

JANUARY 30, 2024

SUBJECT

Review resources for Hennepin Health members

SUMMARY

Hennepin Health and organizations throughout Minnesota have a variety of resources that aim to improve the lives of Minnesotans. To become familiar with these resources, please review the information below and share with members as needed. It is important to note that some of these resources are specific to Hennepin Health members.

Tobacco cessation resources

There are a variety of tobacco cessation resources that providers can share with members who are interested in quitting tobacco. Numerous resources are outlined on the Minnesota Department of Health's (MDH) website here: [Quitting Commercial Tobacco - MN Dept. of Health \(state.mn.us\)](https://www.health.state.mn.us)

QuitPartner is a resource where Medical Assistance and MinnesotaCare members can get free in-person counseling and quit medications through their healthcare provider. More information about QuitPartner can be found here: [Medicaid - Quit Partner \(quitpartnermn.com\)](https://quitpartnermn.com). QuitPartner's phone line is 1-800-QUIT-NOW.

24/7 Nurse line for members

Hennepin Health members can get professional medical advice through the *HealthConnection* 24/7 nurse line. Members can call this nurse line at 888-859-0202.

By calling the nurse line, members can:

- Make informed health care decisions.
- Determine if health-related problems should be treated at home or if members should seek medical care.
- Find out more about their symptoms or conditions, such as a fever, sore throat, or minor injuries.

Members with a life-threatening situation should call 911 or go to an emergency room.

Urgent care vs. emergency care

Hennepin Health has been working to help members understand the difference between urgent care and emergency care, so people can get the care most appropriate for them. The information below outlines urgent care versus emergency care.

Urgent care is care for a condition that needs prompt treatment to stop the condition from getting worse. It is not as serious as an emergency. Urgent care can help with health issues like

sprains, burns, and broken bones. They also do X-rays, shots, throat cultures, and other routine health care. Members can find urgent care locations in the Hennepin Health [online provider directory](#).

Emergency rooms are set up to handle health issues that may be life-threatening. Examples include:

- Heart attack or stroke
- Severe bleeding
- Severe trouble breathing
- Severe pain

Read more at [Where to Get Medical Care](#) on the Hennepin Health Healthwise® Knowledgebase.

Members have dental benefits

Hennepin Health members have [dental coverage](#) which includes check-ups, cleanings, fillings and restorative work. It is recommended that people ages 1 and older should see a dentist twice a year. Denture wearers should be checked at least once a year. Deep cleaning is part of members' dental benefit package.

Hennepin Health partners with Delta Dental for dental services. To find a dentist and schedule an appointment, members can call Delta Dental at 651-348-3233 (866-298-5549), TTY 711, Monday-Friday, 8 a.m. – 5 p.m. Members can earn a \$25 gift card for an annual dental visit by a network dentist.

RESOURCES

- Hennepin Health Customer Services: 612-596-1036 (press 2)
- Hennepin Health website: www.hennepinhealth.org