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**EVERYONE IS
WELCOME**



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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

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



YOUR HEALTH PLAN AT YOUR FINGERTIPS

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)

Mammogram Screenings

A mammogram is an X-ray picture of the breast. Doctors use the X-ray to look for early signs of breast cancer. Women age 40 years and older should have a yearly mammogram.

WHAT IF MY MAMMOGRAM IS NORMAL? Continue to get yearly mammograms. Mammograms work best when they can be compared with the previous one. This allows the radiologist to compare them to look for changes in your breasts.

WHAT HAPPENS IF MY MAMMOGRAM IS ABNORMAL? An abnormal mammogram does not always mean that there is cancer. Your doctor may have additional test or exams done before they can tell for sure and will decide what the best next steps will be.

WHERE CAN I GET A MAMMOGRAM? A mammogram is a covered benefit. There are many in-network Mammogram Screening Centers in the Healthy U network. You can find a list of in-network mammogram screening centers on the Healthy U website www.uhealthplan.utah.edu or contact Healthy U Customer Service at (801) 213-4104.

Source: https://www.cdc.gov/cancer/breast/basic_info/mammograms.htm



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 or by contacting Customer Service at 801-213-4104. Members can file an appeal or grievance by visiting uhealthplan.utah.edu. Need urgent care or emergency services? Contact Customer Service at 801-213-4104 or visit 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: <https://www.dol.gov/general/topic/health-plans/newborns>.

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 back! 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

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

What Should I know about Cervical Cancer Screening?

The Pap test and HPV test can help prevent cervical cancer or find it early. Both tests can be done in a doctor's office. Women who are age 21 years and older should be screened.

- The Pap test (or Pap smear) looks for cell changes on the cervix that might be pre-cancer cells. These cells can become cervical cancer if not treated.
- The HPV test looks for the virus (human papillomavirus) that can cause cell changes on the cervix.

Talk to your doctor about which testing options is right for you.

Need help finding a doctor? Healthy U in-network providers can be found on our website www.uhealthplan.utah.edu or contact Healthy U Customer Service at (801) 213-4104.

Source: https://www.cdc.gov/cancer/cervical/basic_info/screening.htm



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