ABOUT US

University of Utah Health Plans is committed to improving the member experience, quality of care, health of populations, and reducing the cost of care. BY UTAH FOR UTAH because here in Utah, we know what matters most to our community.

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.

All Individual plan details pend state approval.
• Fully-Insured & Self-Funded Employer Groups
• Third Party Administration (TPA)
• Pharmacy
• Behavioral Health
• Healthy U Medicaid
• Health Choice Utah Medicaid
• University of Utah Athletes
• Individual & Family Plans (On and Off Exchange)
OUR NETWORK

HEALTHY PREMIER

84101, 84102, 84103, 84105, 84106, 84107, 84108, 84109, 84110, 84111, 84112, 84113, 84115, 84117, 84124, 84127, 84130, 84009, 84047, 84070, 84081, 84084, 84088, 84090, 84091, 84092, 84093, 84094, 84095, 84104, 84114, 84116, 84118, 84119, 84120, 84122, 84123, 84125, 84126, 84128, 84129, 84131, 84133, 84134, 84138, 84139, 84141, 84143, 84145, 84147, 84148, 84150, 84151, 84152, 84157, 84158, 84165, 84170, 84180, 84184, 84190, 84199, 84044

U HEALTH PLUS

HEALTH PLANS
UNIVERSITY OF UTAH
PLAN CHANGES IN 2024

CONTINUING PLANS

• Healthy Premier Gold Copay
• Healthy Premier Silver Copay
• Healthy Premier Silver Elect Off-Exchange
• Healthy Premier Bronze w/3 Copays
• Healthy Premier Bronze HSA
• Healthy Premier Expanded Bronze
• Healthy Premier Gold Standard
• Healthy Premier Silver Standard
• Healthy Premier Bronze Standard

• Healthy Premier Expanded Bronze Standard
• Healthy Premier Expanded Bronze Standard Choice
• U Health Plus Gold
• U Health Plus Silver
• U Health Plus Bronze (Expanded removed)
• U Health Plus Gold Standard
• U Health Plus Silver Standard
• U Health Plus Expanded Bronze Standard

DISCONTINUED PLAN

• Healthy Premier Bronze Standard Plan (Cross-Walking those members to the Healthy Premier Expanded Bronze)
2024 PLAN RECAP

HEALTHY PREMIER NETWORK
Healthy Premier is one of Utah’s largest provider networks with access to U of U Health, Centura/Holy Cross (formerly Steward), MountainStar Healthcare, and many other local, award-winning hospitals and providers.

U HEALTH PLUS NETWORK
U Health Plus is our more narrow network. If you live in certain Salt Lake County zip codes, our U Health Plus network provides access to award-winning hospitals and clinics right in your neighborhood, including U of U Health, the Community Health Centers, Primary Children’s Hospital, Foothill Family Clinic, Granger Medical, Health Clinics of Utah, Olympus, Exodus Clinic, Centura/Holy Cross providers and more.

HEALTHY PREMIER
• Healthy Premier Gold Copay
• Healthy Premier Silver Copay
• Healthy Premier Silver Elect Copay – Off EX Only
• Healthy Premier Bronze 3/Copay before Deductible
• Healthy Premier Bronze HSA
• Healthy Premier Expanded Bronze
• Healthy Premier Gold Standard
• Healthy Premier Silver Standard
• Healthy Premier Expanded Bronze Standard
• Healthy Premier Expanded Bronze Standard Choice

U HEALTH PLUS
• U Health Plus Gold ($0 Copay for PCP & Urgent Care)
• U Health Plus Silver ($0 Copay for PCP & Urgent Care)
• U Health Plus Bronze ($0 Copay for PCP & Urgent Care)
• U Health Plus Gold Standard
• U Health Plus Silver Standard
• U Health Plus Expanded Bronze Standard
WORLD-CLASS CUSTOMER SERVICE

One-Call Resolution
Our representatives walk members through issues from beginning to end, no need for transfers or handoffs.

7 day
AVG CLAIM TURN-AROUND TIME
(Benchmark 14 days)

24 second
AVG CALL WAIT TIME
(Benchmark 30 seconds)

94%
PHONE AUDIT ACCURACY
(Benchmark 90%)

Individual & Family Plans
Customer Service Line:
• (801) 213-4111
• Toll-free (833) 981-0214
**REALRx PHARMACY BENEFITS**

**Live Chat Feature**

Members can start a chat with the pharmacy customer service team to easily get answers to their pharmacy questions.

**REALRx CARELINK ASSIST**

Helps members get high-cost specialty medications at a lower cost through manufacturer discounts, copay cards, mail order and more.

**REALRx CARELINK INTERNATIONAL**

Helps members access medications from first-tier countries (Canada, New Zealand, Australia, Great Britain, France & Germany) 40% - 60% discount.

**REALRx CARELINK COUPON PLUS**

Assist members to help offset the member coinsurance responsibility partially or, in some instances, entirely.

Pharmacy Customer Service 855-869-4769
HSA SPECIAL MAINTENANCE
2024 DRUG CATEGORY LIST

Each category below includes specific drugs and devices. Members should verify with their plan if a generic version of the drug must be tried before filling a brand-name version.

• Antidepressants
• Blood glucose monitor
• Bone Health
• Cardiovascular
• Cholesterol
• Continuous glucose monitor
• Diabetic medications
• Diabetic supplies
• Diabetic test strips
• Respiratory medications
Certain prescription drugs are considered preventive under the Affordable Care Act (ACA) and are covered at no cost to the member. Some limits may apply.

- Aspirin
- Birth Control
- Bowel Prep
- Breast Cancer Risk Reduction
- Cholesterol Medications
- Fluoride Supplements
- Folic Acid Supplements
- Prevention of HIV (PrEP)
- Smoking Cessation
- Vaccines
2024 PREVENTIVE CARE SERVICES

These services are covered 100% (no member responsibility)

- Wellness Visits
- Adult & Pediatric Routine Eye Exam
- Flu Shot
- Colonoscopy (screening & diagnostic)
- PAP Test
- Mammogram
- Cholesterol Screening

Call Member Services with preventive benefit questions (801) 213-4111
MEMBER INCENTIVES

**FLU SHOT - $50**
Who: All ages  
When: Between 8/1/23 and 12/31/23

**WELL-CHILD VISIT - $50**
Who: Kids age 3-17  
When: 2024 calendar year

**PREVENTIVE CARE VISIT - $50**
Who: All members age 18+  
When: 2024 calendar year

**BREAST CANCER SCREENING - $50**
Who: Women age 40+  
When: 2024 calendar year
The Health Plans Quality Improvement Program is based on the Triple Aim

1. **Improving the experience** of care (quality and satisfaction)

2. **Improving the health** of populations

3. **Reducing the cost** of health care costs
HEALTH RISK ASSESSMENTS

MEMBER

HEALTH RISK ASSESSMENT

STRATIFY MEMBER RESPONSES

RISK SCORE

5

4

3

2

1

HIGH TOUCH
Contact daily to every 3 months

MEDIUM TOUCH
Contact every 3 to 6 months

LOW TOUCH
Contact every 6 months to one year
CARE MANAGEMENT PROGRAMS

**Disease Management** tailored to the member’s chronic condition(s) (diabetes, asthma, etc.)

**Transition Inpatient Program** for safe discharge from the hospital

**Behavioral Health** access assistance and medical care integration

**Pregnancy and Postnatal** care coordination and support

**Utilization Management** to assess the use of healthcare services
# 2024 Benefit Highlights

## 2024 Individual Plans

### Healthy Premier & U Health Plus

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual Deductible (Individual/Family)</td>
<td>$0/0</td>
<td>$0/0</td>
<td>$0/0</td>
<td>$0/0</td>
<td>$0/0</td>
<td>$0/0</td>
<td>$0/0</td>
<td>$0/0</td>
<td>$0/0</td>
<td>$0/0</td>
<td>$0/0</td>
<td>$0/0</td>
<td>$0/0</td>
<td>$0/0</td>
<td>$0/0</td>
<td>$0/0</td>
<td>$0/0</td>
</tr>
<tr>
<td>Prescription Drug Deductible (Individual/Family)</td>
<td>$50/10</td>
<td>$50/10</td>
<td>$50/10</td>
<td>$50/10</td>
<td>$50/10</td>
<td>$50/10</td>
<td>$50/10</td>
<td>$50/10</td>
<td>$50/10</td>
<td>$50/10</td>
<td>$50/10</td>
<td>$50/10</td>
<td>$50/10</td>
<td>$50/10</td>
<td>$50/10</td>
<td>$50/10</td>
<td>$50/10</td>
</tr>
<tr>
<td>Annual Out-of-Pocket Maximum (Individual/Family)</td>
<td>$7,000/14,000</td>
<td>$7,000/14,000</td>
<td>$7,000/14,000</td>
<td>$7,000/14,000</td>
<td>$7,000/14,000</td>
<td>$7,000/14,000</td>
<td>$7,000/14,000</td>
<td>$7,000/14,000</td>
<td>$7,000/14,000</td>
<td>$7,000/14,000</td>
<td>$7,000/14,000</td>
<td>$7,000/14,000</td>
<td>$7,000/14,000</td>
<td>$7,000/14,000</td>
<td>$7,000/14,000</td>
<td>$7,000/14,000</td>
<td>$7,000/14,000</td>
</tr>
</tbody>
</table>

### Benefits

#### Emergency and Urgent Care

<table>
<thead>
<tr>
<th>Plan</th>
<th>Healthy Premier</th>
<th>U Health Plus</th>
<th>Healthy Premier Silver</th>
<th>U Health Plus Silver</th>
<th>Healthy Premier Bronze</th>
<th>U Health Plus Bronze</th>
<th>Healthy Premier Expanded Bronze</th>
<th>U Health Plus Expanded Bronze</th>
<th>Healthy Premier Bronze HSA</th>
</tr>
</thead>
</table>

**Office Visits**

---

## 2024 Individual Plans

### Healthy Premier & U Health Plus

Cost Sharing Reduction (CSR) Plans

| Plans available through Maxarplace Only | Healthy Premier Silver COPAY 75% CSR | Healthy Premier Silver COPAY 87% CSR | Healthy Premier Silver COPAY 94% CSR | U Health Plus Silver COPAY 75% CSR | U Health Plus Silver COPAY 87% CSR | U Health Plus Silver COPAY 94% CSR | Healthy Premier Silver Standard 75% CSR | Healthy Premier Silver Standard 87% CSR | Healthy Premier Silver Standard 94% CSR | U Health Plus Silver Standard 75% CSR | U Health Plus Silver Standard 87% CSR | U Health Plus Silver Standard 94% CSR | Healthy Premier Bronze | U Health Plus Bronze | Healthy Premier Expanded Bronze | U Health Plus Expanded Bronze | U Health Plus Bronze HSA |
|-----------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|
| HEALTHY PREMIER Gold Coin               | $4,000/8,000                         | $4,000/8,000                         | $4,000/8,000                         | $5,700/11,400                       | $5,700/11,400                       | $5,700/11,400                       | $5,700/11,400                       | $5,700/11,400                       | $5,700/11,400                       | $5,700/11,400                       | $5,700/11,400                       | $5,700/11,400                       | $5,700/11,400                       | $5,700/11,400                       | $5,700/11,400                       | $5,700/11,400                       |
| BENEFITS                                |                                      |                                      |                                      |                                      |                                      |                                      |                                      |                                      |                                      |                                      |                                      |                                      |                                      |                                      |                                      |                                      |                                      |
| Emergency Room                          | $550 copay AD                        | $550 copay AD                        | $550 copay AD                        | $550 copay AD                       | $550 copay AD                       | $550 copay AD                       | $550 copay AD                       | $550 copay AD                       | $550 copay AD                       | $550 copay AD                       | $550 copay AD                       | $550 copay AD                       | $550 copay AD                       | $550 copay AD                       | $550 copay AD                       | $550 copay AD                       |
| Urgent Care                             | $50 copay DW                         | $50 copay DW                         | $50 copay DW                         | $50 copay DW                        | $50 copay DW                        | $50 copay DW                        | $50 copay DW                        | $50 copay DW                        | $50 copay DW                        | $50 copay DW                        | $50 copay DW                        | $50 copay DW                        | $50 copay DW                        | $50 copay DW                        | $50 copay DW                        | $50 copay DW                        |

Office Visits

---
VALUE ADDED MEMBER BENEFITS

**TELEHEALTH**
Convenient, cost-effective health care from a smartphone, tablet, or computer

**MENTAL HEALTH SERVICES**
We offer several benefits in partnership with the Huntsman Mental Health Institute

**MEMBER PORTAL**
Access health plan information, including claims, benefits, and more, 24/7

**ACCESS ASSISTANCE**
Get help finding a provider or scheduling an appointment 801-587-2851

**MEMBER DISCOUNTS**
Discounts on health-related products and services. Details at UofUHealthPlans.org

**NURSE LINE**
24/7 line for general info about health resources on the plan 801-505-3198
TELEHEALTH - MDLIVE

URGENT CARE. MEDICAL. BEHAVIORAL HEALTH.

TRADITIONAL PLANS

Medical
$0 - covered at 100%

Behavioral
Same copay as primary care

HIGH DEDUCTIBLE PLANS

Medical
Covered at 100% through 2024

Behavioral
Covered at 100% through 2024

FOR MORE INFORMATION

mdlive.com/uhealthplans
1.844.475.2050
MENTAL HEALTH SERVICES

Members of our community should never feel they must face a mental health challenge alone.

FOR ANY MENTAL HEALTH CRISIS:
• National Suicide Prevention & Crisis Lifeline – Dial 988
• Utah Crisis Line (UCL) – 801.213.0816
• HMHI Mobile Crisis Outreach Team triaged thru the UCL – 801.213.0816 or 800.273.TALK
• Utah Warm Line - 833-SPEAKUT (Toll Free) or 801.587.1055
• SafeUT Crisis & Text Tip Line - https://safeut.org/

FOR OUTPATIENT APPOINTMENTS
• Downtown Behavioral Health Clinic – 801.585.1212
• Farmington Behavioral Health Clinic - 801.213.3770
• Park City Behavioral Health Clinic - 435.658.9998
• Recovery Clinic - 801.585.1575
MENTAL HEALTH DATA

Utah Crisis Services Data
Services Provided By:

Crisis Line Warm Line

Crisis Line Calls Supported: 4,539
MCOT Dispatches: 377
Staff Contacted First Responder: 59
Contacted by Police Department: 54
Contacted by Fire/EMS: 1

Referral Sources:
- Self: 3,218
- Family Member/Friend: 1,038
- Healthcare Provider: 153
- Police/Dispatch: 54
- Shelter: 20
- Group Home: 16
- Null: 14
- Hospital: 13
- School: 5
- Jail/Detention: 4
- Protective Services: 3
- Fire/EMS: 1

Reasons for Calling:
- Situational Stress: 2,003
- Suicidal Ideation: 1,174
- Information Only: 371
- Coordination of Care: 321
- Psychosis or Grave Disability Concern: 307
- Harm to Self: 184
- Substance Use: 112
- Harm to Others: 67

Counties Served:
- Salt Lake: 1,807
- Utah: 330
- Davis: 179
- Weber: 179
- Location Not Provided: 1,336

What Happens After Calling Utah Crisis Line:
- Concern Resolved: 85.2%
- MCOT Engaged: 6.3%
- Referred to ED: 3.4%
- Collaboration with PD: 3.1%

Crisis Calls Supported Trend:

Call volume trends display prior completed months:
- 02/23: 4,808
- 03/23: 4,926
- 04/23: 4,571
- 05/23: 4,385
- 06/23: 4,702
- 07/23: 4,702

Select Support Line of Business
MEMBER PORTAL
uuhip.healthtrioconnect.com
CMS scores qualified health plans (QHPs) offered through the Exchanges using the Quality Rating System (QRS) based on third-party validated clinical measure data and QHP Enrollee Survey responses. CMS calculates ratings yearly on a 5-star scale. Ratings may change from year to year. Learn more about these ratings.

Learn more about these ratings: www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/QualityInitiativesGenInfo/ACA-MIQI/Quality-Rating-System/About-the-QRS.
For your clients in Central and Southern Utah, we've got some great news!
Our Healthy Premier Bronze HSA holds the title for being the most budget-friendly option in Washington, Iron, Grand, Kane, Millard, Piute, San Juan, Sevier, Wayne, Beaver, and Garfield Counties.

Check out our U Health Plus Bronze & U Health Plus Expanded Bronze Standard plans in Salt Lake Co.

U of U plans cover extra services: Adult Preventive Eye Exams, Sleep Studies, CPAP & more!

Average Increases and Carriers Averages are Based on Data Available on State Rate Transparency Site.
WHY CHOOSE U OF U HEALTH PLANS?

✓ Quality Service
✓ Exceptional Provider Networks
✓ Commitment to Promote Health and Wellness
✓ Excellent Enrollee Experience

<table>
<thead>
<tr>
<th>Year</th>
<th>Plan 1</th>
<th>Plan 2</th>
<th>Plan 3</th>
<th>Plan 4</th>
<th>Plan 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016</td>
<td>Select</td>
<td>UUHIP</td>
<td>Molina</td>
<td>Humana</td>
<td></td>
</tr>
<tr>
<td>2017</td>
<td>Select</td>
<td>UUHIP</td>
<td>Molina</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2018</td>
<td>Select</td>
<td>UUHIP</td>
<td>Molina</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2019</td>
<td>Select</td>
<td>UUHIP</td>
<td>Molina</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2020</td>
<td>Select</td>
<td>UUHIP</td>
<td>Cigna</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2021</td>
<td>Select</td>
<td>UUHIP</td>
<td>Cigna</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2022</td>
<td>Select</td>
<td>UUHIP</td>
<td>Cigna</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2023</td>
<td>Select</td>
<td>UUHIP</td>
<td>Cigna</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2024</td>
<td>Select</td>
<td>UUHIP</td>
<td>Cigna</td>
<td>Aetna</td>
<td>Imperial</td>
</tr>
</tbody>
</table>
PRE-SHOPPING AVAILABLE 10/18/2023
# Mail Log

<table>
<thead>
<tr>
<th>ID</th>
<th>Subject</th>
<th>Sent Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>328453</td>
<td>Your payment confirmation</td>
<td>11/18/2019 07:08:55</td>
</tr>
<tr>
<td>322609</td>
<td>Your recurring payment is now processing</td>
<td>11/15/2019 04:58:05</td>
</tr>
</tbody>
</table>
## 2024 COMISSION STRUCTURE

<table>
<thead>
<tr>
<th></th>
<th>Base Commission</th>
<th>Enhanced Commission*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Broker</td>
<td>$20 PMPM (up from $18)</td>
<td>$20.50 PMPM</td>
</tr>
<tr>
<td>Broker Bonus</td>
<td>$125 Per New Subscriber</td>
<td></td>
</tr>
</tbody>
</table>

**Broker Raise!**

**2024 Enhanced Commission:** Additional $.50 PMPM on broker and GA commission for books over 1000 members (previously 1500 members)

*Enhanced commission applies when a general agency or an individual broker meets the following criteria:

A. Coverage for 1,000 members sold and effectuated.

B. 1,000 member threshold represents # of individuals signed up for the coverage using the general agent or individual broker and does not represent the number of members for which commission is paid.

C. Commission is paid up to 5 individuals in a family unit that have paid premiums. All members over 5 per family do not generate additional commission.

D. The enhanced commission level is paid instead of the base commission level once the enhanced commission threshold level is met. Enhanced commission is paid on all commission eligible members.
For the 2024 plan year, we are offering a $125 bonus per new subscriber (up from $75). Some things to note:

- **Subscribers are considered new if** they have never been enrolled in a U of U Health Plans Marketplace plan OR if they enroll in a U Health Plus plan for 2024 (including current members who move to U Health Plus). Members moving plans within the Healthy Premier network are not included.

- **Bonuses will be paid as a one-time lump sum.** The checks will go out similar to your commission check through the agency you are appointed under.

- **A 3-month persistency minimum is required to earn the bonus.** We will award bonuses only on plans where premiums are paid and current through March 31, 2024. Plans in a grace period on March 31 will not meet the requirements.
MARKETING MATERIALS

- Broker Introduction Form - uhealthplan.utah.edu/brokers/pdfs/intro-form.pdf
- U of U Health Plans Store - Link under “For Brokers” tab
- Brochures & Benefit Flyers
- Pop Up Desktop Advertisements

broker.support@hsc.utah.edu
Visit our website: https://uhealthplan.utah.edu/individual/

Broker Support Number (801) 587-2875

Broker Support Email Broker.Support@hsc.utah.edu

Cheri Day, Account Executive (801) 587-2937 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 member account and pay online enroll.uhealthplan.utah.edu/ehp/eapp/login
- Pay through Member Portal uuhip.healthtrioconnect.com
BY UTAH.
FOR UTAH.

HEALTH PLANS
UNIVERSITY OF UTAH