

# Helping you be your best self

## Mental health and substance use disorder help

UCare offers resources for individuals and families coping with mental health and substance use disorders. Through services like the Mental Health and Substance Use Disorder Access Line and Triage Line, UCare can help you get the support you need, when and where you need it most.

### Access Line

The Mental Health and Substance Use Disorder Access Line is a service for members who need help scheduling a mental health appointment, either for themselves or a family member.

#### Our dedicated team can help you:

- Find the right provider and schedule an appointment
- Complete your initial paperwork
- Obtain a ride to your appointment
- Remember your appointment with a reminder call or email
- Locate social services support and resources

In addition, someone will follow up with you after your appointment to ensure your needs are being met and answer any questions you may have.

### Triage Line

UCare's Mental Health and Substance Use Disorder Triage Line team is here to listen to your concerns and help in a variety of ways.

#### Our team can provide:

- Help during a crisis
- A listing of in-network mental health and substance use providers
- Referrals to Mental Health and Substance Use Disorder Case Management
- Connections to community resources, including food help

### Get the help you need



**Access Line:** 612-676-6811, 1-833-276-1191

**Triage Line:** 612-676-6533, 1-833-276-1185

The Access and Triage lines are open 8 am – 5 pm, Monday – Friday. If you leave a message outside of business hours, a UCare representative will call you back the next business day.



**No English?**

**1-800-203-7225**

**1-800-688-2534 (TTY)**

Discrimination is against the law. UCare does not discriminate because of race, color, national origin, creed, religion, sexual orientation, public assistance status, marital status, age, disability or sex.

UCare's 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.

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