

Service Agency
Address Line 1
Address Line 2
City, State Zip



Application Filer Name
Address Line 1
Address Line 2
City, State, Zip

October 24, 2023 10:05 AM
Case Number:

Health Care Medical Assistance Reinstatement Notice

Health Care Results

Member Name	MNsure ID Number

Good news! We reviewed your case based on information we have on file. We reopened and renewed Medical Assistance eligibility for one or more people in your household effective [XX/XX/XX].

If you saw a doctor or filled a prescription while your coverage was closed, read the enclosed "Fee for Service Coverage" notice to find out how to get those bills paid.

If you do not want Medical Assistance coverage anymore, call your servicing agency at the phone number listed on the top left of this notice.

(Code of Federal Regulations, title 42, section 435.916; Minnesota Statutes, section 256B.056, subdivision 7a)

How can I get health care coverage reopened for the other members of my family?

The people in your household who are not listed must complete a renewal form and send requested proofs to renew their health care coverage. We mailed a renewal form to you a few months ago. If you have questions or need another renewal form, call your servicing agency listed on the top left of this notice. Please see the enclosed listing of agency phone numbers.

You can get free help with your renewal from a navigator. Go to <https://www.mnsure.org> and click "Assister Directory" under Find Free Help. Search the directory to find a navigator near you and one that speaks your language. Your servicing agency can also help you find a navigator in your area.

What changes must I report and when?

Report all changes, including changes in the following:

- Where you live
- Who lives with you
- Income
- The people you plan to list as dependents on your income tax return
- Starting or stopping other health insurance
- Access to insurance through a job
- Whether you are pregnant or have a new baby
- Incarceration status
- Citizenship or immigration status

If you do not tell us you have moved and returned mail has no forwarding address, coverage may end.

When should I report a change?

- If someone in your household has Medical Assistance, report a change within 10 days of the change.
- If no one in your household has Medical Assistance, report a change within 30 days of the change.

How do I report my change?

- If someone in your household has Medical Assistance, report a change by calling your county or tribal agency.
- If no one in your household has Medical Assistance, report a change by calling Health Care Consumer Support at 800-657-3672 or 651-297-3862.

Your Appeal Rights

DHS-3741 7/23

What if I do not agree with the action taken on my health care coverage?

If you think the decision in your health care notice is wrong, you have the right to appeal. An appeal is a legal process where a human services judge holds a hearing and reviews a decision by a county or tribal agency about Medical Assistance (MA) or MinnesotaCare coverage. You can learn more about how this works at www.dhs.state.mn.us/appeals/faqs.

How do I appeal?

You can appeal by submitting your own written request, filling out a Minnesota Department of Human Services (DHS) appeal form, or getting help by phone or in person. Your county or tribal agency can help you file your appeal.

Do any of the following to start an appeal:

- Log into your account at www.MNsure.org to access the Appeal Request Form.
- Fill out the form (DHS-0033) at <https://edocs.dhs.state.mn.us/lfserver/Public/DHS-0033-ENG> and submit it electronically.
- For information on filing an appeal, call DHS Appeals Division at 651-431-3600 or 800-657-3510. A staff member will explain the process for filing a written appeal.
- Mail your request to the Minnesota Department of Human Services Appeals Division, PO Box 64941, St. Paul, MN 55164-0941, or fax it to 651-431-7523.
- To get help in person, come to the Minnesota Department of Human Services Information Desk, 444 Lafayette Road N, St. Paul, MN 55155.

What can I appeal?

You can appeal any of these:

- DHS, the county or tribal agency failed to act on your request about health care coverage.
- DHS, the county or tribal agency processed your request too slowly.
- DHS, the county or tribal agency took an action you do not agree with (examples of actions: denial of MA or MinnesotaCare coverage, approval of coverage for a program you do not think you are eligible for, a change in your MA or MinnesotaCare benefits).

When must I appeal?

An advance notice about your changing MA coverage must be sent to you 10 days or more before the effective date of an action. In a few situations, we may send you a notice five days before an action, or on the effective date of an action.

You must file your appeal within **30 days** of receiving your health care notice. If you show good cause for not appealing within **30 days**, you may be able to appeal up to **90 days** after the date of your health care notice. See the next section for more important information about time limits for MA and MinnesotaCare appeals.

Important: An appeal decision for one household member may affect the eligibility of other household members. Household eligibility may need to be redetermined.

Will my benefits continue during my appeal?

You may be able to continue to get the same benefits you were receiving at the time you got the health care notice. But you may have to file your appeal within a certain time limit. Your benefits will continue if you file an appeal within **30 days** from the date of that health care notice. Tell DHS in writing if you do not want your benefits to continue.

Important: You have the right to apply for MA again if your benefits stop.

What if I need a hearing right away?

You have the right to ask for an expedited (sped-up) appeal. If you need a hearing right away, or have questions about expedited appeals, contact the DHS Appeals Division at 800-657-3510 (outstate) or 651-431-3600 (metro). Please give detailed information about your situation and why it requires a faster appeal. Without this information, we will not be able to determine whether you qualify for a faster appeal and will consider your appeal through the standard appeal process.

What do I do after I file my appeal?

Gather information related to the action you are appealing that you think will prove or explain the reason you think the action was wrong.

You will get a letter telling you the date and time of the appeal hearing. Most hearings are done over the phone.

For MA, continue to report changes (such as the start or stop of a job or changes in who lives with you) within 10 days of the change. Report changes by calling your county or tribal agency.

If you and everyone in your household gets MinnesotaCare, continue to report changes within 30 days. Call the DHS Health Care Consumer Support at 651-297-3862 or 800-657-3672 to report a change (such as start or stop of a job or changes in who lives with you).

Can I get help with my appeal?

You may speak for yourself at the hearing. You may also have someone else speak for you. You can let us know that you want someone else to speak for you at the hearing when you file your appeal. If your income is below a certain limit, you may be able to get legal advice or help with your appeal from your local legal aid office. To find a legal aid office near you, visit <http://www.lawhelpmn.org/>. You can also call your local legal aid office.

- If you live in Hennepin County, call 612-334-5970.

- If you live in Ramsey County, call 651-222-4731.
- For all other counties, call 800-292-4150

Your Civil Rights

CB3 (HC-Medical) 10-22

Discrimination is against the law. The Minnesota Department of Human Services (DHS) does not discriminate on the basis of any of the following: race, color, national origin, creed, religion, public assistance status, marital status, age, disability, sex (including sexual orientation and gender identity) or political beliefs.

Free Services

Auxiliary aids

If you have a disability and need aids and services to have an equal opportunity to participate in our health care programs, DHS will provide them timely and free of charge. These aids and services include qualified interpreters and information in accessible formats.

Language assistance

If you have difficulty understanding English and need language help to access information and services, DHS will provide language assistance services timely and free of charge. These services include translated documents and interpreting spoken language.

To request these free services from DHS, call DHS Health Care Consumer Support at 651-297-3862 or 800-657-3672. Or use your preferred relay service.

Civil Rights Complaints

You have the right to file a discrimination complaint if you believe you were treated in a discriminatory way by a human services agency.

You may contact any of the following three agencies directly to file a discrimination complaint.

U.S. Department of Health and Human Services' Office for Civil Rights (OCR)

You have a 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, or sex (including sexual orientation and gender identity).

Contact the **OCR** directly to file a complaint:

Centralized Case Management Operations
U.S. Department of Health and Human Services
200 Independence Avenue SW
Room 509F, HHH Building
Washington, DC 20201
800-368-1019 (voice), 800-537-7697 (TDD)
202-619-3818 (fax)
OCRComplaint@hhs.gov (email)
<https://ocrportal.hhs.gov/>

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, or 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) or 800-657-3704 (toll free)
711 or 800-627-3529 (MN Relay)
651-296-9042 (fax)
Info.MDHR@state.mn.us (email)
<https://mn.gov/mdhr/intake/consultationinquiryform/>

DHS

You have a 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, public assistance status, marital status, age, disability, sex (including sexual orientation and gender identity), or political beliefs.

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
PO Box 64997
St. Paul, MN 55164-0997
651-431-3040 (voice) or use your preferred relay service

MINNESOTA HEALTH CARE PROGRAMS

Case Number: «IC_NUMBER»

Fee-for-Service Coverage

Service Agency: «AGENCY NAME»

October 24, 2023

To: «APPLICATION FILER NAME»
«ADDRESS1»
«ADDRESS2»
«CITY», «STATE» «ZIP»

Why am I getting this letter?

Coverage for the people listed here has been reopened. These people will have health care coverage “fee-for-service” for the months of _____ «FFS Months».

NAME	MEMBER ID NUMBER
«NAME1»	«PMI1»
«NAME2»	«PMI2»
«NAME3»	«PMI3»
«NAME4»	«PMI4»
«NAME5»	«PMI5»
«NAME6»	«PMI6»

What do I need to do?

Before you make medical appointments or fill prescriptions, ask the clinic or pharmacy if they can bill the state on a fee-for-service basis. Fee-for-service means you are not enrolled in a health plan. You can get medical services from any enrolled Minnesota Health Care Programs provider who agrees to bill the State of Minnesota for payment.

You can find fee-for-service providers by:

- Looking in the Minnesota Health Care Programs Provider Directory online at <http://MHCPproviderdirectory.dhs.state.mn.us> **OR**
- Calling the Minnesota Health Care Programs Member Help Desk at 651-431-2670 or 800-657-3739.

If you had medical bills for services received during the months listed, contact the clinic, pharmacy or other medical providers and ask them to bill the State of Minnesota. The provider may be able to pay you back for bills you already paid.

Questions

Call your servicing agency listed on the top right of this notice. Please see the enclosed listing of agency phone numbers.

Take this letter with you to the clinic or pharmacy.

Providers: Contact the Minnesota Health Care Programs Provider Call Center at 651-431-2700 or 800-366-5411 with billing questions.

651-297-3862 or 800-657-3672

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

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

သတိ။ ဤစာရွက်စာတမ်းအားအခမဲ့ဘာသာပြန်ပေးခြင်း အကူအညီလိုအပ်ပါက၊ အထက်ပါဖုန်းနံပါတ်ကိုခေါ်ဆိုပါ။

កំណត់សំគាល់ ។ បើអ្នកត្រូវការជំនួយក្នុងការយល់ច្រឡំឯកសារនេះដោយឥតគិតថ្លៃ សូមហៅទូរស័ព្ទតាមលេខខាងលើ ។

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 ntauv no pub dawb, ces hu rau tus najnpawb xov tooj saum toj no.

ဟပ်သွန်ဟ်သးဘၣ်တက့ၢ်. ဒဲန့ၢ်လိၣ်ဘၣ်တၢ်ဖၢစၢၢၤကလိလၢတၢ်ကကၣ်ဒီးထံဝဲဒၣ်လၢ် တီလၢ်မိတခါဆၢန့ၣ်.ကိးဘၣ်လိတဲခိန့ၢ်ဂံၢ်လၢထးဆၢန့ၣ်တက့ၢ်.

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

ໂປຣດຊາບ. ຖ້າຫາກ ທ່ານຕ້ອງການການຊ່ວຍເຫຼືອໃນການແປເອກະສານນີ້ພຣີ, ຈົ່ງໂທສໂປທີ່ໝາຍເລກຂ້າງເທິງນີ້.

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.

LR2 (10-20)



For accessible formats of this information or assistance with additional equal access to human services, write to DHS.info@state.mn.us, call 651-297-3862 / 800-657-3672 or use your preferred relay service. ADA1 (2-18)