

MEMBER BENEFITS

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HEALTH PLANS
UNIVERSITY OF UTAH

uhealthplan.utah.edu

801-587-6480

**MORE THAN INSURANCE.
THIS IS PERSONAL.**



HEALTH PLANS
UNIVERSITY OF UTAH

MEMBER BENEFITS

We understand choosing a health insurance provider is a critical decision which affects the lives and wellbeing of everyone in your family.

At University of Utah Health Plans we're all about being more flexible and more connected to you. That's why we've created programs to support and enhance your health care experience.

MYCHART

Your Explanation of Benefits (EOB's) are available online through MyChart. If you would like to have them mailed to your home, contact customer service at 801-587-6480.

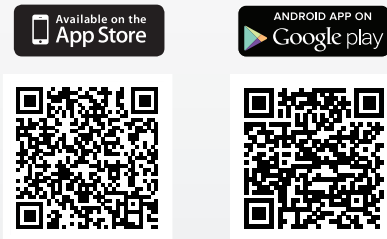
- To active your account, go to mychart.med.utah.edu
 - Click the "Activate Your Account" button
- ACTIVATE YOUR ACCOUNT**
- Call MyChart Support at 801-213-5555 to get your activation code. Available Monday - Friday (excluding holidays) 7am - 6pm.
 - You will need your own MyChart account if you are 18 years and over.

Secure online connection to your medical insurance information.

- Check your eligibility
- Check the status of your claims
- View and print your Explanation of Benefits
- View your deductible and out-of-pocket
- View last 2 years of coverage history

MOBILE ID CARD APP

You can access your ID Card on the go, anywhere and anytime, through the U of U Health Plans ID Card application. To download the ID card app search "U of U Health Plans ID Card" in iTunes or Google Play. The app will let you download your ID card right to your phone.



App PIN CODE = Last 4 digits of your subscriber ID

FIND A PROVIDER

To find an in-network provider, urgent care location or review your personal benefits please visit your employer specific website located in your member guide.



VIRTUAL VISITS

You don't need an appointment, just a connection. Convenient care from providers at U of U Health offered online from your phone, tablet or computer. Common conditions treated through a virtual visit include: allergies, cough, cold, flu, eye infections and skin conditions, such as rash.

Available 9 am- 9 pm, 7 days a week.

Call **801-213-UNOW** to receive a link to start your virtual visit.



MEMBER DISCOUNTS

ALTERNATIVE & SELF-CARE

10% off Aesthetician Services

\$40 Acupuncture Visits

\$50 for a 1 Hour Massage

*South Jordan Health Center Only

OPTICAL CARE

10% off All Vision Correcting Procedures

30% off Frames

20% off Lenses, Lens Treatments & Sunglasses.

10% off Contacts

*Moran Eye Center Locations Only



ACCESS ASSISTANCE

As a U of U Health Plans member, you can call our Access Assistance line to help find a provider, transition to an in-network provider or schedule an appointment. Call **801-587-2851**



MENTAL HEALTH SUPPORT

In partnership with the U of U Neuropsychiatric Institute (UNI), we offer a 24/7 CrisisLine and a Mobile Crisis Outreach Team for crisis intervention, suicide prevention and treatment information. Call **801-213-0816**



NURSE LINE

If you would like general information about health resources related to your insurance our nurses are here to help 24 hours a day, 7 days a week. Call **801-505-3198**

PATIENT SATISFACTION

HOW DOES YOUR DOCTOR RATE?

Access patient satisfaction scores and comments of U of U Health physicians.

Rankings are based on more than 40,000 returned patient surveys and evaluate physicians on nine questions. Search provider scores at healthcare.utah.edu/fad

CUSTOMER SERVICE

Our team is experienced in customer service and claims, offering "one call resolution".

QUESTIONS? Our Member Services Team is here to help!

Monday-Friday, 8 am- 6 pm MST

801-587-6480 or toll free 888-271-5870

uuhp@hsc.utah.edu

