



## **HENNEPIN HEALTH CAR SEAT PROGRAM**

### **MEMBER FAQ**

Hennepin Health cares for the safety of all members, especially children. Pregnant women are eligible to receive a car seat for their babies, and children eight years old and younger can receive either a car or booster seat.

#### **Who is eligible to receive a car seat?**

Members who are at least 28 weeks pregnant and are active with Hennepin Health during the month they participate in the car seat class are eligible to receive a car seat. In addition, children between the ages of 0 and up to the child's eighth birthday are eligible to receive a car seat as long as the child has active Hennepin Health insurance. Children between the ages of 0 and up until his/her eighth birthday who are active Hennepin Health members during the month of the car seat class are also eligible to receive a car seat.

#### **Are the car seats free?**

Yes, the car seats are free to members as long as they are active Hennepin Health. Members must be at least 28 weeks pregnant. Children are eligible to receive a new car seat at each developmental stage up to the child's eighth birthday.

#### **How do I get a car seat?**

After registering and completing a class, the member will receive a car seat.

#### **How many car seats can I receive?**

Hennepin Health members can receive a car seat for each eligible child in their care. Three types of car seats are available: a convertible seat, a combination seat and a booster. The type of seat a member receives is based upon whichever one is safest for the member. This is determined at the time of the class. Most members, if they stay with Hennepin Health, could receive all three car seats.

#### **If my car seat is involved in a crash, can I receive a new one?**

Yes, the member should contact us with proof of the accident (e.g., police report) and he/she can receive a new car seat without having to attend another class.

#### **How do I register for a car seat class?**

Members can register online or by phone at either NorthPoint or Hennepin Healthcare/Minnesota Visiting Nurse Association (MVNA).



### **Hennepin Healthcare Clinics**

Call 612-873-6963 and let the representative know you want to register for a car seat class. Class options will be discussed and registration will be completed over the phone.

### **NorthPoint Health and Wellness Center**

If you get care at NorthPoint Health and Wellness Center, call to register for a car seat class (612-543-2500) or talk to your doctor/clinic staff when you are at your appointment. Class options will be discussed, and the staff will help you with registering for the class.

### **What if I can't attend the class after I have scheduled it?**

If you need to cancel or reschedule a car seat class, please call to let them know and to reschedule the class.

### **What if I need transportation to the class?**

When you register for the class, let the staff know that you need transportation. They will arrange it for you.

You can also call Hennepin Health Member Services at 612-596-1036, TTY 1-800-627-3529.

### **What if I am registered for an upcoming class but I deliver my baby early?**

Have someone contact Hennepin Health at 612-596-1036, TTY 1-800-627-3529 as soon as possible. If you deliver your baby at Hennepin Healthcare, we will work with the hospital staff to arrange for you to come to a class. If you deliver at another hospital, we will work with you to make class arrangements so you can receive a car seat.

### **Who teaches the classes? How long are the classes?**

Certified child passenger safety technicians teach the classes. Classes are scheduled for 1 ½ hours (90 minutes).

### **Are classes offered in languages other than English?**

Yes, currently one class per month is offered in Spanish. These class dates/times are found in the same place as the English classes, but within a separate area. Interpreters are also available upon request.

### **Where are the classes held?**

Classes can be taken at these locations:

- Minnesota Visiting Nurse Association (MVNA)/Hennepin Healthcare: 2000 Summer St. NE, Minneapolis, MN 55413
- NorthPoint Health and Wellness Center: 1313 Penn Ave. North, Minneapolis, MN 55411