



MEMBER NEWSLETTER

Health Choice Utah
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Summer 2025

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HEALTHY AGING PROGRAM WORKSHOPS

Search to enroll in evidence-based falls prevention or health and wellness workshops.

[Click here](#) to find a workshop that is right for you!

MEMBER PORTAL –YOUR PLAN AT YOUR FINGERTIPS!



The member portal is a one-stop shop for all your health plan information.

WITH A PORTAL ACCOUNT, YOU CAN:

- View or print your ID card
- View or print your plan documents
- Choose a primary care provider
- Find a provider or pharmacy in your network
- View your eligibility for services
- Send messages and documents to the Customer Service Team
- Review your claims, explanation of benefits (EOB), and other documents
- Access health and wellness information in the Healthwise Knowledgebase

HEALTH CHOICE UTAH CONTACT INFORMATION

Member Services

1-877-358-8797 | 8 am to 6 pm | healthchoiceutah.com

Clinical Services

1-833-757-0706 | 24/7 Nurse Advice Line

Pharmacy Customer Service

1-855-864-1404 | 24 hour 7 days a week

Utah Relay Services

TTY/TDD 1-800-346-4128 | En Espanol 1-888-346-3162

Suspected Fraud

1-877-358-8797, | Fax 1-801-585-2654

Mail:

Health Choice Utah Medicaid

P. O. Box 45900

Salt Lake City, UT 84145-0180

Admin Office:

6056 S. Fashion Square Drive,
Suite 3900,
Murray, UT 84107

SUMMER SAFETY

Seven Summer Safety Tips for Kids

- **Stay hydrated**

When children are playing outside on a hot day, they should take frequent water and snack breaks. Children don't always recognize the signs of heat exhaustion. You may have to tell them it is time for a break.

- **Have a water watcher**

Assign an adult to watch the children while playing in or near water. Drownings can happen in a matter of seconds.

- **Check water conditions**

When rafting or boating, always check the weather before going out on the water. All children should wear a Coast Guard-approved life jacket.

- **Sunscreen**

The sun is the hottest from 10:00 am – 2:00 pm. Children under one year of age should avoid the sun during this time. Make sure to constantly reapply sunscreen during the day and be a good example by applying it on yourself.



- **Never leave a child alone in a car**

In just ten minutes, the inside of a car can become so hot that it can be deadly for a child. Even with the windows down, it is never a good idea.

- **Firework Safety**

Fireworks are fun to look out but can be harmful if they are not handled by an adult. Children under three years of age should never touch fireworks. Even sparklers can get hot enough to melt metal. Each year, fireworks are the cause of life-threatening injuries and burns.

- **Fire Safety**

Never leave children alone near grills, campfires, or bonfires. Keep a bucket of water or a fire extinguisher near the area when there is a fire burning. If a child does get burned, run cool water on the burn for at least five minutes. Never put ice on a burn. If it begins to look like it is blistering, take the child to the emergency room.

Signs of Sunburn

A mild sunburn can cause:

- Skin redness and warmth
- Pain
- Itchiness

A severe sunburn can cause:

- Skin redness and blistering
- Pain and tingling
- Swelling
- Headaches
- Nausea
- Fever and chills
- Dizziness



Signs of Sunburn

It is always better to avoid sunburn by applying sunscreen. Sunscreen should be waterproof, should say "broad spectrum," and should have an SPF of 30 or higher.

- Have your child get out of the sun
- Have your child take a cool shower or bath, or apply cold compresses to their skin
- Give them extra liquid to drink for 2-3 days
- Give your child ibuprofen or acetaminophen as directed for pain.
- Use aloe vera gel or moisturizing cream to help the skin
- When going outside, keep all sunburned skin should be fully covered until it is healed



MENTAL HEALTH

What to do after losing a loved one.

Losing a loved one of life's most stressful events and can cause many emotional feelings. These feelings can range from denial to grief to anger.

THE FIVE STAGES OF GRIEF ARE:

- **Denial**

The first stage of grief is denial. It can be hard to believe that we have lost a loved one. As we learn to cope with the loss, we often will deny that it has happened. This allows us to minimize the overwhelming pain of loss.

- **Anger**

The second stage is anger. Anger becomes the emotional outlet for the emotional discomfort we are feeling. It lets the pain of the loss be released.

- **Bargaining**

The third stage is called bargaining. During this stage, you may try to bargain to change the situation by agreeing to do something in return. This is usually addressed to a higher power. An example of this is, "I promise to be better if you will let this person live." This bargaining is something that helps us see that there is no control over the situation.

- **Depression**

The fourth stage is depression. During this time, we slowly become aware of the situation, and wish we could go back and do things differently. One realizes that this loved one is gone and we may become sad and be less sociable. This stage can be very difficult because of the isolation.

- **Acceptance**

The final stage of grief is acceptance. This stage is where one accepts that the loved one is gone and there is no resistance to the fact. At this stage, there may still be pain of loss, but there is no longer resistance to the facts.



How long will my grief last?

There is no set time frame for the stages of grief. Some may go through it very quickly, and others it could take weeks or months. It is also normal to go back and forth in the different stages. However long it takes is normal.

*If you notice a loved one is struggling with depression or is not coming out of the grief, please contact local mental health providers for help.

POST-PARTUM CARE

Did you know that 40% of new mothers miss their post-partum check-ups? Why is the post-partum check-up so important?

Postpartum care is important even if a woman feels well. Every new mother should schedule a check-up within three weeks of giving birth. This time after birth is a time to heal and adjust to motherhood. During the checkup, your provider will check your physical and emotional well-being. A healthy recovery prepares your body for future pregnancies.

The provider will check to see that you are healing properly. And will check your:

- blood pressure
- your weight
- your breasts
- your belly

The provider will perform a pelvic exam and make sure your vaccines are up to date.

You will have the opportunity to ask questions and express concerns, like problems with breastfeeding or questions about family planning and birth control.



What is post-partum depression?

The doctor will discuss postpartum depression, which is quite common. About 85% of women experience some form of mood disturbance following the birth of a child. You should talk to your doctor if you have any of the following symptoms:

- | | | |
|------------------------------------|-------------------------------------|------------------------------------|
| • Sadness | yourself | • Lack of interest for the newborn |
| • Anxiety | • Mood swings with exaggerated | • Appetite changes |
| • Hopelessness | highs, lows or both | • Sleep disturbances |
| • Fatigue or exhaustion | • Lower sex drive | • Resentment |
| • Poor concentration | • Low self-esteem | • Memory loss |
| • Confusion | • Uncontrolled crying with no cause | • Feelings of isolation |
| • A fear of harming the newborn or | • Overconcern for the newborn | |

Your provider can refer you to counseling services or a women's mental health center. He may also prescribe medication to help with the symptoms. Asking for help is not a sign of weakness, it is a sign of strength.

MEN'S HEALTH

Did you know that men develop heart disease 10 years earlier, on average, than women do? Stress and Heart Disease: What is the Link?

Stress can increase inflammation in your body, which is linked to factors that harm your heart.

- Can cause High Blood pressure
- Can lower good cholesterol called HDL

When stressed, we tend not to sleep well, not to eat well, and are less likely to exercise. All of these changes put more stress on our hearts.

How to protect our hearts?

Seek professional advice – discuss your stress levels and factors that can affect your heart

- Obesity
- Elevated blood pressure

Perform lifestyle changes to reduce stress:

- Get regular exercise
- Walk with a friend
- Join a gym
- Eat a healthy diet
- Eat nutritious foods, limit salts, fats, and added sugars
- Get enough sleep
- Get at least 7-9 hours a night
- Step Away from Situations that cause stress
- Take a break from life and take time to relax
- Take a deep breath – calm yourself
- Focus on your breathing, meditate, or take time to reflect



ANNUAL ADULT EXAMS

Did you know that only 20% of U.S. Adults get an annual exam?

No matter your age or stage of life, a yearly medical exam is essential to your health. Yearly exams help your doctor find any medical conditions that need to be treated. The exam will also allow for services like vaccines, dental cleanings, and education about health topics.

Your provider will do the following at your exam:

- **Update your chart**— This is the time to update any new medications, allergies, social history, and family history.
- **Blood Pressure Screening**— This measures the force of your blood against your arteries Your blood pressure should be 120/80 or lower
- **Cholesterol screening**—This tells your doctor the amount of cholesterol in your blood A level of 200 mg/dl or lower is normal
- **Blood Sugar Screening**— This test measures the amount of sugar in the blood An A1C test less than 5.7 is normal. A higher reading may indicate diabetes or pre-diabetes.
- **Cancer Screenings**— This is a time to schedule any cancer screenings you may be due for. Women need a Cervical cancer screening, a mammogram, and Colorectal screenings. Men also need a colorectal test, a PSA, and a prostate check.
- **Vaccination Updates**— Your doctor may suggest vaccines, including the Flu vaccines, COVID-19, Tdap, Hepatitis B, and possibly others, depending on your age and health

WELL CARE CHECKS

Did you know your child should be seen for a well-care check every year from three years old until your child is twenty-one years old?

Many parents think that children are done with well care visits after they reach two years of age. The American Academy of Pediatrics recommends that children be seen yearly from age three to twenty-one. It is important for a child to be seen so that the provider can:

- Prevent or eliminate problems – well checks can find problems and correct them quickly
 - Immunizations to prevent illness
 - Nutrition counseling
 - Physical activity counseling and safety tips
- Check the child's physical growth and development
 - Milestones for age
 - Social behaviors
 - Learning abilities
- Check their emotional well-being – The Doctor will check your child for depression and anxiety
- Update Immunizations – The doctor will check to see that your child's immunizations are up to date for their age
- Establish care – Create a strong bond between the parent, doctor, and child

HCU Clinical Corner with Dr. Ferguson, CMO

Stop Measles: Get Your MMR Shot

Measles is spreading again. By late April 2025, the United States had about 900 cases in 30 states, the most in many years. In Texas alone, more than 660 people have been sick, and two children have died.

Why is measles serious?

Measles is not “just a rash.” One in five sick people ends up in the hospital. The virus can cause pneumonia, hearing loss, brain swelling, or even death.

How do vaccines protect us?

The MMR shot (measles-mumps-rubella) uses a weakened form of the measles germ. The germ is too weak to make you sick, but strong enough to teach your immune system to fight the real virus. After learning once, your body remembers for many years, like a built-in alarm that calls out the army when measles shows up.

One dose blocks measles in about 93% of people.

Two doses boost protection to 97%—almost perfect.

MMR has been used for 50 years on hundreds of millions of children. Side effects are usually a sore arm or a mild fever. Severe problems are extremely rare—far rarer than the dangers of measles.

Who needs the MMR shot?

Kids: The first dose is given at 12–15 months and the second at 4–6 years. However, during an outbreak, you can begin the first dose at 6 months and follow up with the second dose 6 months later.

Teens and adults born after 1957: Make sure you’ve had both doses of MMR.

Catch-up doses: If you missed a shot, it’s not too late—call your doctor or local health clinic now.

Vaccination protects you, the kids in your class, and babies who are too young for shots. Let’s work together to keep measles, mumps, and rubella out of Utah.

Roll up your sleeve and get the MMR shot today!

For more information, please follow Health Choice and U of U Health Plans on Instagram and Facebook links below:

- <https://www.facebook.com/share/r/1CLMgKCpQB/?mibextid=wwXlfr>
- <https://www.instagram.com/p/DHdzfKEt-Dg/>
- <https://www.instagram.com/p/DHdzfKEt-Dg/>
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