



EVERYONE IS  
WELCOME



PO Box 45180  
Salt Lake City, Utah  
84145-0180

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## CONTACT INFORMATION

### Member Services, Claims & Interpreter Services

801-213-4104 or  
toll-free at 833-981-0212  
8 a.m. to 6 p.m.

### Care Management

801-213-4104 or  
833-981-0212

### On the Internet

[uhealthplan.utah.edu](http://uhealthplan.utah.edu)

### Utah Relay Services

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

### Report Suspected Fraud

801-213-4104 or  
833-981-0212

### Fax

801-281-6121

### By Mail

Healthy U Medicaid  
P.O. Box 45180  
Salt Lake City, UT 84145-0180



## Pharmacy Customer Service

Help filling a prescription  
24 hours, 7 days a week at  
**1-855-856-5694**



**WITH A PORTAL ACCOUNT, YOU CAN:**



VIEW OR PRINT YOUR PLAN DOCUMENTS



SELECT A PRIMARY CARE PROVIDER (PCP)



SEARCH FOR PROVIDERS IN YOUR NETWORK BY NAME, SPECIALTY, OR LOCATION



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 KNOWLEDGE DATABASE

ACCESS YOUR HEALTH PLAN INFORMATION **24/7** THROUGH OUR MEMBER PORTAL.

TO SET UP YOUR FREE ACCOUNT, VISIT OUR WEBSITE: [MYUOFUHEALTHPLANS.ORG](https://myuofuhealthplans.org)



# Diabetic Eye Exams

If you have diabetes, taking care of your eyes is very important. People with diabetes are at high risk for eyesight problems. One complication of diabetes that affects the eyes is called diabetic retinopathy. It is the most common cause of vision loss and blindness in adults ages 20-74.

## SEE YOUR EYE DOCTOR RIGHT AWAY IF YOU HAVE ANY OF THE FOLLOWING SYMPTOMS:

- Blurred vision
- Flashes of light in your eyes
- Pain or pressure in your eyes
- Dark or floating spots in your vision
- Trouble viewing things out of the corners of your eyes

Visit your eye doctor every year for a dilated eye exam.

Do you need help finding a doctor?

Call Member Services. 833-981-0212.

Source: <https://www.cdc.gov/diabetes/managing/problems.html>



## NONDISCRIMINATION POLICY

You have the right to get medical care and be treated with dignity and respect no matter what your race, color, sex, religion, national origin, disability or age. Healthy U does not prohibit or restrict providers from acting within their lawful scope of practice or discriminate against health care professionals who serve high-risk populations who specialize in the treatment of costly conditions. Healthy U's nondiscrimination policy complies with Title VI of the Civil Rights Act of 1973, the Age Discrimination Act of 1990 and the University of Utah Policy and Procedures 1999, Sections 2-6.

### MEMBER HANDBOOK / URGENT SERVICES / APPEAL GRIEVANCE

**Members can request a copy of the Healthy U Member's handbook by visiting the Healthy U website, [uhealthplan.utah.edu](http://uhealthplan.utah.edu) or by contacting Customer Service at 801-213-4104.** Members can file an appeal or grievance by visiting [uhealthplan.utah.edu](http://uhealthplan.utah.edu). Need urgent care or emergency services? Contact Customer Service at 801-213-4104 or visit [uhealthplan.utah.edu](http://uhealthplan.utah.edu) to find an urgent care center or hospital near you.

### NEWBORN'S AND MOTHER'S HEALTH PROTECTION ACT (NMHPA)

The Newborns' Act is the amount of time you and your newborn child are covered for a hospital stay following childbirth. For a vaginal delivery you can stay in the hospital for up to 48 hours. For a C-section you can stay in the hospital for up to 96 hours. However, your provider may decide after talking to you, to let you or your newborn child leave the hospital earlier. For more information on the Newborns' Act please visit: [www.dol.gov/ebsa/newsroom/fsnmhafs.html](http://www.dol.gov/ebsa/newsroom/fsnmhafs.html)

### YOUR RESPONSIBILITIES

Always talk with your doctor about any health information in newsletters or on websites to make sure that it is best for you. Never use this information to make health decisions- do what your doctor says is best.



# ATTENTION

## Medicaid Members

**Medicaid Reviews are coming!** Your review may have been paused due to COVID-19.

Be sure to update your contact information (address, phone number, and email) with the Department of Workforce Services (DWS) so you receive your renewal letter.

**DON'T WAIT!** Call 1-866-608-9422 or visit [Jobs.Utah.Gov/MyCase](https://Jobs.Utah.Gov/MyCase)

**WE DO NOT WANT YOU TO MISS THIS IMPORTANT PIECE OF MAIL.**

## Stay Healthy: Visit Your Primary Care Provider

Did you know it is important to visit a primary care provider even when you aren't sick?

### What is a primary care provider?

A primary care provider (PCP) is a health care professional who helps you manage your health needs. A PCP can teach you ways to stay healthy, treat you when you are sick, and help you get care when you need it.

### Do you have a PCP?

You can choose a PCP by logging in to the member portal: [MyUofUHealthPlans.org](https://MyUofUHealthPlans.org)  
Do you need help choosing a PCP? Call Member Services at 1-833-981-0212.

### Annual Check-Ups

Regular health exams can keep you healthy. Your PCP can tell you which tests and screenings you need depending on your age, health status, family history, and lifestyle choices, such as what you eat, how active you are, and whether you smoke. You should have a health check-up once a year.



**HEALTH PLANS**  
UNIVERSITY OF UTAH