

# IDENTIFYING OUR MEMBERS

University of Utah Health Insurance Plans offers a variety of health-benefits packages (products) for our members. We offer products for business groups, individuals and families that purchase plans on or off the federal Health Insurance Marketplace®, as well as Medicaid-eligible enrollees. The following information describes how to identify members of University of Utah Health Insurance Plans.

## U OF U HEALTH PLANS GROUP MEMBER IDENTIFICATION CARDS

U of U Health Plans Group members are sponsored by an employer. Member ID numbers consist of a “40” or “41,” followed by an additional seven digits. Dependents are denoted with a two-digit number in front of their name(s).

The **Healthy Preferred** network is available to employer groups along the Wasatch Front. The **Healthy Premier** network is available to groups throughout Utah and surrounding areas.

U HEALTH PLANS UNIVERSITY OF UTAH		Healthy Preferred Network
Test Plan Name	Group #:	
John Q. Sample ID: 123456789 Dependent One ID: 123456789 Dependent Two ID: 123456789 Dependent Three ID: 123456789 Dependent Four ID: 123456789 Dependent Five ID: 123456789 Dependent Six ID: 123456789	<b>In-Network Co-Pay</b> PCP / Specialist: \$25/\$40 ER* / Urgent Care: \$200/\$25 RX: \$15/\$30/50%*/25%* *After Deductible <b>Deductible: In/Out-of-Network</b> Ind: \$1,500 Med; \$500 Rx/NC Fam: \$3,000 Med; \$1,000 Rx/NC <b>MOOP** In/Out-of-Network</b> Individual: \$7,000/Not Covered Family: \$14,000/Not Covered *Maximum Out-of-Pocket <b>Pharmacy</b> RXBIN/PCN: 610830/REALRX	

## U OF U HEALTH PLANS INDIVIDUAL/FAMILY PLAN MEMBER IDENTIFICATION CARDS

Individual or Family plans may be purchased on or off the federal Health Insurance Marketplace. Member ID numbers consist of “000,” “391,” or “402,” followed by an additional seven digits.

Members throughout Utah can select the **Healthy Premier** network. Conversely, members in certain areas of Salt Lake County, as defined below, or throughout Davis County (effective January 1, 2025) can select the **U Health Plus** network.

U HEALTH PLANS UNIVERSITY OF UTAH		Healthy Premier Network
Test Plan Name	Group #:	
John Q. Sample ID: 123456789 00 Dependent One 01 Dependent Two 02 Dependent Three 03 Dependent Four 04 Dependent Five 05 Dependent Six <b>Pharmacy</b> RXBIN: 610830 RXPCN: REALRX	<b>In-Network Co-Pay</b> PCP / Specialist: \$25/\$75 ER* / Urgent Care: \$300/\$75 RX: \$10/\$30/\$70/\$100 *After Deductible <b>Deductible: In/Out-of-Network</b> Individual: \$1,000/\$5,000 Family: \$2,000/\$10,000 <b>MOOP** In/Out-of-Network</b> Individual: \$4,000/\$10,000 Family: \$8,000/\$20,000 *Maximum Out-of-Pocket	

## U HEALTH PLUS MEMBER IDENTIFICATION CARDS

**U Health Plus** plans are available for Individual and Family plan members who want to keep care close to their Salt Lake or Davis county neighborhood. The **U Health Plus** network includes providers and facilities in the U Health Hospitals and Clinics system, CommonSpirit®/Holy Cross hospitals, and throughout most of Salt Lake County—with the exception of zip code 84006. Effective January 1, 2025 Davis County is also included.

Member ID numbers consist of a “000,” “391,” or “402” followed by an additional seven digits.

Refer to the back of this flyer for additional identification cards, applicable provider network(s), and information about our Medicaid and CHIP products.

U HEALTH PLANS UNIVERSITY OF UTAH		U Health Plus Network
Test Plan Name	Group #:	
John Q. Sample ID: 123456789 Dependent One ID: 123456789 Dependent Two ID: 123456789 Dependent Three ID: 123456789 Dependent Four ID: 123456789 Dependent Five ID: 123456789 Dependent Six ID: 123456789	<b>Copay: In-Network Only</b> PCP / Spec: \$0/\$50 ER* / Urgent Care: \$250/\$0 RX: \$15/\$30/50%*/50%* *After Deductible <b>Deductible: In-Network Only</b> Ind: \$2,000 Med; \$500 Rx Fam: \$4,000 Med; \$1,000 Rx <b>MOOP** In-Network Only</b> Ind: \$7,000 Fam: \$14,000 *Maximum Out-of-Pocket <b>Pharmacy</b> RXBIN/PCN: 610830/REALRX	

## HEALTHY PREMIER UNIVERSITY OF UTAH HOSPITALS & CLINICS PLAN IDENTIFICATION CARDS

The **Healthy Premier** University of Utah Hospitals & Clinics plan is available to U of U Health employees. Member ID numbers consist of a "9" followed by an additional seven digits. Dependents are denoted with a two-digit number in front of their name(s).

The plan covers physical (medical) services through the **Healthy Premier** provider network and behavioral health services through the **Huntsman Mental Health Institute Behavioral Health Network (HMHI BHN)**.


U HEALTH PLANS UNIVERSITY OF UTAH	U HEALTH UNIVERSITY OF UTAH
Test Plan Name	Group #:
<b>John Q. Sample</b> ID: 123456789  Dependent One Dependent Two Dependent Three Dependent Four Dependent Five Dependent Six  <b>Pharmacy</b> RXBIN/PCN: 610830/REALRX Ind Max OOP: \$1,750 Fam Max OOP: \$3,500	<b>Healthy Premier Network</b> <b>Copay: Cat 1 / Cat 2 / Out-Net</b> PCP: \$10 / \$35 / 50% AD Specialist: \$25 / \$45 / 50% AD Urgent: \$10; \$25 / \$75 / 50% AD Emergency Room: \$150 <b>Max OOP: Medical / Mental</b> Ind: \$2,800 / \$2,800 Fam: \$5,600 / \$5,600 <b>Deductible: In-Net / Out-Net</b> Ind (Medical): \$750 / \$1,500 Fam (Medical): \$1,500 / \$3,000 Ind (Mental): \$500 / \$1,000 Fam (Mental): \$1,000 / \$2,000

## PROVIDER NETWORK(S)

The provider network is displayed on the front and back of the card. If out-of-area services are covered by the plan, the network will be noted on the back of the card.

Visit [uhealthplan.utah.edu/providers](http://uhealthplan.utah.edu/providers) and click on "Networks" to view descriptions of each network.

With out-of-area network services (Aetna)

University of Utah Health Plans uhealthplan.utah.edu 801-213-4111 or 1-833-981-0214	
<b>Claims Submission</b> Medical & Behavioral Health University of Utah Health Plans P.O. Box 45180 SLC, UT 84145 1-833-981-0214  <b>Pharmacy Customer Service</b> RealRx 1-855-869-4769 (available 24/7, 365 days a year) <b>REALRx</b>  MD Live: 1-844-475-2050 mdlive.com/uhealthplans	<b>Locate an In-Network Provider</b> <a href="http://uhealthplan.utah.edu">uhealthplan.utah.edu</a> Out-of-Network: Not Covered <b>HEALTHY PREMIER</b>  For Emergency & Pre-Authorized Services outside the State of Utah, Aetna may also be used.   Aetna Signature Administrators <sup>SM</sup> PRO This card does not guarantee coverage

## HEALTHY U CHIP MEMBER IDENTIFICATION CARDS

**Healthy U CHIP** is available to children who meet eligibility requirements for the Children's Health Insurance Program (CHIP), provided they do not qualify for Medicaid or otherwise have health insurance. **Healthy U CHIP** ID numbers contain 10 digits, beginning with 0 (zero).

The **Healthy U CHIP** network provides coverage for **Healthy U CHIP** members.

U HEALTH PLANS UNIVERSITY OF UTAH	HEALTHY U CHIP
CHIP B	
<b>John Q. Sample</b> ID: 123456789  <b>Office Services</b> Primary Care Provider: \$5 Mental Health: \$0 Specialist: \$5 Urgent Care: \$5  <b>Pharmacy</b> RXBIN/PCN: 610830/REALRXHU Preferred Generic: \$5 Preferred Brand Name: 5% of approved Non-Preferred: 5% of approved	<b>Hospital Services</b> Inpatient: \$150 after deductible ER: \$10  <b>Deductibles &amp; MOOP*</b> Individual: \$0 Family: \$70 MOOP: 5% gross family income *Maximum Out-of-Pocket

## HEALTHY U PRODUCT MEMBER IDENTIFICATION CARDS

Healthy U products include **Healthy U Medicaid**, **Healthy U Behavioral**, and **Healthy U Integrated**. These members should present their standard Utah Medicaid Identification card. Medicaid ID numbers contain 10 digits, beginning with 0 (zero). Because Medicaid eligibility can change from month to month, please verify eligibility prior to every visit via the Utah Medicaid PRISM Portal at [prism.health.utah.gov](http://prism.health.utah.gov).

## QUESTIONS? WE'RE HERE FOR YOU!

Our secure **Provider Portal** offers up-to-date information regarding eligibility, benefits, prior authorizations, claims, payments, and more, 24-7.

Register or log in at [uuhpprovider.healthtrioconnect.com](http://uuhpprovider.healthtrioconnect.com).

### CUSTOMER SERVICE PER MEMBER'S BENEFIT PLAN:

**U of U Health Plans (Group)** – 833-981-0213 or 801-213-4008

**U of U Health Plans (Individual/Family)** – 833-981-0214 or 801-213-4111

**Healthy Premier U of U Hospitals & Clinics Plan (Employee)** – 833-443-3440 or 801-213-0274

**Healthy U Medicaid** – 833-981-0212 or 801-213-4104

**Healthy U CHIP** – 833-404-4300 or 801-213-0525

### PROVIDER RELATIONS:

833-970-1848 or 801-587-2838

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