

# What is Depression?

Depression is a serious medical illness. It's more than just a feeling of being sad or "blue" for a few days, the feelings do not go away. Depression symptoms can persist and interfere with your everyday life.

**Symptoms can include:**

- Feeling sad or empty
- Loss of interest in favorite activities
- Overeating, or not wanting to eat at all
- Not being able to sleep or sleeping too much
- Feeling very tired feeling hopeless, irritable, anxious, or guilty
- Aches or pains, headaches, cramps, or stomach problems
- Thoughts of death or suicide

**Treatments for Depression**

There are effective treatments for depression. Treatments may include medications (called antidepressants), talk therapy or both. Anti-depressants work to balance some of the natural chemicals in our brains. Your doctor can prescribe them for you.

**Important things to know about Anti-depressant medicine:**

- It is important to keep taking your medicines to stop the symptoms from coming back. It may take several weeks for them to help
- Keep taking the medicine even if you feel better
- Do not stop taking your medicine without talking to your doctor
- When you stop taking anti-depressants you often need to stop gradually

*Even if you start to feel better, it is important to keep taking your medicines.*

*Always talk to your doctor before you stop taking your medicine.*

To learn more visit: <https://medlineplus.gov>



# Annual Checkups Help Kids Stay Healthy

Starting at age 3, your child needs a check-up once a year. This exam is often called a Well Child Visit. It's important to have yearly doctor exams to find and prevent problems.

A Well Child visit includes:

- **Physical exam:** The doctor will check your child's growth and development.
- **Measurements:** The doctor weighs your child and checks height and blood pressure.
- **Immunizations:** Kids need shots to protect them against illnesses and disease.
- **Behavior assessment:** The doctor makes sure your child's mental development is on track.

Your doctor will check your child's vision and hearing and talk about other health problems. The doctor may also test for lead exposure or other issues.

Need help finding a Pediatrician? We are here to help.

Call our Member Services at **801-213-4104**.

To learn more visit: <https://brightfutures.aap.org/families/Pages/Well-Child-Visits.aspx>

# Smart Strategies for Managing Stress

Stress is a reaction to a situation where a person feels threatened or anxious. Adults, teens, and even children experience stress. Stress can be positive like preparing for a party, or negative like dealing with a natural disaster.

After a traumatic event, people may have strong and lasting reactions. The symptoms may be physical or emotional.

**Common reactions to a stressful event can include:**

- Disbelief, shock, and numbness
- Feeling sad, frustrated, and helpless
- Having a hard time focusing and making decisions
- Headaches, back pains, and stomach problems
- Smoking or use of alcohol or drugs

**Healthy Ways to Cope with Stress:**

- Eat healthy, well-balanced meals
- Exercise on a regular basis
- Get plenty of sleep
- Give yourself a break if you feel stressed out
- Talk to others
- Avoid drugs and alcohol
- Take a break

To learn more visit: <https://emergency.cdc.gov/coping/selfcare.asp> and <https://www.cdc.gov>

**National Suicide Prevention Lifeline**  
 1-800-273-8255  
<https://suicidepreventionlifeline.org/>

Recognize when you need help. If problems continue or you are thinking about suicide, talk to someone who can help like a doctor, social worker, or counselor.



## 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.





CHOOSE HEALTHY.  
CHOOSE HAPPY.  
CHOOSE YOU.



**HEALTH PLANS**  
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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

**VIRTUAL URGENT CARE**

Online Urgent Care- talk with a provider online, at home.

Call 801-213-8669 or visit  
uhealthplan.utah.edu/medicaid

**HEALTHY U MEDICAID**

SUMMER 2020



**EMERGENCY CARE AND URGENT CARE**

**WHAT IS AN EMERGENCY?**

An emergency is a medical condition that needs immediate treatment.

**WHAT IS AN EXAMPLE OF AN EMERGENCY?**

- Poisoning
- Overdose
- Severe burns
- Broken Bones
- Severe chest pain
- Pregnant with bleeding and/or pain
- Deep cut in which bleeding will not stop
- Loss of consciousness
- Suddenly not being able to move or speak

**WHAT SHOULD I DO IF I HAVE AN EMERGENCY?**

Call **911** or go to the closest Emergency Room. Remember:

- Go to the emergency room only when you have a real emergency.
- If you are sick, but it is not a real emergency, call your doctor or go to an urgent care clinic.
- If you are not sure if your problem is a true emergency, call your doctor for advice.
- There is no prior authorization needed to get Emergency Care.

**WHAT SHOULD I DO AFTER I GET EMERGENCY CARE?**

Call our Member Services at **801-213-4104** or Toll-Free **833-981-0212** as soon as you can after getting emergency care. Notify your Primary Care Provider to tell them about your Emergency visit.

**WILL I HAVE TO PAY FOR EMERGENCY CARE?**

There is no copay for use of the Emergency Room in an Emergency. A hospital that is not on your plan may ask you to pay at the time of service. If so, submit your emergency service claim to the health plan for reimbursement. If you use an Emergency room for non-emergency care, you will be charged a copay.

**WHAT IS URGENT CARE?**

Urgent problems usually need care within 24 hours. If you are not sure a problem is urgent, call your doctor or an Urgent Care clinic. You may also call our Nurse Phone line at **801-505-3198**. To find an Urgent Care clinic, call our Member Services at **801-213-4104** or Toll-Free **1-833-981-0212** or see our website [uhealthplan.utah.edu](http://uhealthplan.utah.edu).

**WHEN SHOULD I USE AN URGENT CARE CLINIC?**

You should use an Urgent Care clinic if you have one of these minor problems:

- Common cold, flu symptoms or a sore throat
- Earache or toothache
- Back strain
- Migraine headaches
- Prescription refills or requests
- Stomach ache
- Cut or scrape