

Get Tested for HIV

The only way to know if you have HIV, the virus that causes AIDS, is to be tested. You could have HIV and still feel healthy.

HOW OFTEN DO I NEED TO GET TESTED FOR HIV?
Everyone ages 15 to 65 needs to get tested for HIV at least once. All pregnant women also need to get tested. People at higher risk for HIV infection may need to get tested more often. Talk to your doctor or nurse about how often you need to get tested.

HIV IS PASSED FROM ONE PERSON TO ANOTHER BY:


- Having unprotected sex with a person who has HIV
- Sharing needles with someone who has HIV
- Breastfeeding, pregnancy, or childbirth if the mother has HIV
- Getting a transfusion of blood that's infected with HIV (very rare in the United States)

PREVENTION:
Today, more tools than ever are available to prevent HIV. You can also lower your chances of getting HIV by taking a medicine for Pre-Exposure Prophylaxis (called PrEP).

You can use strategies to prevent HIV such as:

- Abstinence (not having sex)
- Limiting your number of sexual partners
- Never sharing needles
- And using condoms the right way every time you have sex

If you have HIV, there are many actions you can take to prevent transmitting it to others. The most important is taking HIV medicine as prescribed. Talk to your doctor about the best plan for you to stay virally suppressed. You can stay healthy and have effectively no risk of transmitting HIV to another person.



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: www.doh.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.



Well Child Visit Wellness Incentive

Checkups are important to keep kids healthy. It is important for kids to visit their doctor even when they are not sick. These visits are important to check:

- Hearing
- Vision
- Growth
- Nutrition
- Physical activity

Is your child turning age 3, 4, 5, or 6 in 2019? You may qualify to get a \$25 gift card. Take your child to a primary care provider (PCP) for a well-child check in 2019. Do you need help finding a doctor for your child? Call our Customer Service at 801-213-4104.

TO LEARN MORE VISIT: uhealthplan.utah.edu/wellchild

Diabetes Eye Exams

If you have diabetes taking care of your eyes is very important. People with diabetes are at high risk for problems with their sight. Diabetic retinopathy is the most common cause of new cases of blindness among adults aged 20-74 years.

Many people with diabetic retinopathy don't know they have it. That's because it often causes no pain or symptoms in its early stages. Some people are afraid to find eye problems. But finding and treating eye problems can prevent or delay blindness. Visit your eye doctor every year for a dilated eye exam to find problems early before they hurt your vision.

SEE YOUR EYE DOCTOR RIGHT AWAY IF YOU HAVE ANY OF THE FOLLOWING WARNING SIGNS:

- 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.

Your eye doctor can help you catch the disease early. And you can slow it down by controlling blood sugar, blood pressure, and cholesterol.

Call an eye doctor today and schedule an eye exam. If you need help finding a doctor, please call our Customer Service at 801-213-4104. You can also get a list of doctors on our website, uhealthplan.utah.edu





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Salt Lake City, Utah

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CHOOSE HEALTHY.
CHOOSE HAPPY.
CHOOSE YOU.



HEALTHY U MEDICAID

WINTER 2019



Get the help you need.

We're here for you
whenever you need us.



TELEHEALTH SERVICES

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

Call **801-213-UNOW** to get started or visit

healthcare.utah.edu/virtual-care

Available – 9 am to 9 pm, 7 days a week



PHARMACY CUSTOMER SERVICE

Assistance filling a prescription –
24 hours a day, 7 days a week.

1-866-236-5935



ONLINE MESSAGING

Chat with Customer Service
through MyChart at
mychart.med.utah.edu



ACCESS ASSISTANCE

Don't wait for a doctor's appointment,
let us help.

801-587-2851



CUSTOMER SERVICE

Local help in any language.

801-213-4104 or toll-free at
833-981-0212



NURSE LINE

Talk with a Nurse 24 hours a
day, 7 days a week.

801-505-3198

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

Free SMART PHONE PROGRAM

Healthy U Members can get a
free smart phone.

Call our Customer Service at
801-213-4104 to get started.