

Health Plan and County Contact Guide for Members on Medical Assistance and MinnesotaCare

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Health Plans

Blue Plus

Customer Service

- 651-662-5545
- 1-800-711-9862, TTY 711
- Member Service will connect member to the language needed.

Transportation (Medical Assistance Only)

BlueRide Transportation

- 651-662-8648
- 1-866-340-8648, TTY 711
- For more information, visit [BlueRide Transportation Request | Blue Cross MN](#)

Dental Customer Service

Delta Dental of Minnesota

- 651-406-5907
- 1-800-774-9049, TTY 711

Mental Health and Substance Abuse Services

Member services

- 651-662-5455
- 1-800-711-9862, TTY 711

24/7/365 Nurse Information Line

Nurse Line

- 1-800-711-9862, TTY 711

Maternity Management

- 1-800-711-9862, TTY 711

Online Care

For online care, visit:

- [Doctor On Demand Blue Cross Blue Shield site](#)
- [Virtuwell website](#)

HealthPartners

Customer Service

- 952-967-7998
- Interpreters available upon request
- 1-866-885-8880 (TTY: 711)

Transportation (Medical Assistance Only)

RideCare

- 952-883-7400
- 1-888-288-1439 (TTY: 711)

Dental Customer Service

Member Services

- 952-967-7998
- 1-866-885-8880 (TTY: 711)

Mental Health and Substance Abuse Services

Behavioral Health Navigators

- 952-883-5811
- 1-888-638-8787 (TTY: 711)

24/7/365 Nurse Information Line

CareLine

- 612-339-3663
- 1-800-551-0859

BabyLine Phone Service

- 612-333-2229
- 800-845-9297 (TTY: 711)

Online Care

- Visit the [Virtuwell website](#) for online care

Hennepin Health

Customer Service

- 612-596-1036
- 1-800-647-0550
- TTY 711 or 800-627-3529

Transportation (Medical Assistance Only)

Member Services

- 612-596-1036
- 1-800-647-0550
- TTY 711 or 800-627-3529

Dental Customer Service

Delta Dental of Minnesota

- 651-348-3233
- 1-866-298-5549
- TTY 711

Mental Health and Substance Abuse Services

Member Services

- 612-596-1036
- 1-800-647-0550
- TTY 711 or 800-627-3529

24/7/365 Nurse Information Line

HealthConnection

- 1-888-859-0202

Medica

Customer Service

- 1-800-373-8335 (TTY 711)
- Member Services will connect member to the language needed.

Transportation (Medical Assistance Only & Minnesota Care for Children through age 19 & Pregnant Women)

Provide-a-Ride

- 1-888-347-3630, Option 1
- Or visit the [Medica Provide-A-Ride Member portal](#)

Dental Customer Service

Delta Dental of Minnesota

- 1-800-459-8574

Mental Health and Substance Abuse Services

Medica Behavioral Health (Behavioral Health and Crisis Support available 24/7):

- 1-800-848-8327

24/7/365 Nurse Information Line

NurseLine by Health Advocate

- 1-866-715-0915

Online Care

- Visit the [Virtuwell website](#) for online care

UCare

Customer Service

Customer Service

- 612-676-3200 or 1-800-203-7225
- 8am- 5pm, Monday- Friday
- Member Services will connect member to the language needed

Transportation (Medical Assistance Only)

Health Ride

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

Dental Customer Service

DentaQuest

- 888-227-3310
- TTY/Hearing Impaired: 800-466-7566

Mental Health and Substance Abuse Services

Mental Health and Substance Use Disorder Triage Line

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

24/7/365 Nurse Information Line

UCare 24/7 Nurse Line

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

Pregnancy Advisor Nurse

- 1-855-260-9708
- TTY: 711

Online Care

- Visit the [Virtuwell website](#) for online care

Fee for Service (Direct Medical Assistance)

Customer Service

- DHS Health Care Consumer Support: 651-297-3862 or 800-657-3672
- For those who speak little or no English, HCCS provides free interpreter services.
- TTY: Use your preferred relay service

Transportation

MTM

- 1-866-467-1724

MHCP Provider Directory

- Visit the [MHCP Provider Directory website](#) to search for fee for service providers and/or call Customer Support

Brought to you by the Child and Teen Checkups Metro Action Group (MAG)

A partnership between the seven-county metro Child and Teen Checkups Coordinators, Health Plans, and Integrative Health Partnerships (IHPs), with consultation by the Minnesota Department of Human Services and the Minnesota Department of Health to improve the health of newborns, children, and adolescents through the age of 20 who are eligible for the Minnesota Child and Teen Checkups program.

- Blue Plus members (group number starting with PP and ID # starting with XZG80)
- HealthPartners PMAP and MinnesotaCare Members
- Hennepin Health members
- Medica members
- UCare members
- UnitedHealthcare members

When the parent/guardian is calling to get in for a sick visit, please ask when the child had his/her last Child and Teen Checkups screening. If the child is due for a C&TC, you can schedule that appointment while you have them on the telephone.

Child and Teen Checkup Programs by County

If your language is not listed below, call your County's main number and ask for interpreter service assistance.

Anoka

- 763-324-4280

Carver

- 952-361-1329

Dakota

- 952-891-7500
- Spanish: 952-891-7509

Hennepin

- 612-348-5131

Ramsey

- 651-266-2420
- Spanish: 651-266-2513
- Hmong: 651-266-2442
- Karen: 651-266-2470
- Oromo and Amharic: 651-266-2430

Scott

- English and Spanish: 952-496-8587
- Russian: 952-496-8013
- Somali: 952-496-8014

Washington

- 651-430-6750

This document is made available by the counties of Anoka, Carver, Dakota, Hennepin, Ramsey, Scott, and Washington and Blue Plus, HealthPartners, Hennepin Health, Medica, and UCare. This document is subject to change. To obtain a current copy and other C&TC reference guides created by the C&TC Metro Action Group, please visit the [Dakota County Child and Teen Checkups website](#).

