

Numbers to know



UCare's Health Ride

Get no-cost rides to qualified medical and dental appointments.

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

In case of a medical emergency: 911

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 Clinical Services Member Assistance

Call UCare Clinical Services for help finding a care coordinator.

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

UCare Mobile Dental Clinic

1-866-451-1555
TTY 1-800-627-3529
8 am – 4:30 pm, Monday – Friday
ucare.org/mdc

UCare 24/7 Nurse Line

1-800-942-7858
TTY 1-855 307-6976

Other UCare services

Access free interpreter services or accessibly formatted information free of charge.

MSC+: 612-676-3200 or 1-800-203-7225
UCare's MSHO: 612-676-6868 or 1-800-280-7202
TTY 612-676-6810 or 1-800-688-2534

Tobacco and Nicotine Quit Line

Get help kicking the habit from home at no cost.

1-855-260-9713
TTY 711
24 hours a day, seven days a week
myquitforlife.com/ucare

Senior LinkAge Line®

This state program offers free health insurance counseling for people with Medicare in Minnesota.

1-800-333-2433
TTY 711
mn.gov/senior-linkage-line

UCare Keep Your Coverage Program

Our specialists guide you through the Medicaid renewal process so you can avoid breaks in care and services.

612-676-3438 or 1-855-307-6978
TTY 612-676-6810 or 1-800-688-2534
8 am – 5 pm, Monday – Friday

Not sure where to start? Call UCare Customer Service for help.

Minnesota Senior Care Plus (MSC+)

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

UCare's Minnesota Senior Health Options (MSHO)

612-676-6868 or 1-800-280-7202
TTY 612-676-6810 or 1-800-688-2534
8 am – 8 pm, seven days a week

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: Toll-free: 800-368-1019

TDD Toll-free: 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 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 (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