

# 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. Diabetic retinopathy is a complication of diabetes that affects the eyes. It is the most common cause of vision loss and blindness in adults aged 20-74 years.

**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 our Member Services at **833-981-0212**.

Source: <https://www.nei.nih.gov/learn-about-eye-health/eye-conditions-and-diseases/diabetic-retinopathy>

## 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.



# Did you know Healthy U covers family planning?

**HEALTHY U COVERS FAMILY PLANNING SERVICES AND TREATMENT AT NO COST. COVERED SERVICES INCLUDE:**

- Counseling to help you plan when to have a baby
- Over the counter condoms, diaphragms, creams, and foams
- Contraceptive implants, Depo-Provera, IUD, patches, pills, morning after pill, rings, and sterilization

Talk to your doctor to help you decide what birth control is best for you. Do you need help finding a doctor? Call our Member Services. **833-981-0212**.

# 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 AND 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 also check your child's vision and hearing.

Need help finding a Pediatrician? We are here to help. Call our Member Services at **833-981-0212**.

Source: <https://brightfutures.aap.org/families/Pages/Well-Child-Visits.aspx>



CHOOSE HEALTHY.  
CHOOSE HAPPY.  
CHOOSE YOU.



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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](http://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



## Access Assistance

Don't wait for a doctor's appointment, let us help.  
Call **801-587-2851**.

# HEALTHY U MEDICAID

WINTER 2020



## Care Management Programs



### EMPOWER U

Our team can help you understand advance care planning. Advance care planning is making decisions about the health care you want if you become too sick to tell your doctor yourself.



### INPATIENT TRANSITIONS

If you are in the hospital, our nurses can help you with a safe discharge, answer questions about your medications, and schedule follow-up appointments.



### PEDIATRIC & ADULT CARE

We can help you find a primary care physician or specialist to treat complex conditions.



### BEHAVIORAL HEALTH

If you need help with mental health and/or substance use disorders, we have a behavioral health team to connect you with resources.



### DISEASE MANAGEMENT

If you have asthma, diabetes, or heart conditions, our team will provide education and care coordination.



### U BABY & WOMEN'S HEALTH

Are you pregnant? Possible high risk? If you have concerns or questions, we can help.

We want to keep you as healthy as possible.

Call our Care Management team at **833-981-0212**.