

## Disability Hub MN – Quick Reference Guide

Disability Hub MN is a free statewide resource network that helps people with disabilities, their families and those that support them, solve problems, navigate the system, and plan for the future. The Hub team knows the ins and outs of community resources and government programs and has years of experience helping people fit them all together.

### Who should contact us?

- An individual that identifies as having a disability
- A parent/guardian of someone who identifies as having a disability
- A professional that supports someone who identifies as having a disability

### Why contact us?

- Support and compliment the work you do
- To find community resources you may not know about
- Get information about managed health care plans
- Troubleshoot issues (i.e. this happened.....so does this affect that?)
- Help understand benefits and how to manage them
- To assist someone with setting goals and supporting them in the process
- Look for funding sources outside of MA

### Important to know:

- No eligibility process; Don't have to have a disability determination
- It can be anonymous; No need to provide personal information
- We partner with DHS to get real time information on cases (if permission is given by the individual)
- HIPPA compliant and part of the welfare system with lead agencies and managed care organizations
- We go the distance with people when needed/requested – don't have to just be a one-time use resource

### You can ask us anything! Here's how to reach us:

Below are the ways you can reach one of the Options Counselors with questions. They are available Monday-Friday from 8:30am until 5:00pm. If you refer someone to the Hub, know that they would get a response back within one business day. You can request to talk to the same person every time.

**Live chat:** Easy, quick and available through our website at [www.disabilityhubmn.org](http://www.disabilityhubmn.org)

**Email:** Easy, response within a day and available through the website

**Phone:** Easy, a chance to talk through a case or if you have many questions at 1-866-333-2466