

**CHOOSE HEALTHY.  
CHOOSE HAPPY.  
CHOOSE YOU.**



**Individual & Family Plans 2022**

**CHOOSE HEALTHY. CHOOSE HAPPY. CHOOSE YOU.**



## ABOUT US

University of Utah Health Plans was formed in 1998 as a strategic initiative of University of Utah Health. We are committed to improving the member experience, quality of care, health of populations, and reducing the cost of care.

## Care & Coverage

Our plans are designed to cover essential health benefits including inpatient, emergent, maternal, mental, behavioral, prescription drugs, lab tests, preventative, pediatric care services and much more.

**MORE THAN INSURANCE THIS IS PERSONAL**

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# MORE THAN INSURANCE THIS IS PERSONAL



- Fully-Insured Employer Groups
- Self-Funded Employer Group
- Third Party Administration (TPA)
- Individual & Family Plans (On and Off Exchange)
- Healthy U Medicaid
- Advantage U Signature PPO - Medicare Advantage Plan
- Health Choice of Utah (Medicaid & D-SNP)

Advantage



# University of Utah Health Plans

## Giving You the Competitive Advantage



Track Record  
of Success



Leaders in Innovation  
& Cost Control



Unparalleled  
Care & Access



World Class  
Customer Service

# SERVICE EXCELLENCE

## World Class Service

We understand the health insurance market is member focused, and as a result, we offer one-call resolutions to foster and facilitate an environment that consistently exceeds expectations. We strongly believe in our Service Up philosophy as we create lifelong relationships with our members and providers through empathy, advocacy and expertise.

### 6 day

AVERAGE CLAIM TURN-  
AROUND TIME  
(Benchmark 14 days)

### 7 second

AVERAGE CALL WAIT TIME  
(Benchmark 30 seconds)

### 95%

PHONE AUDIT ACCURACY  
(Benchmark 90%)

### One Call Resolution

Our representatives are able to walk members through issues from beginning to end.

**Individual & Family Plans Customer Service: (801) 213-4111 toll free (833) 981-0214**

# 2022 Plan Overview

## Two Networks to Choose From

Offering world-class health care, closer than you think. With access to U of U Health, Primary Children's, Huntsman Cancer Institute, MountainStar, Steward and IHC rural hospitals including over 12,000 Providers statewide.

### Healthy Preferred Network

#### *Wasatch Front*

Davis, Salt Lake, Utah, Box Elder, Cache, Weber and Tooele Counties

### Healthy Premier Network

#### *Statewide*

All Counties

## Metallic Level Plans

### Preferred or Premier Network

- Gold Copay
- Silver 2300
- Silver Copay
- Silver Elect Copay – Off Exchange Only
- Bronze 3/Copay before Deductible
- Bronze HSA
- Expanded Bronze
- Expanded Bronze HSA

### Preferred Network only

- **Wasatch Gold** (new 2022)
- **Wasatch Silver** (new 2022)
- **Wasatch Bronze** (new 2022)

# Two Network Options

UUHP Offers One Of The Largest Networks In The State

## NETWORK OPTIONS

U of U Health Plans offers the Healthy Preferred network in Davis, Salt Lake, Utah, Box Elder, Cache, Tooele and Weber counties. The Healthy Premier network is offered in all counties, statewide.

### HEALTHYPREFERRED

- 17 HOSPITALS
- 54 URGENT CARES
- 9,800+ PROVIDERS

One of the Wasatch Front's largest provider networks with access to U of U Health, MountainStar Healthcare and many other local, award-winning hospitals and providers.

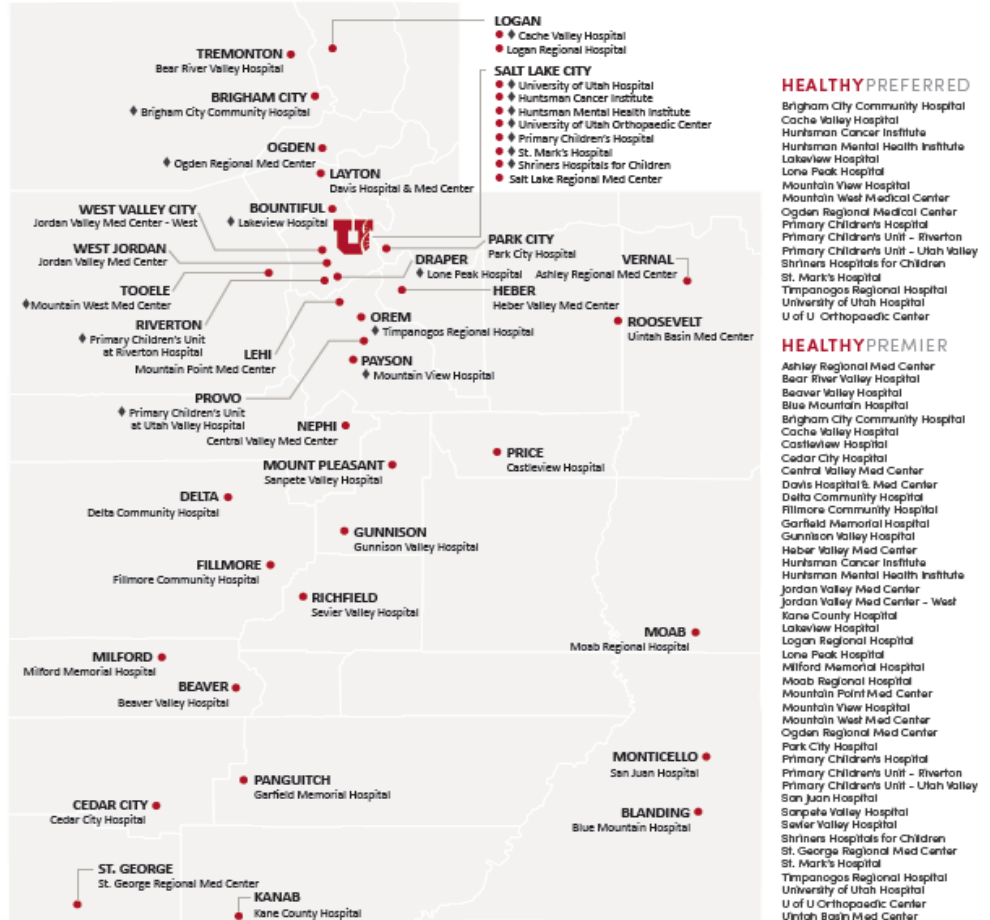
### HEALTHYPREMIER

- 44 HOSPITALS
- 62 URGENT CARES
- 12,300+ PROVIDERS

One of Utah's largest statewide provider networks with access to U of U Health, Steward, MountainStar Healthcare and many other local, award-winning hospitals and providers.

## HOSPITAL DIRECTORY

◆ HEALTHYPREFERRED ● HEALTHYPREMIER



# UUHP Partner Awards



**St. Mark's Hospital**  
Salt Lake City, UT



National Distinction in Quality

## Lakeview Hospital and Mountain View Hospital



**Patient Safety Excellence Award™ (2021, 2020, 2019)**  
Top in the nation for providing excellence in patient safety by preventing infections, medical errors, and other preventable complications

## Timpanogos Regional Hospital



**Outstanding Patient Experience Award™ (2020)**  
Top in the nation for overall patient experience based on nine measures related to doctor and nurse communication, hospital cleanliness and noise levels, and medication and post-discharge care instructions

MORE THAN INSURANCE THIS IS PERSONAL





# HEALTH PLANS

UNIVERSITY OF UTAH

Introducing

# REALRx

Immediate Member Savings  
Local Support  
Greater Flexibility

**REALRx**

**BIN: 610830**

**PCN: REALRX**

**855-869-4769**

# HSA SPECIAL MAINTENANCE DRUG LIST 2022

## HSA SPECIAL MAINTENANCE DRUG LIST 2022

Certain prescription drugs are covered on high deductible health plans under a special maintenance benefit. This particular maintenance benefit designates limited prescription drugs in specific categories to be covered before you meet your deductible or out-of-pocket expenses.

The drugs listed below are grouped into medication categories. Each category includes an alphabetical list of drugs. Please verify with your plan if the generic version of a drug must be tried before filling the brand version.

### ANTIDEPRESSANT MEDICATIONS

- › Citalopram Hydrobromide
- › Escitalopram Oxalate
- › FLUoxetine HCl
- › Fluvoxamine Maleate
- › PARoxetine HCl
- › PARoxetine HCl ER
- › Sertraline HCl

### BLOOD GLUCOSE METER

- › FreeStyle Flash System
- › FreeStyle Freedom
- › FreeStyle Lite
- › FreeStyle Sidekick II
- › FreeStyle System
- › OneTouch Ultra
- › OneTouch Verio

### BONE MEDICATIONS

- › Alendronate Sodium
- › Ibandronate Sodium

### CHOLESTEROL MEDICATIONS

- › Atorvastatin Calcium
- › Rosuvastatin Calcium
- › Simvastatin

### CONTINUOUS GLUCOSE MONITOR

- › Dexcom G6 Receiver
- › Dexcom G6 Sensor
- › Dexcom G6 Transmitter
- › FreeStyle Libre 14 Day Reader
- › FreeStyle Libre 14 Day Sensor
- › FreeStyle Libre 2 Reader
- › FreeStyle Libre 2 Sensor
- › FreeStyle Libre Reader
- › FreeStyle Libre Sensor System

### DIABETIC MEDICATIONS

- › Basaglar KwikPen
- › Glimepiride
- › GlipiZIDE
- › GlipiZIDE ER

### DIABETIC SUPPLIES

- › INSULIN PEN NEEDLE
- › INSULIN SYRINGE/NEEDLE U-100
- › LANCETS MISC.

### DIABETIC TEST STRIPS

- › FreeStyle InsuLinx Test
- › FreeStyle Lite Test
- › FreeStyle Test
- › OneTouch Ultra
- › OneTouch Verio

### RESPIRATORY MEDICATIONS

- › Annuity Ellipta
- › Budesonide
- › Flovent Diskus
- › Flovent HFA
- › Pulmicort Flexhaler
- › Qvar
- › Qvar RediHaler

# ACA PREVENTATIVE DRUG LIST 2022

## DRUG CATEGORIES

- › Aspirin
- › Birth Control
- › Bowel Prep
- › Breast Cancer Risk Reduction
- › Cholesterol Medications
- › COVID-19 Testing
- › Fluoride Supplements
- › Folic Acid Supplements
- › Prevention of HIV (PrEP)
- › Smoking Cessation
- › Vaccines
- › Vitamin D

**MORE  
THAN  
INSURANCE  
THIS IS  
PERSONAL**

**WITH OVER 500 DRUGS.**

**FOR A FULL LIST, VISIT:  
[UOFUHEALTHPLANS.ORG](https://uofuhealthplans.org)**

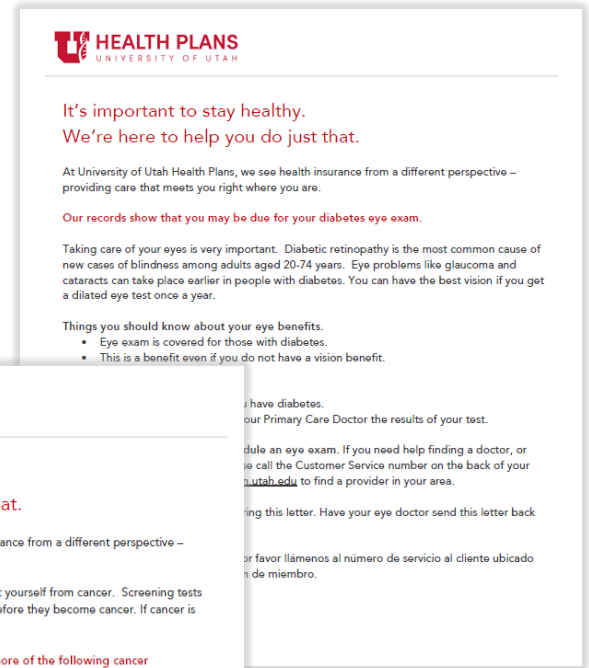
Rev.. 9/2021



**HEALTH PLANS**  
UNIVERSITY OF UTAH

# 2022 Preventive Care Services

- **Wellness Visits**
- **Adult and Pediatric Routine Eye Exam**
- **Flu Shot**
- **Colonoscopy**
- **PAP Test**
- **Mammogram**
- **Cholesterol Screening**



Call our Member Services if you have questions about preventive benefits at (801) 213-4111

# FLU SHOT AND ADDED INCENTIVE

## — CASH IN ON WELLNESS

Get your flu shot and schedule a preventive care visit to earn \$100!

### HERE'S HOW IT WORKS

**All Ages:** Earn a \$50 gift card for each plan member that gets a flu shot between August 1 and December 31, 2021.

**Adults 18 and Older:** Earn a \$50 gift card when you complete a preventive care visit (annual exam, wellness checkup) in the 2022 calendar year.

\*This incentive is available to Individual & Family Plan members only. Restrictions apply. Visit our website for details.

**TO LEARN MORE, VISIT**  
[uofuhealthplans.org](https://uofuhealthplans.org)



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# Rebate/Incentives/Outreach

**\*Medical Loss Ratio (MLR) Rebates**  
**Giving Back Over \$2.2 Million**  
**2020 Premiums**



**HEALTH PLANS**  
UNIVERSITY OF UTAH  
PO Box 45180  
Salt Lake City, Utah  
84145-0180

**Well Child Visit Wellness Incentive**

**2021 Well Child Visit Wellness Incentive**

Check-ups are important in keeping kids and teens healthy. Is your child turning 3 – 17 in 2021? You may qualify for a \$25 gift card. Take your child to a primary care provider (PCP) for a well child visit in 2021.

**HEALTH PLANS**  
UNIVERSITY OF UTAH

**\*Well Child Check Incentive**  
**( 3-17 Year Old) \$25 Gift Cards**  
<https://uhealthplan.utah.edu/wellchild/>

**\*COVID Vaccine Incentive**  
**Earn \$50 Per Unvaccinated Member**  
**More Info To Come**



**CASH IN ON WELLNESS**

Get your flu shot and schedule a preventive care visit to earn \$100!

**HERE'S HOW IT WORKS**

**All Ages:** Earn a \$50 gift card for each plan member that gets a flu shot between August 1 and December 31, 2021.

**Adults 18 and Older:** Earn a \$50 gift card when you complete a preventive care visit (annual exam, wellness checkup) in the 2022 calendar year.

\*This incentive is available to Individual & Family Plan members only. Restrictions apply. Visit our website for details.

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[uofuhealthplans.org](http://uofuhealthplans.org)

**HEALTH PLANS**  
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**\*Flu Shot & Wellness Incentive (Tbd)**  
**\$50 Gift Card Per Member For Flu Shot**  
**\$50 Gift Card For New Incentive**



**HEALTH PLANS**  
UNIVERSITY OF UTAH  
PO Box 45180  
Salt Lake City, Utah  
84145-0180

**your Flu Shot & receive a Gift Card.**

# 2022 Benefit Highlights

## 2022 Individual Plans

### Benefit Highlights

HEALTHY PREFERRED

HEALTHY PREMIER

	GOLD COPAY	SILVER 2300	SILVER COPAY	SILVER COPAY (OFF)	BRONZE 3 COPAY	BRONZE HSA	EXPANDED BRONZE	EXPANDED BRONZE HSA	WASATCH GOLD (PREFERRED NETWORK)	WASATCH SILVER (PREFERRED NETWORK)	WASATCH BRONZE (PREFERRED NETWORK)
<b>FEATURES</b>											
Annual Deductible (Individual/family)	\$1,500/\$3,000	\$2,300/\$4,600	\$3,500/\$7,000	\$4,500/\$9,000	\$7,800/\$15,600	\$7,000/\$14,000	\$5,650/\$11,300	\$6,000/\$12,000	\$2,700/\$5,400	\$5,800/\$11,600	\$8,700/\$17,400
Prescription Drug Deductible (Individual/family)	\$500/\$1,000	\$1,000/\$2,000	\$2,000/\$4,000	Included with MD	Included with MD	Included with MD	\$1,650/\$3,300	Included with MD	\$500/\$1000	\$2,000/\$4,000	Included in Med
Annual Out-of-Pocket Maximum (Individual/family)	\$7,000/\$14,000	\$8,300/\$16,600	\$8,000/\$16,000	\$8,150/\$16,300	\$8,550/\$17,100	\$7,000/\$14,000	\$8,550/\$17,100	\$7,050/\$14,100	\$8,300/\$16,600	\$8,700/\$17,400	\$8,700/\$17,400
<b>BENEFITS</b>											
<b>Emergency and Urgent Care</b>											
Emergency Room	\$200 copay AD	\$600 copay AD	\$500 copay AD	\$500 copay AD	40% Co AD	0% Co AD	50% Co AD	40% Co AD	\$200 copay AD	\$500 copay AD	0% Co AD
Urgent Care	\$25 copay DW	\$35 copay DW	\$30 copay DW	\$30 copay DW	\$45 copay/ first 3 visits then 40% AD	0% Co AD	\$50 copay DW	\$30 copay AD	\$25 copay DW	\$30 copay DW	0% Co AD
<b>Office Visits</b>											
Preventive Care Screening/ Immunizations/Well-Child Visits/ Family Planning	No Charge										
Primary Care	\$25 copay DW	\$35 copay DW	\$30 copay DW	\$30 copay DW	\$45 copay/ first 3 visits then 40% AD	0% Co AD	\$50 copay DW	\$30 copay AD	\$25 copay DW	\$30 copay DW	0% Co AD
Mental Health/Substance Abuse Services (3 visit copay limit applies to primary care/ mental health/substance abuse combined)	\$25 copay DW	\$35 copay DW	\$30 copay DW	\$30 copay DW		0% Co AD	\$50 copay DW	\$30 copay AD	\$25 copay DW	\$30 copay DW	0% Co AD
Specialty Care	\$40 copay DW	\$60 copay DW	\$75 copay DW	\$75 copay DW	40% Co AD	0% Co AD	\$80 copay AD	\$50 copay AD	\$50 copay DW	\$75 copay DW	0% Co AD
Other Practitioner Care	\$40 copay DW	\$60 copay DW	\$75 copay DW	\$75 copay DW	40% Co AD	0% Co AD	\$80 copay AD	\$50 copay AD	\$50 copay DW	\$75 copay DW	0% Co AD
Habilitative Care (20 visit limit applies to PT/OT/ST combined)	20% Co AD	\$60 copay AD	40% Co AD	40% Co AD	40% Co AD	0% Co AD	50% Co AD	40% Co AD	20% Co AD	50% Co AD	0% Co AD
Rehabilitative Care (20 visit limit applies to PT/OT/ST combined)	20% Co AD	\$60 copay AD	40% Co AD	40% Co AD	40% Co AD	0% Co AD	50% Co AD	40% Co AD	20% Co AD	50% Co AD	0% Co AD
<b>Vision Services</b>											
Adult Annual Routine Vision Exam	No Charge										
Pediatric Vision Exam	No Charge										
Pediatric Corrective Lenses	No Charge					0% Co AD	No Charge	0% Co AD	No Charge		

AD = After Deductible, Co AD = Coinsurance After Deductible, DW = Deductible Waived

# VALUE ADDED MEMBER BENEFITS

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.



## ACCESS ASSISTANCE

Call our Access Assistance line to help find a provider, transition to an in-network provider or schedule an appointment. Call 801-587-2851



## BEHAVIORAL HEALTH SERVICES

In partnership with the Huntsman Mental Health Institute, we offer a 24/7 CrisisLine and a Mobile Crisis Outreach Team for crisis intervention, suicide prevention and treatment information. Call 801-213-0816

<https://healthcare.utah.edu/uni/programs/crisis-diversion.php>



## MEMBER PERKS

### ALTERNATIVE & SELF-CARE

10% off Aesthetician Services\*  
\$50 for a 1 Hour Massage\*  
Gym Membership Discounts  
*\*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*



## 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

**CHOOSE HEALTHY. CHOOSE  
HAPPY. CHOOSE YOU.**





# New Member Portal

<https://uhealthplan.utah.edu/member-account-access.php>

## MEMBER PORTAL



Access your health plan information 24/7 with our online member portal. Create an account and sign in at [uhip.healthtrioconnect.com](https://uhip.healthtrioconnect.com).

With a portal account, you can:

- View plan documents and benefit summaries
- Keep track of your deductible and out-of-pocket costs
- Select a primary care provider
- Search for providers in your network
- Print or request ID cards
- Send messages and documents to Customer Service
- Review your claims
- View and print your Explanation of Benefits (EOBs)
- Access health and wellness information in the knowledge database

# MDLive

## Medical and Mental Health Telehealth

University of Utah Health Plan - Traditional

How much does it cost?

Medical: \$0 on most benefit plans

Behavioral: Same copay as when you go to your PCP (Primary Care Physician)

University of Utah Health Plan - QHDHP

How much does it cost?

Medical: \$20 until your deductible is met, then it is \$0

Behavioral: \$45 and up until your deductible is met, then coinsurance

FOR MORE INFORMATION

[mdlive.com/uhealthplans](https://mdlive.com/uhealthplans)  
1.844.475.2050

# 2022 Plan Highlights

- **Offering 3 New Wasatch Plans (Gold, Silver & Bronze)**
- **HSA Special Maintenance Drug List for 2022**
- **New Member Portal**
- **Tooele County Into Our Preferred Network**
- **Urgent Care Copays/Coins Match Primary Care Visits**
- **CPAPs Covered**
- **Colonoscopies – 45 years old**
- **Gym Discounts**

# ★ Star Ratings

## 4 Stars - Enrollee Experience - Overall:

**4 stars** - Access and Care

**5 Stars** - Doctor and Care

## 5 Stars - Plan Efficiency, Affordability and Management – Overall:

**4 stars** – Efficiency and Affordability

**4 Stars** - Efficient Care

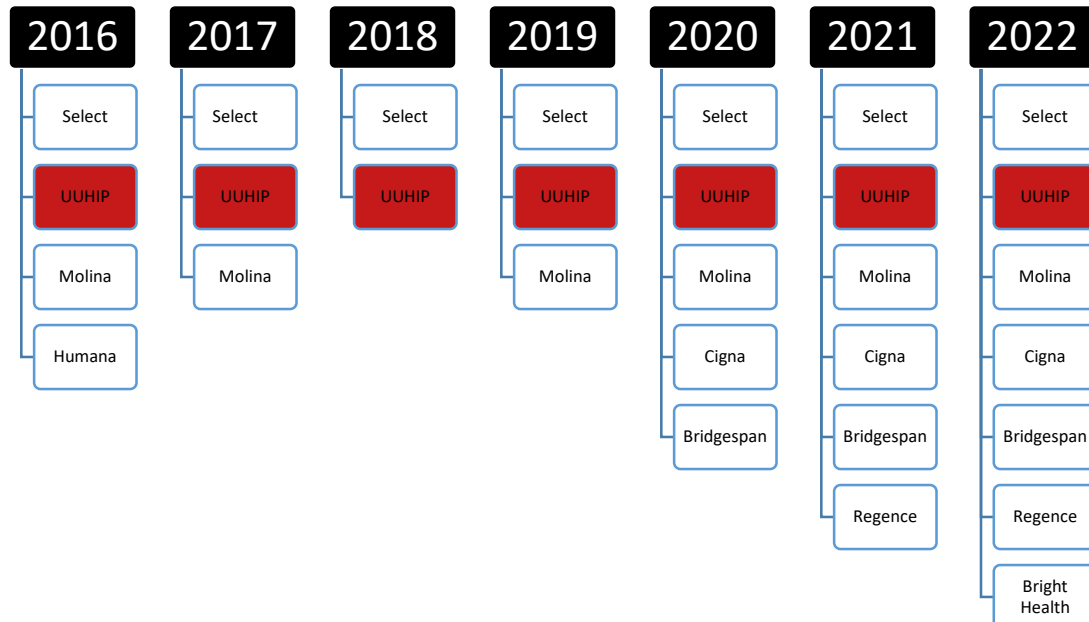
**4 Stars** - Plan Service

**4 Stars** - Enrollee Experience with Health Plan

Summary Indicator: Enrollee Experience	★★★★★
Domain: Access and Care Coordination	★★★★★
Composite: Access and Care Coordination	★★★★★
Domain: Doctor and Care	★★★★★
Composite: Doctor and Care	★★★★★
Summary Indicator: Plan Efficiency, Affordability and Management	★★★★★
Domain: Efficiency and Affordability	★★★★★
Composite: Efficient Care	★★★★★
Domain: Plan Service	★★★★★
Composite: Enrollee Experience with Health Plan	★★★★★

# Why Choose U of U Health Plans?

- **Quality Service and Large Provider Networks**
- **Commitment to Stable Pricing**
- **Commitment to Promote Health and Wellness**
- **Excellent Enrollee Experience**
- **Commitment to Serve our Members on the Exchange**



# CORONAVIRUS: COVID-19 Coverage and Care

## Individual & Family Marketplace Members

The following list of benefits have been updated in response to COVID-19 and will be extended through October 20, 2021.

Benefit Description	Coverage
Vaccination (when available)	Covered 100%
Home-Based testing when ordered by a physician (frequency limit: 1 test every 6 months)	Covered 100%
Serology (Antibody) testing ordered by a physician	Covered 100%
Self-ordered home testing	<b>Not a Covered benefit</b>
In-person office visits, urgent care and emergency room visits related to COVID-19	Covered 100% at an in-network provider
Testing related to COVID-19 ordered by a physician (no limit on the number of tests)	Covered 100% at an in-network provider
Treatment related to COVID-19	Covered at the current benefit level
Telehealth visits with your doctor (audio or video) related to COVID-19	Covered 100% at an in-network provider
Telehealth medical visits through MDLive (COVID-19 related or non-COVID-19 related)	Covered 100%
All telehealth behavioral health visits through MDLive	Covered at the current benefit level
Early prescription refills	Available on a case-by-case basis by working through your local pharmacy

Review website for updates to COVID 19 coverage <https://uhealthplan.utah.edu/coronavirus/>



**HEALTH PLANS**  
UNIVERSITY OF UTAH

# Broker Portal



[Enrollment](#) [Billing](#) [Commissions](#)

[New Quote](#) [People](#) [Groups](#) [Agents](#)

[Reports](#) [Tools](#)

## Dashboard

### Activity



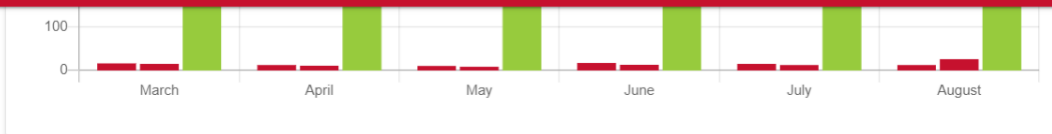
### Members

39028

### \$ Monthly Premium

\$12,701,574





### Needs Action

#### People

- 385** DUE FOR RENEWAL
- 37** PENDING EFFECTUATION
- 818** GRACE PERIOD
- 88** TURNING 26
- 718** TURNING 65

#### Groups

- 6** DUE FOR RENEWAL
- 2** PENDING EFFECTUATION

Data refreshed every 5 minutes. Click links to view the specific records.

### Browse Active Records

#### Individual

- PROPOSALS
- APPLICATIONS
- MEMBERS

#### Group

- PROPOSALS
- APPLICATIONS
- GROUPS
- MEMBERS

### SEARCH WIZARD

Pending Effectuation

Good Standing

Grace Period

At Risk

ANY BILLING STA

Active Applications

Active Members

Active Proposals

Due For Renewal

Needs Attention

Payment Needed

### Member

All Members

Current


Canceled

Need More Info (Life Event)



# QUOTES: PRE-SHOPPING 10/18/2021


## New Quote



### Individual & Family Medical

Individual and family health insurance plans help members stay on top of preventative health-care services and helps cover serious medical expenses.

[START QUOTE](#)



### Group

Group health insurance plans help employees stay on top of preventative health-care services and helps cover serious medical expenses.

[START QUOTE](#)

Step 1 of 4 - Fill out the information below to start the quoting process.

#### FIRST TIME QUOTING?

#### Agent Assignment

**Cheri Day** from agency University of Utah Health Plans Agency will be assigned to this quote.

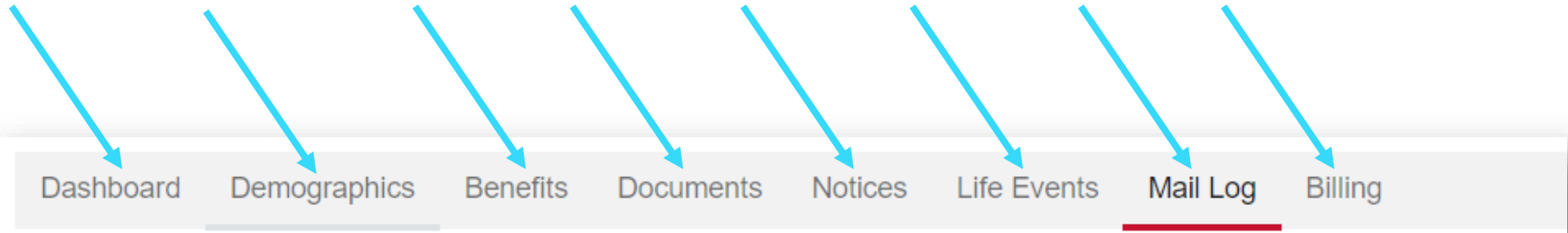
#### FIND & SELECT AGENT

Open Enrollment for 2021 coverage will be Nov. 1, 2020 to Dec. 15, 2020. To apply for 2020 coverage today, you must qualify for a *Special Enrollment Period*. Applications must be submitted with documentation of a qualifying life event. For more information, [click here](#).

ZIP Code\*

Check for Tax Credit Eligibility

# Broker Portal Tools

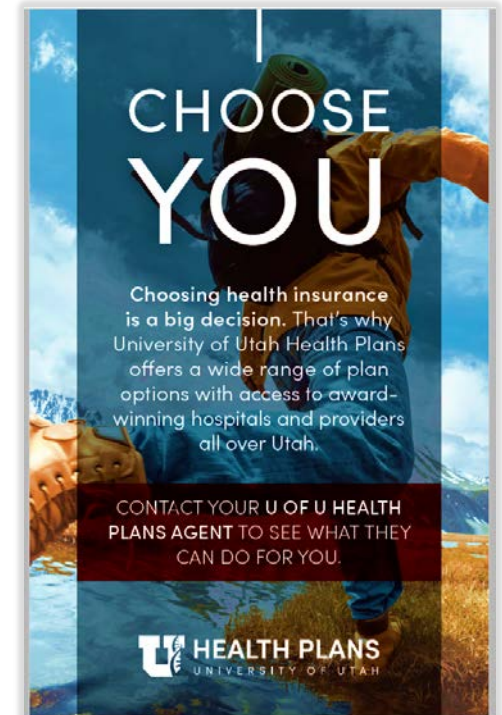


## Mail Log

ID	Subject	Sent Date
> 328453	Your payment confirmation	11/18/2019 07:08:55
> 322609	Your recurring payment is now processing	11/15/2019 04:58:05

# U of U Marketing Materials

- ❑ **Broker Introduction Form** - <https://uhealthplan.utah.edu/brokers/pdfs/intro-form.pdf>
- ❑ **Brochures & Benefit Flyers**
- ❑ **Pop Up Desktop Advertisements**



# Contact Info

Visit our website: <https://uhealthplan.utah.edu/individual/>

Broker Support Number (801) 587-2875

Broker Support Email [Broker.Support@hsc.utah.edu](mailto:Broker.Support@hsc.utah.edu)

Cheri Day, Account Executive (801) 587-2937  
[cheri.day@hsc.utah.edu](mailto:cheri.day@hsc.utah.edu)

Customer Service Number  
(801) 213-4111 - toll free (833) 981-0214

## Member Payment Options

- ❑ Call our customer service 801-213-4111 Monday – Friday 8am to 6pm MST (excluding holidays)
- ❑ Call 469-270-5492 to make a payment 24 hours a day through our automated system
- ❑ Log in to your (member) account and pay online <https://enroll.uhealthplan.utah.edu/ehp/eapp/login>

# Questions?

