



## **Hennepin Health Car Seat Program**

### **Member FAQ**

Hennepin Health cares for the safety of all members, especially children. Hennepin Health partners with Minnesota Visiting Nurses Association (MVNA) and Hennepin Healthcare System Inc. (HCMC) to provide free car or booster seat(s) to children and eligible pregnant women.

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

Members who are at least 28 weeks pregnant and have active Hennepin Health insurance during the month they participate in the car seat class. 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.

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

Yes, the car seats are free to members with active Hennepin Health insurance, at least 28 weeks pregnant and between the ages of 0 – 8 years old.

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

You will need to register and complete the Car Seat Class. Once you complete the class, you will receive a car seat. Register by calling Hennepin Healthcare Patient Access Services at 612-873-6963 or TTY: 711.

#### **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 you receive is based on the style that is safest for the child. The style that is safest for the child is discussed and decided during the Car Seat Class.

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

You can receive a new car seat by contacting Hennepin Healthcare/MVNA with proof of the accident (such as a police report).

You can receive a new car seat without having to attend a new class. Please call Hennepin Healthcare Patient Access Services to report this loss at 612-873-6963 or TTY: 711.

#### **How do I register for a Car Seat Class?**

Register by calling Hennepin Healthcare Patient Access Services at 612-873-6963 or TTY: 711 and let the representative know that you want to register for a car seat class. If you have never been to Hennepin Healthcare/MVNA, you will need to give your insurance information; as well as, your address and phone number.



**What happens if I need to cancel or reschedule a Car Seat Class?**

Call Hennepin Healthcare Patient Access Services at 612-873-6963 or TTY: 711 to cancel or reschedule a class.

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

Have someone contact us as soon as possible by calling Hennepin Healthcare Patient Access Services at 612-873-6963 or TTY: 711. If you deliver your baby at Hennepin Healthcare we will work with the Neonatal Intensive Care Unit (NICU) to arrange for you to come to a class. If you deliver at another hospital, we will work with you to make class arrangements.

**Who teaches the classes?**

Car Seat classes are taught by certified child passenger safety technicians.

**How long are the classes?**

Classes are scheduled for 1 ½ hours.

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

Car Seat Classes are offered in Spanish once per month which typically falls on the second Monday of the month. Also, interpreters are available upon request.

**Where are the classes held?**

Classes are held at the Minnesota Visiting Nurses Association (MVNA) office located at:

- 2000 Summer Street, NE, Minneapolis, MN 55413

Parking is free!

**More information on Hennepin Healthcare/MVNA's car seat program can be found at:**

<https://www.hennepinhealthcare.org/specialty/the-birth-center/childbirth-education/>