



Minnesota Department of **Human Services**

## Important Change about Copayments

A recent court order means a major change in your copayments. Doctors, pharmacists or other health care providers cannot refuse services to people on Medical Assistance (MA) who cannot pay the copayment (copay). They cannot refuse services to some people on MinnesotaCare who cannot pay the copay.

### What does this mean to me?

- If you cannot pay the copay:
  - The provider cannot refuse to serve you.
  - You must tell the provider that you cannot pay the copay.
  - The provider can still send you a bill for it.
- Even if you told your provider that you are not able to pay the copay, you may still owe a debt for the charge.

### What if I have questions about copays?

- **If you are in a health plan**, first call your plan or your health care provider. You may also call the DHS Member Help Desk at (651) 431-2670 or (800) 657-3739.
- **If you do not have a health plan**, call the DHS Member Help Desk at (651) 431-2670 or (800) 657-3739.

### What if a provider will not serve me?

- If you cannot pay the copay and a provider will not serve you, call the DHS Member Help Desk at (651) 431-2670 or (800) 657-3739.

This information is available in other forms to people with disabilities by contacting us at (651) 431-2670 (voice) or toll free at (800) 657-3739. TTY/TDD users can call the Minnesota Relay at 711 or (800) 627-3529. For the Speech-to-Speech Relay, call (877) 627-3848.