Privacy Practices

- You have the right to access your personal information. This includes your medical records, unless access is restricted by law.
- We only share your behavioral health notes with your approval or in some limited situations we will share these notes without your approval.
- Your written permission is needed for other uses. A person with the authority to represent you can also give permission.
- We will only share your information for marketing purposes with your approval. This protection also applies to former members.
- In some situations, we are required by law to share your personal information. In these situations, we can do so without your approval.
- We have systems to protect your electronic and written information including oral communications. These systems prevent loss, damage and unauthorized release. Every year, our employees are trained on our privacy policies. This includes training on regulatory requirements and the protection of oral communications.

Services we cover

- Acupuncture
- Behavioral health/mental health services including substance use disorder (SUD) services
- Chiropractic care
- Dental services
- Diagnostic services (lab tests and X-rays, and other medical diagnostic tests)
- Doctor and other health services (including but not limited to doctor visits, immunizations and vaccines, cancer screenings, preventive care, and urgent care)
- Emergency medical services, post-stabilization care, and hospital inpatient and outpatient care (emergency room services, ambulance by air or ground, hospitalization, and outpatient surgical centers)
- Eye care services (eye exams, eye glasses, and contacts)
Services we cover continued

- Interpreter services
- Obstetrics and gynecology (OB/GYN) services
- Telemedicine services
- Transportation to and from medical services

*This is not a complete list. Call our UCare Customer Service to obtain a complete list or answer additional questions about services we cover at 612-676-3200 or 1-800-203-7225 (TTY: 612-676-6810 or 1-800-688-2534) 8:00 am to 5:00 pm Monday - Friday.

Services we do not cover

If you get services or supplies that are not covered, you may have to pay for them yourself.

- Autopsies (exams that are done on the bodies of people who have died and find out the cause of death)
- Cosmetic procedures or treatments
- Emergency, urgent, or other health care services delivered or items supplied from providers located outside of the United States (U.S.). We will not make payment for health care to a provider or any entity outside of the U.S.
- Experimental or investigative services
- Health care services or supplies that are not medically necessary
- Homeopathic and herbal products
- Hospital inpatient and nursing home incidental services, such as TV, phone, barber and beauty services, and guest services
- Supplies that are not used to treat a medical condition

*This is not a complete list. Call our UCare Customer Service to obtain a complete list or answer additional questions about services we do not cover at 612-676-3200 or 1-800-203-7225 (TTY: 612-676-6810 or 1-800-688-2534) 8:00 am to 5:00 pm Monday - Friday.
Networks
Will you pay less if you use a UCare network provider? Yes. UCare members have access to a large provider network. If you use an out-of-network provider, you may receive a bill. This bill will be for the part of the provider’s fees that UCare does not cover.

- To make sure your medical care is covered by UCare, use in-network doctors, clinics and hospitals.
- You choose your primary care clinic. And you may change your primary care clinic any time.
- You can see any specialist in the network without a referral.
- Find out if your doctor is in our network at search.ucare.org. Or call our UCare Customer Service at 612-676-3200 or 1-800-203-7225 (TTY 612-676-6810 or 1-800-688-2534) 8:00 am to 5:00 pm, Monday – Friday.

Authorization and notification
UCare wants you to get the best care for your needs. One of the ways we do that is by working with your doctor to review some services and procedures.

The UCare MSC+ Member Handbook says which care or services require UCare notification or authorization. This list may change. Some examples include spine surgery and home health care.

Notification
Hospitals are required to notify UCare if you are admitted to a hospital, long term care facility (LTAC), or skilled nursing facility (SNF). UCare’s clinical team then coordinates with your doctors to make sure you are getting the care you need. UCare may also set up post-hospital care if needed.

Authorization
Some services require UCare approval. This approval needs to happen before, during or soon after the service is completed. Your provider is responsible for getting approval. This is true for providers in UCare’s network and providers out-of-network.

Pre-authorization, or pre-service review, means that before you get the service, your provider must give information to UCare and request approval. If pre-approval is required for a service, it will only be covered if the approval is granted.

Urgent concurrent and concurrent review often occurs during a LTAC or SNF stay. This gives UCare an opportunity to review your care plan. During review, UCare
Authorization and notification continued

will see if some of your care might need to be extended or if different care will be needed.

Post-service review is needed if your doctor didn’t request pre-service review. Your claim may have initially been denied because authorization is required for coverage. Your doctor should provide information to UCare for review. UCare’s clinical team will review your care plan to make sure you get the coverage you are entitled to as a UCare member.

To make a coverage decision, UCare’s clinical team evaluates if the service is medically necessary, appropriate and effective for your needs.

If we deny a request made by you or your doctor, you or your doctor may appeal our decision. When you file an appeal, you or your doctor may submit additional documentation. Doctors review appeal requests against current medical evidence and your benefit plan. If we deny your appeal, you will be given information on how to file a second level appeal.

For more information, go to ucare.org. UCare members can also find more information in your Member Handbook. The Member Handbook is provided to new members.
Attention. If you need free help interpreting this document, call the above number.

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

Attention. 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

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 contact any of the following four 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
Contact the OCR directly to file a complaint:
Director
U.S. Department of Health and Human Services’ Office for Civil Rights
200 Independence Avenue SW
Room 509F
HHH Building
Washington, DC 20201
800-368-1019 (Voice)
800-537-7697 (TDD)
Complaint Portal – https://ocrportal.hhs.gov/ocr/portal/lobby.jsf

**Minnesota Department of Human Rights (MDHR)**

In Minnesota, you have the right to file a complaint with the MDHR if you believe 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
Freeman Building, 625 North Robert Street
St. Paul, MN 55155
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
- 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
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. After we get your complaint, 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 the outcome 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

**UCare Complaint Notice**

You have the right to file a complaint with UCare if you believe you have been discriminated against in our health care programs because of any of the following:

- medical condition
- health status
- receipt of health care Services
- claims experience
- medical history
- genetic information
- disability (including mental or physical impairment)
- marital status
- age
- sex (including sex stereotypes and gender identity)
- sexual orientation
- national origin
- race
- color
- religion
- creed
- public assistance status
- political beliefs

You can file a complaint and ask for help in 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