



# Your 2025 guide to UCare Minnesota Senior Care Plus (MSC+)





## 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 MSC+ plan has to offer.

We're glad you're here.



## Quick reference

### UCare Mental Health and Substance Use Services Triage Line

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

1-833-276-1185

TTY 1-800-688-2534

8 am – 5 pm, Monday – Friday

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

### UCare Dental Connection

1-888-227-3310

1-800-466-7566

8 am – 5 pm, Monday – Friday

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

### DentaQuest

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

### UCare Health Ride

1-800-864-2157

TTY 1-800-688-2534

7 am – 8 pm, Monday – Friday

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

### UCare 24/7 Nurse Line

1-800-942-7858

TTY 1-855-307-6976

### Healthy Benefits+ Visa® card

1-833-862-8276

TTY 711

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

### Senior LinkAge Line®

A state program that helps older Minnesotans connect to health services.

1-800-333-2433

TTY 711

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

### 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)

### UCare Keep Your Coverage Program

1-855-307-6978

TTY 1-800-688-2534

8 am – 5 pm, Monday – Friday

### Costco Mail Order Pharmacy

1-800-607-6861

TTY 711

[pharmacy.costco.com](https://pharmacy.costco.com)

## Table of contents

Everything you need to know to start using your plan . . . . .	4
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 . . . . .	18
Notice of Privacy Practices . . . . .	24
Notice of Nondiscrimination . . . . .	29



### Not sure where to start?

Call UCare MSC+ 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

# Everything you need to know to start using your plan

## Your secure online member account

Go to [ucare.org/mscplusaccount](https://ucare.org/mscplusaccount) 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



To create or login to your online member account, visit [ucare.org/mscplusaccount](https://ucare.org/mscplusaccount) or scan this code using the camera on your phone.

## Explore the Medicaid 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 Medicaid (Medical Assistance) plans.



### Prepare for Medicaid 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 Member Handbook\*.



To explore your member resources, visit [ucare.org/medicaidmember](https://ucare.org/medicaidmember) or scan this code using the camera on your phone.

## Understand your member materials

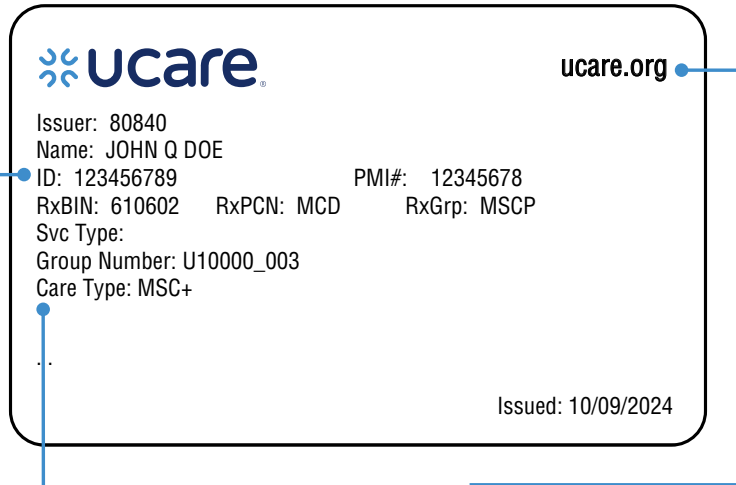
It's important to know what's included in your health plan. Here are a few resources that can help:

- **Member Handbook:** Gives you detailed information about what is covered by your plan, including your member rights and responsibilities
- **Provider and pharmacy directory:** Lists the doctors, dentists, pharmacies, hospitals and chiropractors in our network. It includes details on specialty, languages spoken, ADA accessibility, new patient availability and more.
- **List of covered drugs (formulary):** Lists what drugs your plan covers

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

# 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.



## 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:** 888-209-3310  
**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



## 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

# Find care in your network

## Search for in-network care

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 to find in-network care. Use this 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



## Health care directives

A health care directive is a written document that informs others of your wishes about your health care. Contact your health care provider or attorney or call 1-800-333-2433 (TTY users call 711) to learn more. A suggested health care directive form is available online at [ucare.org/advance-directives](https://ucare.org/advance-directives).

If you have questions, call the customer service number on the back of your member ID card.

## 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. Selecting the plan choice first is the best way to ensure this occurs.

### 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 [ucare.org/mscplusaccount](https://ucare.org/mscplusaccount). Once you've logged into your secure online member account, click on the "My Policy" section on the dashboard. From there you'll be able to access your plan benefits, including plan name and related information.
- **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 will get best results by selecting one of the location options presented. Also, this tool uses countrywide location capabilities, so make sure you select the correct city and state.



## 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 have a signed Statement of Representative form listing the family member(s) who can act for you on file with UCare. Visit [ucare.org/member-documents](https://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

By understanding your coverage options, you can make informed choices and stay in control of your health 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 guidance when you have a health concern
- 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.

## Online care



Available 24/7 for common conditions like:

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

Online care is available at [virtuwell.com](https://www.virtuwell.com) and [mhealthfairview.org/evisits](https://www.mhealthfairview.org/evisits).

## 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

## 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
- Follow-up care after an illness or hospital stay
- Medication management

## 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

## 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)

## Plan highlights

### Drug benefits

#### Check your drug coverage

Keep your costs low by making sure your prescription drugs are on the UCare MSC+ list of covered drugs (also called a formulary). You can check the drug list at [search.ucare.org](https://search.ucare.org). Select “Drug List” from the menu at the top of the page, then “See Medicaid plans,” and choose your specific plan from the “Select 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.

#### Filling prescriptions

Fill your prescriptions nationwide at one of our 63,000 network pharmacies. To find a network pharmacy near you, use the search network tool at [search.ucare.org](https://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. Call Costco Mail Order Pharmacy at 1-800-607-6861 (TTY users call 711) or visit their website at [pharmacy.costco.com](https://pharmacy.costco.com) to learn more and sign up.

## Dental services

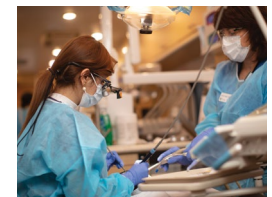
Get the best benefit by using a dentist in the DentaQuest network. Visit [ucare.org/dental](https://ucare.org/dental) or see your Member Handbook for more information. Covered benefits include many diagnostic, preventive and restorative services.

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

### UCare Mobile Dental Clinic

Our Mobile Dental Clinic offers dental check-ups, cleanings and basic restorative care. Visit [ucare.org/mdc](https://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.





## 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/mscplusrwards](https://ucare.org/mscplusrwards) 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, pneumonia, shingles and other 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. Request a ride at least two business 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. Request a ride at least two business 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://www.ucare.org/healthride).



## 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 chronic obstructive pulmonary disease (COPD), chronic kidney disease, asthma, migraine, 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).

## 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:

- Community education class allowance
- 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. If you haven't received a Healthy Benefits+ card, call customer service at 1-866-599-2490 (TTY users call 1-800-688-2534) to request one and access the discounts.

To check your card balance or request a replacement card, visit [healthybenefitsplus.com/ucare](https://healthybenefitsplus.com/ucare) or call 1-833-862-8276 (TTY users call 711). You can also access your benefits anywhere, anytime, by downloading the free Healthy Benefits+ mobile app through the App Store or Google Play.

### Community education class allowance

You can opt in to get a \$100 quarterly allowance loaded onto your Healthy Benefits+ card to use toward most community education classes nationwide.\*

To find a class, check a local community education catalog or contact a local school district for times and locations. When enrolling in a class, use your Healthy Benefits+ card when you check out in person, over the phone or online. The allowance expires at the end of the year. UCare isn't able to reimburse for classes that are paid for without the Healthy Benefits+ card.

\*To opt in to this allowance, call customer service or log in to your online member account.



### 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 scan your card or use the Healthy Benefits+ app when paying to access your discount.

## Care coordination

Your plan includes the services of a care coordinator who can 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. You should receive a welcome letter with your care coordinator's name and contact information.

To learn more, call the customer service number on page three of this guide.

## Health risk assessment

When you first join UCare MSC+, your care coordinator will contact you to offer a health risk assessment (HRA). Your HRA is a review of your medical history and current conditions. It's used to learn about your health and determine what services and support you want and need. Together, you and your care coordinator will make a support plan.

## Care setting transitions

Changes in your health and level of care required can happen any time. If you need to move from one care setting (such as your home, hospital or nursing home) to another, or need help setting up home-based services, we will help support you and your family in your transition. Your care coordinator can:

- Help coordinate your move
- Share your support plan with the care team
- Assist with ordering equipment and support services
- Help you with follow-up appointments and other needs

## Post-discharge support following an inpatient stay

You get extra support from UCare after a hospital stay. Your care coordinator will follow up with you to discuss your stay, any changes to your health and how to prevent future readmissions.

## Keep Your Coverage Program

It's important to keep your Medicaid eligibility in place so your UCare MSC+ coverage continues without gaps in health care or services. To remain eligible for Medicaid, paperwork from your county or Tribe 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 users call 612-676-6810), 8 am – 5 pm, Monday – Friday, or email [keepyourcoverage@ucare.org](mailto:keepyourcoverage@ucare.org).

## 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](http://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](mailto:shhcarecenter@2harvest.org).



## Strong and Stable Kit

Order a Strong and Stable Kit to help improve your health and wellness. This kit provides tools to help you stay strong and prevent falls — at no additional cost to you.

- Resistance band strength kit
- Tip sheets with helpful falls prevention advice
- Tub grips to make your bathtub or shower safer
- Nightlight to keep a bathroom or another area of your home well-lit at night
- Medication box to help take medications correctly

If you're interested in this kit or if you've experienced falls in your home or the community, contact your care coordinator to order the kit for you.\*

## Mental Health and Substance Use Services

At UCare, we offer mental health and substance use support to members of all ages — at no additional cost. We can help find resources for you or your loved one and connect you to support and services, including case management, counseling, individual and group therapy and community resources. We'll also connect you with services and support that are specific to your individual needs and culture.

Our mental health and substance use team will provide support for you or a loved one through our triage line at no additional cost to you. Call us or visit [ucare.org/mentalservices](https://www.ucare.org/mentalservices) for help finding resources, scheduling appointments, meeting your health goals or other mental health needs. Call 612-676-6533 or 1-833-276-1185 (TTY users call 1-800-688-2534), 8 am – 5 pm, Monday – Friday. An after-hours line is available outside of business hours and on weekends.

\*Must be an eligible UCare member at the time of the order. Limit one kit per year per member. Kit contents and availability 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](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: 800-368-1019, TTY: 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 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](mailto: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

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.

သတိ။ ဤတွဲရက်စာတမ်းအားအခမဲ့ဘာသာပြန်ပေးခြင်း အကူအညီလိုအပ်ပါက၊ အထက်ပါဖုန်းနံပါတ်ကိုခေါ်ဆိုပါ။

កំណត់សំគាល់ ។ បើអ្នកត្រូវការជំនួយក្នុងការបកប្រែឯកសារនេះដោយឥតគិតថ្លៃ សូមហៅទូរស័ព្ទតាមលេខខាងលើ ។

請注意，如果您需要免費協助傳譯這份文件，請撥打上面的電話號碼。

Attention. Si vous avez besoin d'une aide gratuite pour interpréter le présent document, veuillez appeler au numéro ci-dessus.

Thov ua twb zoo nyeem. Yog hais tias koj xav tau kev pab txhais lus rau tsab ntaub ntawv no pub dawb, ces hu rau tus najnpawb xov tooj saum toj no.

ဟ်သုဉ်ဟ်သးဘဉ်တက့ၢ်. ဝဲနမ့ၢ်လိဉ်ဘဉ်တၢ်မၤစၢၤကလိလၢတၢ်ကကျိးထံဝဲဒၣ်လံာ် တီလံာ်မိတခါအံၤန့ၣ်,ကိးဘဉ် လိတဲစိနီၢ်ဂံၢ်လၢထးအံၤန့ၣ်တက့ၢ်.

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

ໂປຣດຊາບ. ຖ້າຫາກ ທ່ານຕ້ອງການການຊ່ວຍເຫຼືອໃນການແປເອກະສານນີ້ພຣີ, ຈົ່ງ ໂທໂປຣໂປທິໝາຍເລກຂ້າງເທິງນີ້.

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.



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](https://www.ucare.org)**