drug benefits

### Check your drug coverage

Keep your costs low by making sure your prescription drugs are on the plan's drug list (also called a formulary). You can always check the drug list at [search.ucare.org](https://search.ucare.org). Select "Drug List" from the menu at the top of the page and choose your specific plan from the "Pick your plan" menu. The drug list is updated monthly.

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. Your out-of-pocket costs will also depend if the drug approved is a generic drug or brand name drug.

### Filling prescriptions

You can choose from three ways to fill your prescription:

- 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 and you don't need to be a Costco member to use this service. To learn more, visit [ucare.org/pbm](https://www.ucare.org/pbm).

### Save more when you use a network pharmacy

Fill your prescriptions nationwide at one of our 63,000 network pharmacies and pay less for your drugs. To find a network pharmacy near you, use the search network tool at [search.ucare.org](https://search.ucare.org).

# Where to get care

Use this guide to ensure you get the right level of care at the right time.

## Nurse Line



Speak with a nurse, available 24/7, for:

- Reliable health information
- Advice on what level of care is needed

Call 1-800-942-7858 (TTY 1-855 307-6976), 24 hours a day, seven days a week

## Primary care



The best choice for most of the care you need, like:

- Preventive (checkups, vaccines and immunizations)
- New symptoms or long-standing (chronic) conditions

## Online care



Available 24/7 for common conditions like:

- Acne
- Allergies
- Cold, cough and flu
- Pink eye
- Bug bites
- Ear pain

Online care is provided by:

- [virtuwell.com](https://www.virtuwell.com)
- [cvs.com/minuteclinic](https://www.cvs.com/minuteclinic)
- [mhealthfairview.org/evisits](https://www.mhealthfairview.org/evisits)

## Urgent care



Immediate but non-life-threatening care for things like:

- Back pain, migraines and headaches
- Broken bones, sprains and strains
- Minor burns, cuts, lacerations, rashes and infections
- Asthma, bronchitis and respiratory infections

## Convenience care



Walk-in or virtual visits to convenience clinics, often in retail stores, grocery stores and pharmacies, for common injuries and illnesses like:

- Ear infections
- Sinus infection and congestion
- Vaccinations
- Strep throat
- Small blisters and cuts
- Urinary tract and bladder infections

## Emergency care



Go to the nearest emergency room or call 911 for life-threatening situations like:

- Heart attack symptoms (chest pain, shortness of breath or loss of consciousness)
- Head trauma or sudden confusion
- Major burns, open wound fractures and heavy bleeding
- Stroke symptoms (slurred speech, sudden weakness, vision loss and dizziness)

# Searching through your coverage

## It's easy to find a doctor and your prescription drugs

Go to [search.ucare.org](https://search.ucare.org) to browse through the online directory. Use this online tool to find:



### People

Doctors, specialists, chiropractors and other kinds of care



### Places

Hospitals, clinics, home health care, hospice, urgent care and more



### Pharmacies

Retail pharmacies in network



### Drug list

Covered prescription drugs and restrictions

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## Online search tool FAQs

### Why do I start by choosing a plan?

We want to make sure that members who use the tool are viewing only people, places and pharmacies that provide services for their plan.

### 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 at [member.ucare.org](https://member.ucare.org). Once you have logged into your secure online member account, click on the "My Policy" section on the dashboard. Your UCare health plan is listed under "Plan Name."
- Customer service: Call us. We're always happy to help!

### When entering a location, do I need to select one of the options that appears in the resulting drop-down box?

Yes — this tool uses Google location technology. You'll get the best results by selecting one of the location options presented.





## Member programs and resources

### Transportation to covered services

UCare Health Ride provides no-cost transportation to and from your covered medical, dental and pharmacy visits. In case of emergency call 911.

Call the UCare Health Ride line at 1-800-864-2157 (TTY 1-800-688-2534), 7 am – 8 pm, Monday – Friday, or visit [ucare.org/healthride](https://ucare.org/healthride).

### Transportation options



#### Public bus or light rail

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



#### Taxi or volunteer driver

For members who do not live on a bus or 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's department of human services to talk about reimbursement options.

## Mental Health and Substance Use Disorder services

Mental health and substance use disorders are treatable health conditions. UCare staff are available to offer support and resources.

Support for members includes:

- Help during a crisis
- Referral to and consultation with mental health and substance use disorder case management and other services
- Connections to community resources
- Help to find in-network and specialty care mental health and substance use providers

Call the UCare Mental Health and Substance Use Disorder Triage line at 612-676-6533 or 1-833-276-1185 (TTY 1-800-688-2534), 8 am – 5 pm, Monday – Friday.

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## Care coordination

Your membership includes the services of a care coordinator to help you get the health care you need. Your care coordinator can help you arrange preventive care, find or change your doctor, make referrals for you and find wellness programs and other services.

To learn more, or if you have questions about what your care coordinator is, call Clinical Services Member Assistance at 612-676-6622 or 1-877-903-0062 (TTY 1-800-688-2534), 8 am – 4:30 pm, Monday – Friday.

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## Care setting transitions

Changes in health and care needs can happen any time. If you need to move from one care setting (such as your home, hospital or nursing home) to another, we want to make sure you have everything you need for a successful experience.

Your care coordinator can help support you. This person will connect with you, your family and providers to review your discharge instructions. They also will assess your understanding of your drugs, make sure you know who to call with questions, and help you with follow-up appointments and other needs.

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## Over-the-counter (OTC) benefit through CVS

Your \$60 quarterly over-the-counter (OTC) benefit can be used to purchase eligible health items directly through CVS. You'll receive an allowance four times per year. Eligible items include surgical masks, vitamins, allergy medications, first aid supplies, toothpaste and more.

To learn more and start shopping with CVS OTC Health Solutions, call 1-888-628-2770, or visit **[cvs.com/benefits](https://www.cvs.com/benefits)**.

You also have additional OTC drug coverage through your Medicaid drug benefit. To learn more, see your *List of Covered Drugs (Formulary)*.

## Quit Smoking and Vaping Program

Learn how to stop smoking, vaping or chewing tobacco. UCare members can get help at no charge to quit through the 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:

- Call the tobacco and nicotine quit line 1-855-260-9713 (TTY 711), available 24 hours a day, seven days a week
  - Visit [myquitforlife.com/ucare](https://myquitforlife.com/ucare)
  - Download the Rally Coach Quit For Life mobile app
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## 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 are at risk for chronic conditions such as chronic obstructive pulmonary disease, chronic kidney disease, diabetes, or heart failure.

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

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## Utilities allowance

Members with congestive heart failure, ischemic heart disease, diabetes or hypertension receive a \$50 monthly utility allowance on the UCare Healthy Benefits+ Visa® card. You can pay monthly household utility bills, like your heat and electric bills, simply by using the Healthy Benefits+ card at checkout.

This benefit becomes effective on the first day of each month and doesn't roll over into the next month. Money you don't use by the end of the month will expire. If you're eligible for this allowance, you'll receive a welcome letter that includes the card used to access the benefit.

To learn more or check your card balance visit [healthybenefitsplus.com/ucare](https://healthybenefitsplus.com/ucare) or call 1-833-862-8276 (TTY 711). This phone number is also on the back of your Healthy Benefits+ card.

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## Keep Your Coverage program

It's important to keep your Medicaid (Medical Assistance) eligibility in place so your UCare coverage continues without gaps in health care or services. To remain eligible for Medicaid, paperwork from your county must be completed and sent in on time. You may also need to report certain changes during the year, like if you move or get a new job.

Call the UCare Keep Your Coverage help line at 612-676-3438 or 1-855-307-6978 (TTY 612-676-6810), 8 am – 5 pm, Monday – Friday, or email [KeepYourCoverage@ucare.org](mailto:KeepYourCoverage@ucare.org).

## Fitness and wellness benefits

### Vaccines

Your plan covers flu, COVID-19 and pneumonia vaccines. Talk with your doctor or other health care provider to see if you need these or other shots. Some vaccines, including the shingles vaccine, are covered by Part D, so your prescription copay applies.

### 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, diabetes exams, cholesterol tests, mammograms and colon cancer screenings.

### Take a class, get a discount

Members get up to a \$15 discount on most community education classes in Minnesota. Check a local community education catalog or contact the local school district for class times and locations. To get your discount, simply show your UCare member ID card when enrolling in a class.

Your plan includes unlimited yearly discounts (one per class enrollment).

### Juniper health and wellness classes

Juniper provides evidence-based health management and wellness classes for MSHO members. Group-based classes are available through a statewide broad network of participating facilities. These facilities include customized living facilities, community centers, senior centers, churches and fitness centers.

Juniper classes are designed for older adults and led by certified instructors/coaches. They provide education, skills and strategies to prevent falls and promote self-management of chronic conditions like diabetes and chronic pain.

Learn more at [yourjuniper.org](https://yourjuniper.org) or talk to your care coordinator.

### One Pass fitness program

One Pass is a complete fitness solution for your body and mind, available to you at no additional cost. You'll have access to more than 24,000 participating fitness locations nationwide, plus:

- Thousands of on-demand and live-streaming fitness classes
- Workout builders to create your own workouts and walk you through each exercise
- Home fitness kits for members who are physically unable to visit or reside at least 15 miles outside a participating fitness location
- Personalized, online brain training program to help improve memory, attention and focus
- Social activities, community classes and events available for online or in-person participation

Find participating locations near you at [ucare.org/onepass](https://ucare.org/onepass) or call 1-877-504-6830 (TTY 711), 8 am – 9 pm, Monday – Friday.

Your flexible transportation benefit includes up to three round-trip rides per week to covered fitness clubs and health education classes.



## Grocery discounts

You can save 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 UCare Healthy Benefits+ Visa card. Simply scan your Healthy Benefits+ card when paying to access your discount.

To register your card and learn more, visit [healthybenefitsplus.com/ucare](https://healthybenefitsplus.com/ucare) or call 1-833-862-8276 (TTY 711).

## Healthy food allowance

Members with congestive heart failure, ischemic heart disease, diabetes or hypertension get a \$60 monthly healthy food allowance on their UCare Healthy Benefits+ Visa card. You can use the allowance to buy healthy foods and produce. Approved items like fruit, vegetables, healthy grains, dairy, beans and more can be purchased at participating retailers like Cub or Walmart simply by scanning the card at checkout.

This benefit becomes effective on the first day of each month and doesn't roll over into the next month. Money you don't use by the end of the month will expire. If you're eligible for this allowance, you'll get a welcome letter that includes the card used to access the benefit.

To learn more or check your card balance, visit [healthybenefitsplus.com/ucare](https://healthybenefitsplus.com/ucare) or call 1-833-862-8276 (TTY 711). This phone number is also on the back of your Healthy Benefits+ card.

Members who are eligible for this benefit can also get up to one round trip ride per week to a participating grocery store to use the benefit.

## Healthy Benefits+ Visa card

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

- Grocery discounts
- Rewards and incentives
- Healthy food allowance (for members with eligible chronic conditions)
- Utility allowance (for members with eligible chronic conditions)

Your Healthy Benefits+ Visa 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 program.

To learn more, register your card or check your card balance, visit [healthybenefitsplus.com/ucare](https://healthybenefitsplus.com/ucare) or call 1-833-862-8276 (TTY 711). This phone number is also on the back of your Healthy Benefits+ Visa card.

## Pain management

Qualifying members can access the following pain management benefits. Talk to your care coordinator for more information.

- Therapeutic massage: six visits per year to a UCare network massage therapist for members with back pain, neck and shoulder pain, headache, carpal tunnel syndrome, osteoarthritis or fibromyalgia
  - Additional acupuncture: Up to 12 additional visits of acupuncture per year for acute low back pain
  - Routine chiropractic: Up to 12 visits /year — includes exams and adjustment of extremities for members with musculoskeletal disorders
- 

## Wellness Kits

UCare offers kits to help you be well and healthy. Talk to your care coordinator to see if they may help you.

Members may choose one of the following kit options:

- Strong and Stable Kit
- Adult Dental Kit and Adult Dental Refill Kit
- Memory Support Kit
- Medication Toolkit
- Stress and Anxiety Kit

There are three ways to order a kit\*:

1. Fill out the form in the back of this guide
  2. Order through your online member account at **member.ucare.org**. Go to Health & Wellness, then Wellness, Rewards & Allowance to place your order.
  3. Call UCare Customer Service at the number on the back of your member ID card
- 

## Post-discharge support following an inpatient stay

You can get extra support from UCare after a hospital stay. Talk to your care coordinator to see how you can access these benefits:

- Post-discharge medication reconciliation with a pharmacist
- Two meals a day for up to four weeks following discharge
- Four re-admission prevention sessions with a community health worker (safety assessment, resource coordination)

## Dental resources

You'll find a list of covered dental benefits in your *Member Handbook*. These benefits include many diagnostic, preventive and restorative services.

### UCare Dental Connection

UCare Dental Connection can help you:

- Find a dental provider or dental home
- Schedule dental appointments for general, follow-up and specialty care
- Coordinate rides and interpreter services for dental appointments
- Get answers to dental benefit and claim questions

Call the UCare Dental Connection line at 651-768-1415 or 1-855-648-1415 (TTY 612-676-6810 or 1-800-688-2534), 7 am – 7 pm, Monday – Friday, or visit [ucare.org/dentalconnection](https://ucare.org/dentalconnection).

### UCare Mobile Dental Clinic

UCare offers dental check-ups, cleanings and basic restorative care aboard the UCare Mobile Dental Clinic. Call to find out when the clinic will be near you or go to [ucare.org/mdc](https://ucare.org/mdc) for scheduled dates and locations.

Schedule your appointment by calling 1-866-451-1555 (TTY 1-800-627-3529), 8 am – 4:30 pm, Monday – Friday.

### Adult Dental and Adult Dental Refill Kit

Take care of your smile with a free dental kit from UCare. You can request an Adult Dental Kit once every three years. In the years you aren't eligible, you can request an Adult Dental Refill Kit. You're not eligible to receive the Adult Dental Refill Kit in the same year you receive the complete Adult Dental Kit.

#### Adult Dental Kit:

- Electric toothbrush and charger
- Replacement brush heads
- Toothpaste
- Dental floss

#### Adult Dental Refill Kit:

- Replacement brush heads
- Toothpaste
- Dental floss

There are three ways to order a kit\*:

1. Fill out the form in the back of this guide
2. Order through your online member account at [member.ucare.org](https://member.ucare.org). Go to Health & Wellness, then Wellness, Rewards & Allowance to place your order.
3. Call UCare Customer Service at the number on the back of your member ID card

\*Must be an eligible UCare member 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.



## Support for caregivers

M Health Fairview's Caregiver Assurance Program™ provides support and guidance to the caregiver helping you with day-to-day living tasks. Your caregiver will be paired with an advisor trained in aging and caregiving.

With M Health Fairview's Caregiver Assurance Program, your caregiver will have access to:

- Emotional support
- Problem solving help
- Guidance for self-care and stress management
- Connections to financial aid



# Adult Dental Kit order form

## Take care of your smile!

### Choose one

Kit contents are subject to change. Must be a current member at the time of the order. Only one kit per member.

If you have questions, call customer service. Allow 4 – 6 weeks for kit delivery. Benefits may change each year. Incomplete or ineligible forms will be returned.



#### Adult Dental Kit

- (Limit one per member every three years)
- An electric toothbrush and charger
  - Two replacement brush heads
  - Toothpaste
  - Dental floss



#### Adult Dental Refill Kit

- (Not eligible the year you receive the complete dental kit)
- Two replacement brush heads
  - Toothpaste
  - Dental floss

## To order a kit, complete the form or sign in / create an account

### To complete online

Visit [member.ucare.org](http://member.ucare.org). Click on Health & Wellness and go to Wellness, Rewards & Allowance to place your kit order.

### To complete form by mail

Fill out the form below. Please use black ink. All fields required.

UCare member ID number \_\_\_\_\_ UCare member date of birth \_\_\_\_\_

UCare member name \_\_\_\_\_

### Please tell us where to send the kit:

Name (first and last) \_\_\_\_\_

Mailing address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_

# Stress and Anxiety Kit order form

Let UCare help you relax

## Choose one

Kit contents are subject to change. Must be a current member at the time of the order. Only one kit per member.

If you have questions, call customer service. Allow 4 – 6 weeks for kit delivery. Benefits may change each year. Incomplete or ineligible forms will be returned.

<input type="checkbox"/> <b>Sleep Aid Kit</b> <ul style="list-style-type: none"><li>• Aromatherapy diffuser with sound machine and night light</li><li>• Essential oil</li></ul>	<input type="checkbox"/> <b>Stress Relief Kit</b> <ul style="list-style-type: none"><li>• Therapy lamp</li><li>• Putty</li><li>• Push pop</li></ul>	<input type="checkbox"/> <b>Smart Home Device Kit</b> <ul style="list-style-type: none"><li>• Smart home device</li></ul>
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## To order a kit, complete the form or sign in / create an account

### To complete online

Visit [member.ucare.org](http://member.ucare.org). Click on Health & Wellness and go to Wellness, Rewards & Allowance to place your kit order.

### To complete form by mail

Fill out the form below. Please use black ink. All fields required.

UCare member ID number \_\_\_\_\_ UCare member date of birth \_\_\_\_\_

UCare member name \_\_\_\_\_

### Please tell us where to send the Stress and Anxiety Kit:

Name (first and last) \_\_\_\_\_

Mailing address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_



## 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](mailto: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](mailto:ocrmail@hhs.gov)

**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](mailto: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

UCare's Minnesota Senior Health Options (MSHO) (HMO D-SNP) is a health plan that contracts with both Medicare and the Minnesota Medical Assistance (Medicaid) program to provide benefits of both programs to enrollees. Enrollment in UCare's MSHO depends on contract renewal.



500 Stinson Blvd  
Minneapolis MN 55413

612-676-3200 | 1-800-203-7225  
TTY 612-676-6810 | 1-800-688-2534  
8 am – 5 pm, Monday – Friday

**ucare.org**

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