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FOR UTAH.



HEALTH PLANS
UNIVERSITY OF UTAH

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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



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 healthcare 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.



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.



DO YOU HAVE A PCP?

You can choose a PCP by logging in to the member portal. Create a free account at MyUofUHealthPlans.org Do you need help choosing a PCP? Call Member Services at **1-833-981-0212**.

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 at **1-833-981-0212**.

Source: 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

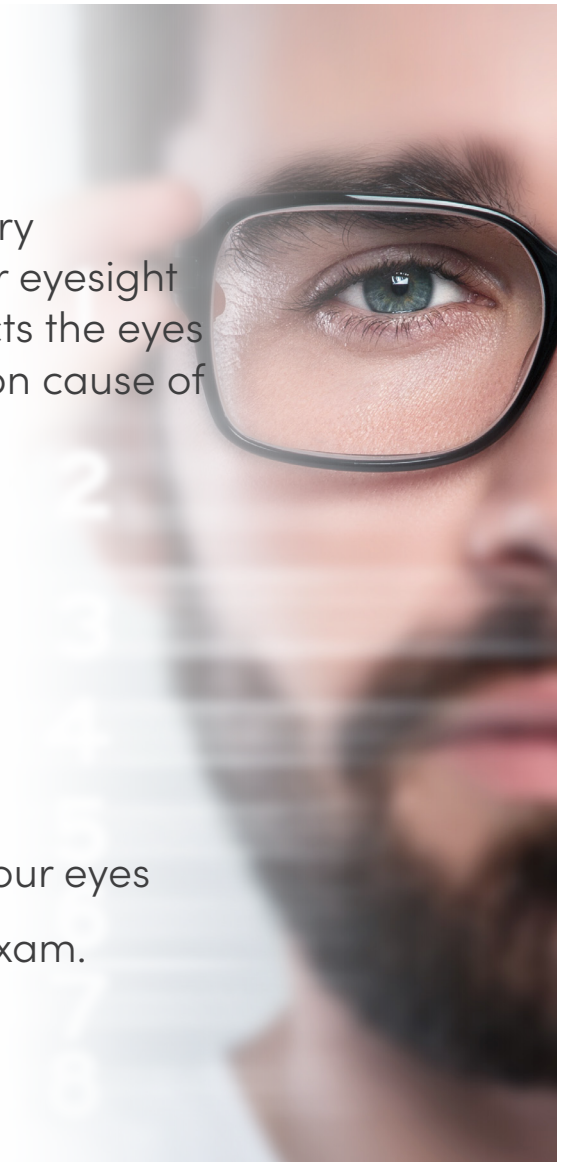
Members can request a copy of the Healthy U Member's handbook by visiting the Healthy U website, uhealthplan.utah.edu or by contacting Customer Service at 801-213-4104. Members can file an appeal or grievance by visiting uhealthplan.utah.edu. Need urgent care or emergency services? Contact Customer Service 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.

Annual Checkups Help Kids Stay Healthy

Every Child age 3 years old and above needs an annual Well-Child Visit. Children younger than 3 years old need visits more frequently.

THE EXAM MAY INCLUDE:

- A physical exam to check growth and progress
- Weight, height, and blood pressure check
- Behavioral and mental health assessment
- Vision and hearing check
- Test for lead exposure and other health problems

Do you need help finding a doctor for your child?
Call Member Services at **1-833-981-0212**.

You can also find a doctor by logging on to the member portal.
Create a free account at: MyUofUHealthPlans.org

For more information about your child's checkup,
visit healthychildren.org.

