

# UCare resources for your pregnancy

UCare is dedicated to giving you the support you need during pregnancy and after your baby is born.

Pregnant UCare members get extra health benefits. As soon as you learn you're pregnant, call your county worker, MinnesotaCare or MNsure to learn more.

## How can UCare help while I'm pregnant?

### Earn a reward for getting early prenatal care

Earn a reward by completing your first prenatal doctor visit within the first three months of your pregnancy or within 42 days of your UCare enrollment. Your doctor or midwife will check to make sure you and your growing baby are well and answer your questions.\*

### Call the Maternal and Child Health Program Line

Get answers to your pregnancy and postpartum questions. Call the Maternal and Child Health Program Line at 612-676-3326 (TTY 711). Leave a voicemail with your name, member ID and phone number and your call will be returned within 24 hours. If you have general questions or need after-hours help, call the UCare 24/7 Nurse Line at 1-855-260-9708 (TTY 711). Call 911 if you have an urgent or life-threatening concern.

If you've been diagnosed with a pregnancy complication, a high-risk pregnancy or need support after your baby is born, call 612-676-3326 (TTY 711).

### Attend childbirth and breastfeeding classes

Be prepared for labor and delivery, postpartum life and breastfeeding your baby.

### Order no-cost pregnancy education resources

Members can order a guidebook about pregnancy and babies, a book to help tobacco users quit and other resources. To order, call the UCare Customer Service number on your member ID card.

## How can UCare help after my baby arrives?

### Get a free car seat and safety education

UCare members who are pregnant and children under age 8 may be eligible for free car seats and car seat education. For more information, call the UCare Customer Service number on your member ID card.

### Receive a no-cost breast pump

You may be eligible to receive a free breast pump from UCare. Check with your doctor or midwife or call UCare Customer Service.

### Earn a reward for getting your checkup after delivery

Earn a reward for completing your doctor visit between 1 – 12 weeks after you give birth. Your doctor or midwife will check on how you're feeling emotionally and physically and answer your questions.\*

### Get tips on how to care for your baby

Visit [ucare.org/familywellness](https://ucare.org/familywellness) to get helpful tips on how to care for your baby, including information on how to prevent diaper rashes, treating fevers at home and so much more.

## How else can UCare help?

### Save money on groceries

You can save on healthy foods like milk, whole-grain bread, lean meat, eggs and produce at participating grocery stores. Weekly specials are pre-loaded onto your Healthy Benefits+ Visa® card. Simply scan your card when paying to access your discount.

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

### Get no-cost transportation to medical appointments

UCare Health Ride can arrange transportation to and from eligible medical and dental appointments. Call 1-800-864-2157 (TTY 1-800-688-2534) to schedule. Available to UCare Prepaid Medical Assistance Program (PMAP), children on MinnesotaCare, UCare Connect (SNBC) and UCare Connect + Medicare (HMO D-SNP) members.

### Quit Smoking and Vaping Program

Get help quitting smoking, vaping or chewing tobacco with the tobacco and nicotine quit line. Call 1-855-260-9713 (TTY 711), 24 hours a day, seven days a week. Visit [myquitforlife.com/ucare](https://myquitforlife.com/ucare) or download the Rally Coach Quit For Life mobile app. Earn a reward when you complete a phone assessment during your pregnancy or during your baby's first year.



### How do I get the care I need?

Talk to your doctor or midwife about your pregnancy concerns. Call them right away if you experience:

- Bleeding or leaking fluid from the vagina
- Sudden or severe swelling in the face, hands or fingers
- Severe or long-lasting headaches and/or dizziness
- Discomfort, pain or cramping in the lower abdomen
- Burning or pain with urination
- Problems seeing or blurred vision
- Less frequent movement from your baby after 28 weeks of pregnancy or if you count less than 10 movements within two hours
- Thoughts of harming yourself or your baby

You know your body best. **If your symptoms persist or worsen, call 911 or go to the nearest emergency room.**

For more information, go to [ucare.org/familywellness](https://ucare.org/familywellness) or call the number on the back of your member ID card.

\*Rewards expire after 12 months or upon plan ending.



## 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 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