

# PROVIDER CONNECTION

University of Utah Health Plans  
Provider Publication

## INSIDE THIS ISSUE

**INDIVIDUAL MARKETPLACE  
OPEN ENROLLMENT | PAGE 3**

**CARE MANAGEMENT &  
PRESCRIPTION DRUG  
SERVICES | PAGE 6**



**HEALTH PLANS**  
UNIVERSITY OF UTAH

# PROVIDER CONNECTION

## In This Issue

Individual Marketplace Open Enrollment .....	3
Member Rights & Responsibilities.....	4-5
U of U Health Plans Care Management Programs .....	6
Prescription Drug Services.....	6



# INDIVIDUAL MARKETPLACE OE

INDIVIDUAL OPEN  
ENROLLMENT

**NOV 1 - DEC 15**

ENROLL NOW



Open Enrollment for the Individual Marketplace ends December 15. University of Utah Health Plans give individuals and their families access to over 36 hospitals, 8700+ providers, and 56 urgent care clinics across every county in Utah. It's one of Utah's largest and most awarded health care network that includes all of University of Utah Health, MountainStar Healthcare and many other local, award-winning providers.

Our coverage area has expanded. Effective January 1, 2018, we will offer coverage for residents in all 29 Utah counties.

U of U Health Plans offers the [Healthy Preferred](#) network in Salt Lake, Davis and Utah counties, and the [Healthy Premier](#) network in all other counties for Individual Exchange members.

For more information on our plans available on the Individual Marketplace, please visit our website at: [UofUHealthPlans.org](http://UofUHealthPlans.org).

# MEMBERS RIGHTS & RESPONSIBILITIES

## WHAT ARE MEMBER RIGHTS?

**University of Utah Health Plans want to give our members the best care and service.**

As a Health Plans member, members have the right to:

- Get information about the organization, plan, its services, its practitioners and providers and member rights and responsibilities.
- Be treated with respect, dignity and a right to privacy.
- Have their medical visits, conditions, and records kept private.
- Ask for and receive a copy of their medical record, and ask to have it corrected if needed.
- Get information about their health and medical care, such as how a treatment will affect the member and their treatment options.
- Make decisions about their health care with their healthcare provider, including refusing treatment.
- Talk to U of U Health Plans about appropriate or medically necessary treatment options, regardless of cost or benefit coverage.
- Voice a complaint or appeal about the organization or the care it provides.
- Make recommendations about these rights.
- Use their rights at any time without being treated badly.
- Be free from restraint or seclusion if it is used to coerce (force), discipline, retaliate, or for convenience.
- Get health care within appropriate time frames.
- **The following information upon request:**
  - Member rights and responsibilities
  - The services U of U Health Plans offers
  - How to get help and emergency care when their doctor's office is closed
  - Involvement in medical research
  - Grievances and Appeals
  - How University of Utah Health Plans operates such as our policy for selecting providers, what we require of them, any practice guidelines (rules) they use to care for members, and our confidentiality policy. If members need help understanding any of this information, call us at (801) 587-6480 or 1-888-271-5870.

# MEMBERS RIGHTS & RESPONSIBILITIES

## WHAT ARE MEMBER RESPONSIBILITIES?

**To keep members and their family healthy and help us care for them, please remember to:**

- Read the Member Guide. If members need help understanding it, please call University of Utah Health Plans Member Services at (801) 587-6480 or 1-888-271-5870.
- Follow provider recommendations, plans and instructions for care that members and providers have agreed upon. If members don't agree, or have questions about treatment plan or goals, talk to their provider.
- Understand members health problems, work with member's provider to develop agreed upon treatment goals and do all members can to meet goals.
- Keep appointments or let the provider's office know as soon as possible if member can't make it.
- Supply information needed to the Health Plans and to treating providers in order to provide care.
- Let the group administrator know if member moves, changes phone number, get married or divorced, have a baby, or someone in the family dies.
- Respect the staff and property at their provider's office.
- Stay fit and well by taking care of themselves and their family.
- Always talk to their doctor about any health information in any newsletter or on any website to make sure it is best for them. Never use this information instead of what your doctor says is best.



# CARE MANAGEMENT PROGRAMS

University of Utah Health Plans offers Care Management programs for Complex Case Management and Disease Management of members with Asthma or Congestive Heart failure. Our Care Management programs offers members individual attention, online resources to help meet their health care goals. Services include education, advocacy and coordination of the members needed services. The programs are no-cost for members who are interested in our care management nursing services.

To refer a patient, contact U of U Health Plans at 801-587-6480, option 2.



# PRESCRIPTION DRUG SERVICES

U of U Health Plans provides prescription drug coverage. General information about U of U Health Plans' pharmacy coverage is available on our website, including the preferred drug list for each member's plan, information on how to use the pharmaceutical procedures, an explanation of limits, the process for generic substitution, therapeutic interchange, and step therapy, and how prescribing practitioners must participate in an exception request. Preferred drug lists may change from time to time, but updates are posted on the website on or before the effective date of any change.

# THANK YOU

We hope you have enjoyed the University of Utah Health Plans Provider Connection Newsletter. We look forward to keep providing you the most timely and useful content. If you have suggestions or success stories you would like to share, please contact us.

The information that is contained in this newsletter does not guarantee benefits or change contractual status. If you have questions about benefits or claims issues, please call Customer Service at 801-587-6480 or toll free 888-271-5870.


## WEBSITE AND ELECTRONIC SUPPORT


Please visit our website at [uhealthplan.utah.edu/for\\_providers](http://uhealthplan.utah.edu/for_providers) for additional resources and access to:

- Providers Updates
- Provider Manual
- Provider Newsletters
- University of Utah Health Plans Updates
- Electronic Data Interchange (EDI) Info
- ...And much more

### HAVE EDI QUESTIONS?

#### EDI SUPPORT:

 801-587-2638 or 801-587-2639

 801-281-6121

 [uuhpedi@hsc.utah.edu](mailto:uuhpedi@hsc.utah.edu)

Utah Health Information Network (Uhin):  
801-466-7705 | [uhin.org](http://uhin.org)

Email provider changes to:  
[provider.relations@hsc.utah.edu](mailto:provider.relations@hsc.utah.edu)

## PROVIDER CUSTOMER SERVICE NUMBERS

### CUSTOMER SERVICE

801-587-6480, Option 1  
Toll Free/Out of Salt Lake:  
888-271-5870  
Fax: 801-281-6121

### CLAIMS / ELIGIBILITY

801-587-6480, Option 1

### CARE MGMT. UTILIZATION REVIEW

801-587-6480, Option 2  
Fax: 801-281-6121

### PROVIDER RELATIONS

801-587-2838, Option 2  
[provider.relations@hsc.utah.edu](mailto:provider.relations@hsc.utah.edu)

### EDI SUPPORT

801-587-2638  
[uuhpedi@hsc.utah.edu](mailto:uuhpedi@hsc.utah.edu)

### PROVIDER CREDENTIALING

801-587-2838, Option 3  
[provider.credentialing@hsc.utah.edu](mailto:provider.credentialing@hsc.utah.edu)

