

Cov naj npawb yuav tsum tau paub

Minnesota Senior Care Plus (MSC+) thiab UCare's Minnesota Senior Health Options (MSHO) (HMO D-SNP)

UCare's Health Ride

Nrhiav kev caij tsheb uas tsis tau them nqi mus rau cov kev teem caij kho mob thiab kho hniav uas tsim nyog.

612-676-6830 los sis 1-800-864-2157

TTY 612-676-6810 los sis 1-800-688-2534

7 teev sawv ntxov – 8 teev yuav tsaus ntuj,
Hnub Monday – Hnub Friday

ucare.org/healthride

Thaum muaj xwm txheej ceev rau kev kho mob: 911

UCare Mental Health and Substance Use Services Triage Line

Txog rau txoj kev txhawb pab thaum xwm txheej kub ntxov los sis pab cuam yam tsis tu ncua txhawm rau tswj xyuas tus zwj ceeb mob huam xeev los ntawm txoj kev noj qab haus huv ntsig txog kev puas siab puas ntsws los sis kev quav yeeb qauv tshuaj.

612-676-6533 los sis 1-833-276-1185

TTY 1-800-688-2534

8 teev sawv ntxov – 5 teev yuav tsaus ntuj
Hnub Monday – Friday

UCare Clinical Services Member Assistance

Hi rau UCare Clinical Services rau kev pab nrhiav care coordinator (tus lis hauj lwm saib xyuas kho mob).

612-676-3200 los sis 1-866-599-2490

TTY 1-800-688-2534

8 teev sawv ntxov – 4:30 teev yuav tsaus ntuj
Hnub Monday – Friday

UCare Dental Connection

MSC+: 1-888-227-3310

UCare's MSHO: 1-855-209-3155

TTY 1-800-466-7566

8 teev sawv ntxov – 5 teev yuav tsaus ntuj
Hnub Monday – Friday

ucare.org/dentalconnection

UCare 24/7 Nurse Line

1-800-942-7858

TTY 1-855 307-6976

UCare Mobile Dental Clinic

1-866-451-1555

TTY 1-800-627-3529

8 teev sawv ntxov – 4:30 teev yuav tsaus ntuj

Hnub Monday – Friday

ucare.org/mdc

Lwm cov kev pab cuam ntawm UCare

Siv tau cov kev pab cuam ntawm neeg txhais lus pab dawb los sis ntaub ntawv ua hom ntawv uas siv tau tsis muaj nqi them.

MSC+: 1-800-203-7225

UCare's MSHO: 1-866-280-7202

TTY 1-800-688-2534

Tobacco and Nicotine Quit Line

Nrhiav kev pab pauv tus cwj pwm tau tom tsev yam tsis muaj nqi them.

1-855-260-9713

TTY 711

24 teev hauv ib hnub, xya hnub hauv ib lim tiam

myquitforlife.com/ucare

Senior LinkAge Line®

Lub khoos kas hauv xeev no muab kev sab laj txog kev tuav pov hwm kev noj qab haus huv pab dawb rau cov neeg muaj Medicare hauv Minnesota.

1-800-333-2433

TTY 711

mn.gov/senior-linkage-line

UCare Keep Your Coverage Program

Peb cov kws kho mob paub tshwj xeeb yuav qhia koj mus ua tus txheej txheem kev rov tsim Medicaid dua tshiab kom koj thiaj li yuav zam tau ncua sij hawm uas tsis muaj kev saib xyuas kho mob thiab cov kev pab cuam.

612-676-3438 los sis 1-855-307-6978

TTY 612-676-6810 los sis 1-800-688-2534

8 teev sawv ntxov – 5 teev yuav tsaus ntuj

Hnub Monday – Friday

keepyourcoverage@ucare.org

Tsis paub meej tias yuav pib ntawm qhov twg? Hu rau UCare Customer Service (Lub Chaw Pab Cuam Tus Qhua) kom tau kev pab.

MSC+

612-676-3200 los sis 1-800-203-7225

TTY 612-676-6810 los sis 1-800-688-2534

8 teev sawv ntxov – 5 teev yuav tsaus ntuj
Hnub Monday – Friday

UCare's MSHO

612-676-6868 los sis 1-866-280-7202

TTY 612-676-6810 los sis 1-800-688-2534

8 teev sawv ntxov – 8 teev yuav tsaus ntuj
xya hnub hauv ib lim tiam

Attention. If you need free help interpreting this document, call the above number.

ያስተውሉ፡ ካለምንም ክፍያ ይህንን ዶክመንት የሚተረጎምሎ አስተርጓሚ ከፈለጉ ከላይ ወደተጻፈው የስልክ ቁጥር ይደውሉ።

ملاحظة: إذا أردت مساعدة مجانية لترجمة هذه الوثيقة، اتصل على الرقم أعلاه.

သတိ။ ဤစာရက်စာတမ်းအားအခမဲ့ဘာသာပြန်ပေးခြင်း အကူအညီလိုအပ်ပါက၊ အထက်ပါဖုန်းနံပါတ်ကိုခေါ်ဆိုပါ။

កំណត់សំគាល់ ។ បើអ្នកត្រូវការជំនួយក្នុងការបកប្រែឯកសារនេះដោយឥតគិតថ្លៃ សូមហៅទូរសព្ទតាមលេខខាងលើ ។

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. ဖဲနမ့ၢ်လိဉ်ဘဉ်တၢ်မၤစၤကလီလၤတၢ်ကကျိးထံဝဲဒၣ်လံာ် တီလံာ်မိတခါအံၤန့ၣ်,ကိးဘဉ်လီတဲစိနီၢ်ဂံၢ်လၤထးအံၤန့ၣ်တက့ၢ်.

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

ໂປຣດຊາບ. ຖ້າຫາກ ທ່ານຕ້ອງການການຊ່ວຍເຫຼືອໃນການແປເອກະສານນີ້ຟຣີ, ຈົ່ງ ໂທໂປຣໂປທີໝາຍເລກຂ້າງເທິງນີ້.

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.

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: 800-368-1019, TTY: 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 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 (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