

## Co-pays

Co-payments (co-pays) are the same for Traditional and Non-Traditional Medicaid. The following Medicaid members do not have co-pays:

- American Indians
- Pregnant women
- Alaska Natives
- Members getting hospice care
- Members eligible for Early and Periodic Screening, Diagnostic and Treatment (EPSDT) also referred to as CHEC (Child Health Evaluation and Care)

All other members will have the following copays:

Service	Co-pay
Emergency Room (ER)	\$8 co-pay for non-emergency use of the ER
Inpatient Hospital	\$75 co-pay per inpatient hospital stay (started July 1, 2017)
Pharmacy	\$4 co-pay per prescription, up to \$20 per month
Physician Visits, Podiatrist & Outpatient Hospital Services	\$4 co-pay, up to \$100 per year combined (including ophthalmologists)
Vision Services	\$4 co-pay for ophthalmologists

**Out-of-Pocket Maximum Co-pays:**  
Pharmacy – \$20 co-pay per month  
Physician, podiatry and outpatient hospital services – \$100 co-pay per year\* combined  
\*A co-pay year starts in January and goes through December.

**Please note:** You might not have a co-pay if you have other insurance, including Medicare. You will not have a co-payment for:

- Family planning
- Lab services
- Immunizations (shots)
- Radiology
- Preventative services
- Tobacco cessation services
- Outpatient mental health/substance use disorder treatment

Call our Member Services if you have questions about your benefits. 1-888-271-5870.

## 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) 587-6480. 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) 587-6480 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.

## Primary Care Physician (PCP)

A Primary Care Physician (PCP) is a doctor you see for most of your medical care. A PCP will help to make sure you get the care you need. We recommend that you choose a PCP.

- CHOOSING YOUR DOCTOR WILL:**
- Help keep track of all of your health concerns.
  - See you for routine check-ups.
  - Treat you when you are sick or injured.
  - Refer you to a specialist (if needed).
  - Be your contact if you need care after office hours (except emergencies).

- HERE ARE THE KINDS OF DOCTORS WHO ARE PCPS:**
- Family Practice (for all ages).
  - Internal Medicine (for adults).
  - Pediatrician (for children).
  - Obstetrics and Gynecology (OB/GYN – for women). You may also choose a Certified Nurse Midwife (CNM) if you are having a baby.

If you need help finding a PCP, call our Access Assistance. 801-587-2851. You can also get a list of PCP doctors on our website, [uhealthplan.utah.edu](http://uhealthplan.utah.edu)

## Preventive Care Services

Preventive care services are wellness visits, tests, and shots that can help keep you healthy.

- EXAMPLES OF PREVENTIVE CARE INCLUDE:**
- Wellness Visits:** Checkups are for everyone including children, teens, and adults. Seeing your primary care doctor once a year for a preventive exam helps to make sure you get the care you need. Babies and toddlers should see the doctor more often than once a year.
  - Flu Shot:** Getting a flu shot is the best way to prevent the flu. Visit your doctor's office or pharmacy to get the flu shot each year.
  - Pap test:** For women age 21 and older, getting regular pap tests can help prevent cervical cancer. You can get a Pap test at your doctor's office.
  - Mammogram:** For women age 40 and older, talk to your doctor about mammograms and how often to get them.
  - Chlamydia test:** Chlamydia is a sexually transmitted disease (STD). Ask your doctor if you should be tested.
  - Colonoscopy:** If you are age 50 or older, talk to your doctor about getting a colonoscopy.

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Salt Lake City, Utah

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## CONTACT INFORMATION

### Member Services/Claims/ Interpreter Services

801-587-6480 option 1, or  
1-888-271-5870 option 1  
8 a.m. to 6 p.m.

### U Baby Care

801-587-6428 or  
1-888-271-5870, option 2

### Care Management

801-587-6480, option 2 or  
1-888-271-5870, option 2

### On the Internet

uhealthplan.utah.edu

### Utah Relay Services

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

### Report Suspected Fraud

801-587-6480, option 4 or  
1-888-271-5870, option 4

### Fax

801-587-6433

### By Mail

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

## MY CHART

The secure online connection to your eligibility and claims information. Members can get a MyChart activation code by calling our team at 801-587-6480.

**Plus, MyChart now gives you access to Virtual Visits.** With Virtual Visits, members can see a U of U Health provider for urgent care on their laptop, tablet, or smart phone.

## HEALTHY U MEDICAID



### What happens inside the lungs during an asthma attack?

The air that you breathe goes from your mouth and nose to your lungs, which are located under your ribs. The lungs are made up of airways that get smaller and smaller, like the branches of a tree. When your asthma is well controlled, your airways are wide open and you can breathe easily. During an asthma attack, three things happen. First, the airways get squeezed a little. Tiny muscles around the airways squeeze like rubber bands that are just a little tight. This is called "bronchospasm." Second, the sides of the airways swell up. This makes the airways sensitive to things that start asthma attacks. This is called "inflammation." Third, the insides of the airways make too much mucus.

### How do medicines help keep asthma under control?

Medicine will open up the airways. One kind of medicine is taken every day to keep swelling down. Another kind of medicine relaxes the muscles during an asthma attack so the muscles won't squeeze the airways. Both adults and children can benefit from asthma medicine. If your doctor has prescribed a medicine to take during an asthma attack, it is important to always keep it on hand so you have it when you need it. If you have asthma attacks very often, your doctor may prescribe a medicine to take every day. This medicine will help prevent asthma attacks from happening. But for this medicine to work, it must be taken every day, even on the days when you are feeling well.

There is a lot to learn about asthma medicine. If you have questions, one of our Care Managers can talk with you about your asthma. We can also help you find a doctor. **Call us at 801-857-6480, option 2.**

Source: <http://www.asthmacommunitynetwork.org/>

## CELL PHONE PROGRAM

Healthy U Members can get a free cell phone. Interested Healthy U members can contact our Customer Service at 801-587-6480 to get started.