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## **Important Phone Numbers**

My Primary Care Doctor: Name: \_\_\_\_\_

Phone: \_\_\_\_\_

My Child's Doctor: Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Medicaid Eligibility Worker: Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Medicaid HPR  
(Health Program Representative) Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Healthy U Member Services: (801) 587-6480 or 1-888-271-5870  
(choose option 1)

Hours: Monday – Friday: 8:00 am – 5:00 pm  
Wednesday: 9:00 am – 5:00 pm

Healthy U Web Site Address: <http://uuhsc.utah.edu/uhealthplan/>

Healthy U Claims: (801) 587-6480 or 1-888-271-5870  
(choose option 1)

Mail to: P.O. Box 45180  
Salt Lake City, UT 84145-0180

Healthy U Case Management: (801) 587-6480 or 1-888-271-5870  
(choose option 2)

Healthy U Civil Rights Coordinator: (801) 587-6480 or 1-888-271-5870  
(choose option 1)

Medicaid Hotline: (801) 538-6155 or 1-800-662-9651

**Remember: Show your Medicaid card whenever you go to the doctor or the hospital.**

## **Welcome to Healthy U**

Thanks for choosing Healthy U. We have doctors, clinics, and hospitals to help you with your health care.

Please read this handbook. We wrote it to help you get the health care you need. You can get a copy of it at least once a year by calling Member Services at (801) 587-6480 or 1-888-271-5870 (choose option 1). If you need someone to read a section of it to you, please call us. It is also on our web site at <http://uuhsc.utah.edu/uhealthplan/> Call us if you need a copy of it in Spanish.

## **Bienvenidos a Healthy U**

Gracias por elegir Healthy U. Contamos con los servicios de doctores calificados en los diferentes centros médicos afiliados, que incluyen clínicas y hospitales. Así ayudarle de la mejor manera en la atención de su salud.

Sírvase leer este manual, que también lo puede encontrar en nuestro portal <http://uuhsc.utah.edu/uhealthplan/>. El presente manual lo hemos elaborado con el fin de ayudarle a recibir la atención de salud que usted necesita. Si desea una copia de este documento en español, o una copia anual del mismo, sírvase llamar a Servicios para Miembros cuyo teléfono es: (801) 587-6480 o 1-888-271-5870 (opción 1).

De otro lado, si necesita que alguien lea para usted alguna sección del manual, sírvase contactarnos.

## **When to Call Member Services**

Member services is here to help you. Call us if you have any questions about Healthy U. We can help you find a primary care provider (PCP) or a specialist in your area. You can also call us if you have a complaint or an appeal. We can be reached at (801) 587-6480 or 1-888-271-5870 (choose option 1).

## **Interpreter Services**

We know it may be hard to understand us or your doctor if your first language is not English or if you are hard of hearing. Look in the back of this handbook for a doctor who speaks your language. You may also call Member Services to ask for a doctor who speaks your language.

We also have free interpreters for any language, including sign language. We will get an interpreter to help you over the phone. We also can have an interpreter meet you at your doctor's office to help you understand what your doctor tells you.

If you are deaf or hard of hearing, you can call Utah Relay Services at 711 or 1-800-346-4128. If you speak Spanish, you can call Spanish Relay Utah at 1-888-346-3162. These are free public telephone relay services or TTY/TDD. If you have a hard time speaking, you can call 1-888-346-5822 and a trained person will help you.

## **Servicios de Intérprete**

Sabemos que puede ser difícil entendernos o entender a su doctor si su idioma materno no es el inglés o tiene alguna dificultad para escuchar. Por ello, pensando en usted, le recomendamos buscar al reverso de este manual donde encontrará algún doctor que hable su idioma. También puede llamar a Servicios para Miembros para pedir un doctor que hable su idioma.

Además de estas opciones, tenemos intérpretes gratuitos en cualquier idioma (incluyendo el lenguaje de señas); así ayudarle a entender las indicaciones de su doctor. Pero este servicio consta no sólo de la presencia del intérprete en el consultorio sino, incluso, en las comunicaciones por teléfono que usted realice.

Si usted es sordo o presenta dificultades de audición, puede llamar a Servicios de Transmisión de Utah cuyo teléfono es: 711 o al 1-800-346-4128. Si habla español, puede llamar al mismo servicio, pero de transmisión en español cuyo teléfono es: 1-888-346-3162 (Utah). Estas son líneas telefónicas de servicios de transmisión gratuitas y abiertas al público o TTY/TDD. De otro lado, si tiene problemas al hablar, puede llamar al 1-888-346-5822 y una persona capacitada lo ayudará.

### **How do I Use My Medicaid Card?**

Always show:

- Your Medicaid card when you go to the doctor or hospital.
- Your child's Medicaid card when your child goes to the doctor or hospital.

### **Choosing Your Doctor**

A **Primary Care Provider (PCP)** is a doctor you see for most of your medical care. Healthy U PCPs are listed in the back of this handbook. You don't have to pick a PCP; but we think you should. A PCP will:

- See you for routine check-ups.
- Treat you when you are sick or injured.
- Refer you to a specialist (if needed).
- Approve all non-emergency hospital stays.
- 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 want help finding a PCP in your area, you can call Member Services at (801) 587-6480 or 1-888-271-5870 (choose option 1). If you have a special health need, you may be able to choose a specialist as your PCP. A Case Manager will work with you to select a specialist as your PCP. Our Case Managers are nurses. They will work with you and your doctor(s) to make sure you get the care you need. To talk to a Case Manager about selecting a PCP call (801) 587-6480 or 1-888-271-5870 (choose option 2).

You can also talk to a Case Manager if you have trouble getting into a PCP.

### **How do I Make an Appointment?**

You can make an appointment by calling a doctor listed in this handbook.

You should be able to get an appointment with a PCP within:

- 30 days for routine, non-urgent care.
- Within 60 days for school physicals.
- Within 2 days for urgent, but not life-threatening care (care that can be treated in your doctor's office).

You should be able to get an appointment with a specialist within:

- 30 days for routine, non-urgent care.
- 2 days for urgent, but not life-threatening care (care that can be treated in your doctor's office).

When you go to your doctor's office, you should not have to wait more than 45 minutes to see your doctor.

If you can't get an appointment when you think you need one, call us at (801) 587-6480 or 1-888-271-5870 (choose option 2).

**What if I get sick or hurt before my appointment?**

- Call your doctor's office and ask for an earlier appointment.
- Tell your doctor's office about your illness or injury.
- Tell your doctor's office about any drug allergies or medical problems.
- Follow your doctor's advice.

**For life-threatening emergencies, go to the closest hospital emergency room.**

**Going to Your Appointment**

When you go to your appointment, always:

- Show up 15 minutes early (so you have time to fill out any paperwork).
- Show your Medicaid card.

**Remember: If you can't make your appointment, call and cancel it so someone else can use that time.**

**What if I Want to See a Specialist?**

Healthy U specialists are listed in the back of this handbook. You can also call Member Services at (801) 587-6480 or 1-888-271-5870 (choose option 1) to help you find a specialist in your area. Your PCP may also help you choose a Healthy U specialist.

You don't need a referral from your PCP unless you are a Restricted Medicaid recipient. If you need a referral, your PCP can call the specialist or give you a written referral to take to the specialist.

**What if I Want to Change My Doctor?**

No problem. You may:

- Choose any doctor listed in the back of this handbook.
- Change your doctor at any time.
- Have a different doctor for each family member.

If you need help finding a new doctor, you can also call Member Services at (801) 587-6480 or 1-888-271-5870 (choose option 1)

**Remember:**

**If you are a Restricted Medicaid Recipient, you must see the doctor listed on your Medicaid card.**

**What is Emergency Care?**

If you have a serious medical problem, you may need emergency care. An emergency is any condition where a person with a basic knowledge of health (a prudent layperson) would be expected to get emergency care if he or she thought waiting would cause permanent harm (or if you are pregnant, harm to your unborn baby).

If you think your medical problem might be an emergency, call 911 or go to any hospital emergency room. Try to use one of the Healthy U hospital emergency rooms listed in the back of this handbook.

Please, don't go to the emergency room for routine health care. There is a \$6.00 co-payment if you go to an emergency room for non-emergencies.

Examples of emergencies are:

- Chest pain.
- Stroke symptoms like weakness or numbness of the face, arm, or leg, especially on one side of the body.
- Heavy bleeding.
- Poisoning or overdose.

- Severe allergic reactions.
- Trouble breathing.
- Unconsciousness.
- Broken bones.
- Seizures.

**Remember:**

**Call your PCP after you get emergency care so he or she can provide follow-up care if needed.**

**What if I Need to Stay in a Hospital?**

Use the Healthy U hospitals listed in the back of this handbook. You might have to stay in a hospital after an emergency. The services you get after an emergency are called Post-stabilization Services. Even though your emergency is over, you get these services because you are not well enough to leave yet.

If a non-Healthy U hospital treats you for an emergency and wants you to stay there for Post-stabilization Services, the hospital MUST notify us first. We might have you stay at their hospital or we might have you stay at one of our hospitals.

If you go to a hospital, show your Medicaid card so they know you are with Healthy U. The hospital may call us at (801) 587-6480 or 1-888-271-5870 (choose option 1) to tell us about the care they want to give to you.

**What is Urgent Care?**

Some problems need medical care within 24 hours, but aren't emergencies. For urgent care, call your PCP or a doctor or urgent care center listed in the back of this handbook.

Examples of urgent medical needs are:

- Severe vomiting.
- Cuts that need stitches.
- Burns that are not life threatening.
- Sprains or broken bones.

**Remember:**

**If you get urgent care from someone other than your PCP, call your PCP as soon as you can so he or she can provide follow-up care if needed.**

**Who do I Call for Care After Hours?**

Your PCP's office has an "on-call" doctor at all times - nights, weekends, and holidays. Here is what to do if you get sick or hurt after regular office hours:

- Call your doctor's office.
- Say you are a Healthy U Medicaid Member.
- Tell the on-call doctor who your regular doctor is and about your medical problem.
- Do what the doctor tells you.

The on-call doctor may:

- Tell you what to do.
- Ask you to come to the office.
- Refer you to a Healthy U Urgent Care facility or a hospital emergency room.

### **How do I get Care if I am Traveling?**

If you are hurt or get sick while traveling outside Salt Lake, Weber, Davis, or Utah Counties, you can get care from any doctor, clinic, or hospital.

If you need emergency care, go to any hospital, clinic, or doctor who provides emergency care. Show your Medicaid card and have them call us at 1-888-271-5870 (choose option 2) to tell us about the care they gave to you.

If you need to stay in the hospital after emergency care, show the hospital your Medicaid card and have them call us when they admit you and tell us about the care they want to provide. The hospital can call us at 1-888-271-5870 (choose option 2).

**Remember: Only emergency care and care in the hospital after emergency care are covered when you travel. Follow-up care is not covered unless you are too sick to travel home.**

### **For Women Only**

We want you to have a healthy baby. Healthy U covers prenatal care (care when you are pregnant). It is important for you to get prenatal care during your pregnancy. You can choose an Obstetrics and Gynecology doctor (OB/GYN), a Certified Nurse Midwife (CNM), or other Primary Care Provider (PCP) for prenatal care. Make an appointment with your OB/GYN, CNM, or other PCP as soon as you know you are pregnant.

Healthy U honors the Newborn's and Mother's Health Protection Act. When you have your baby, you and your baby have the right to stay in the hospital for 48 hours after a vaginal delivery and 96 hours after a c-section.

Healthy U also covers pap tests, gynecological exams, and mammograms. You can schedule your exam with your PCP or with a Gynecologist. If you need to see a specialist, your PCP can help you choose one.

### **"U Baby Care" Program**

Healthy U has a program called "U Baby Care" for pregnant women. This program is for Traditional Medicaid (purple card) enrollees only. It will help you get the best care for you and your baby. Call (801) 587-6428 or 1-888-271-5870 (choose option 2) as soon as you know you are pregnant so you can be part of the "U Baby Care" program.

The "U Baby Care" program provides you with information to get all the care you need. We will send you information about being pregnant and giving birth. We will also tell you about classes and services you can get while you are pregnant. Healthy U offers extra services while you're pregnant like smoking cessation, nutrition care, and home services. If you have other medical needs while you are pregnant, check with a case coordinator to see if the service or item is covered. Our case coordinator and Case Manager (RN) are able to work with your doctor to help you get the services you need.

**It is very important that all pregnant women get tested for sexually transmitted infections (STI's) like Gonorrhea, Chlamydia, and HIV/AIDS. This will help prevent your baby from getting a STI. Healthy U covers testing and treatment for STI's.**

**Remember: People under 18 may get tested for STI's without their parent's consent.**

### **What are Family Planning Services?**

Family planning services is information, counseling, and birth control methods and treatments. Birth control

is important so that you can plan when or if you want to have a baby.

The general Medicaid program pays for birth control methods that require a prescription. For more information, call Medicaid at (801) 538-6155 or 1-800-662-9651. The general Medicaid program covers these prescription birth control methods:

- Birth Control Pills
- Birth Control Patch
- Depo Provera shot
- The Ring (Nuvaring)
- Intrauterine devices (IUDs)
- Spermicide
- “Barrier” methods (includes male and female condoms, cervical caps, and diaphragms).
- Emergency contraceptive pills (ECPs).

Please note that Norplant is no longer covered, but the removal of it is.

Healthy U covers family planning services including treatments for birth control such as vasectomies, tubal ligations, sterilizations, and related exams. You can go to any provider for family planning services even if he or she is not a Healthy U provider.

**Remember: People under 18 may get family planning services without their parent’s consent.**

### **Does Healthy U Offer Health Care for Children (CHEC)?**

Yes. If you have Traditional Medicaid (purple card), there is a special program for your children called CHEC (Child Health Evaluation and Care). The CHEC program is for Healthy U children (up to age 21). Your children need to have regular tests to make sure they are growing the way they should. This means checking for eyesight, hearing, speech, and other health problems.

Regular and early testing can help treat problems before they get too bad. Your child’s doctor can provide CHEC services. There are a lot of health services and treatments that Healthy U will pay for that are not covered for adults.

### **What services are offered through CHEC?**

- Complete well-child exams:
  - Newborns should have their first check-up as soon as possible after birth. Infants should have a check-up at 2 weeks and at 1, 2, 4, 6, 9, 12, 15, 18, and 24 months of age.
  - Children should have check-ups at ages 3, 4, 5, 6, 8, 10, and 12.
  - Teenagers and young adults should have check-ups at ages 14, 16, 18, and 20.
- Immunizations (shots).
- Medical tests to make sure your children are healthy.
- Education to help you learn about your children’s health needs and how they grow.

### **What if My Child has Special Health Care Needs?**

If your child has diabetes, autism or another serious problem, he or she probably has a lot of special needs. Caring for a child with special needs can be very hard. Please call Healthy U Case Management to find out about extra covered services for your child (or have your child’s doctor call) at 1-888-271-5870 (choose option 2). A Case Manager is a nurse who can answer your health questions and help you with your child’s special needs.

### **Does Healthy U Offer Health Education?**

Yes. You can get health education by calling our Case Management Department at (801) 587-6480 (choose

option 2). A nurse Case Manager can answer your health questions and help you improve your health. Healthy U Case Managers can also help you get diabetes education or enroll you in the “U” BabyCare Program if you are pregnant.

**Does Healthy U Offer Reminders for Important Health Tests?**

As a service to you, we may call you to remind you about vital health care tests or information, These calls may be from our staff, or we may use a pre recorded message. We will call you at the phone number you provide to us. By giving us your phone number, you consent to getting these calls.

**What are My Benefits?**

The table below shows your Healthy U benefits. If these benefits change, Medicaid will send you a notice telling you when the change will begin. Please call Member Services if you have any questions.

<b>Benefit</b>	<b>Traditional Medicaid Plan Purple Card</b>	<b>Non-Traditional Medicaid Plan Blue Card</b>
<b>“U” BabyCare Program</b>	<b>Covered.</b>	<b>Not Covered.</b>
<b>Abortion</b>	<b>Covered only when the woman’s life would be in danger if not performed, or in cases of rape or incest. A doctor must confirm this in writing.</b>	<b>Covered only when the woman’s life would be in danger if not performed, or in cases of rape or incest. A doctor must confirm this in writing.</b>
<b>Cosmetic or Experimental Care</b>	<b>Not covered by Healthy U or the general Medicaid program.</b>	<b>Not covered by Healthy U or the general Medicaid program.</b>
<b>Dental</b>	<b>Not Covered by Healthy U.</b>  <b>Covered by general Medicaid program. Call the general Medicaid hotline at (801) 538-6155 or 1-800-662-9651.</b>	<b>Not Covered by Healthy U.</b>  <b>Covered by general Medicaid program. Call the general Medicaid hotline at (801) 538-6155 or 1-800-662-9651.</b>
<b>Diabetes self-management training</b>	<b>Covered.</b>	<b>Covered.</b>
<b>Doctor Visits</b>	<ul style="list-style-type: none"> <li>• Check-ups and yearly exams.</li> <li>• Pre-natal care, family planning and birth control.</li> <li>• Pap tests.</li> <li>• Well-child visits through the CHEC program (birth to age 21).</li> <li>• Follow-up care.</li> <li>• Allergy testing and injections.</li> <li>• Immunizations.</li> </ul>	<b>Same as Traditional except allergy injections are not covered.</b>
<b>Emergency Room</b>	<b>Covered at any hospital emergency room.</b>	<b>Covered at any hospital emergency room.</b>
<b>End Stage Renal Disease – Dialysis</b>	<b>Covered.</b>	<b>Covered.</b>
<b>Family Planning Services</b>	<b>Healthy U covers family planning services in your doctor’s office including information, counseling, and treatments for birth control such as vasectomies, tubal ligations, sterilizations, removal of Norplant,</b>	<b>Same as Traditional.</b>

Benefit	Traditional Medicaid Plan Purple Card	Non-Traditional Medicaid Plan Blue Card
	<p>and related exams.</p> <p>The general Medicaid program pays for birth control methods that require a prescription. Call Medicaid at (801) 538-6155 or 1-800-662-9651.</p> <p>Infertility drugs and procedures are not covered by Healthy U or the general Medicaid program.</p>	<p>The general Medicaid program pays for birth control methods that require a prescription. Call Medicaid at (801) 538-6155 or 1-800-662-9651.</p> <p>Infertility drugs and procedures are not covered by Healthy U or the general Medicaid program.</p>
Health Care for Children (CHEC)	Covered.	Not covered.
Home Health Care	Covered.	Covered.
Hospice Care	Covered for patients with 6 months or less to live.	Covered for patients with 6 months or less to live.
Hospital Care	<ul style="list-style-type: none"> <li>• Inpatient and outpatient surgery.</li> <li>• Hospital room.</li> <li>• Provider visits in the hospital.</li> <li>• Medicines in the hospital.</li> <li>• Follow-up care.</li> <li>• Medical treatment for drug or alcohol problems.</li> <li>• Dialysis treatments.</li> <li>• Labor and delivery.</li> <li>• Personal care items such as shampoo, toothbrush, etc. are not covered by Healthy U or the general Medicaid program.</li> </ul>	<ul style="list-style-type: none"> <li>• Inpatient and outpatient surgery.</li> <li>• Hospital room.</li> <li>• Provider visits in the hospital.</li> <li>• Medicines in the hospital.</li> <li>• Follow-up care.</li> <li>• Medical treatment for drug or alcohol problems.</li> <li>• Dialysis treatments.</li> <li>• Labor and delivery.</li> <li>• Personal care items such as shampoo, toothbrush, etc. are not covered by Healthy U or the general Medicaid program.</li> </ul>
Lab and X-Rays	Covered.	Covered.
Long Term Care	<p>Not Covered by Healthy U.</p> <p>Covered by general Medicaid program. Call the general Medicaid hotline at (801) 538-6155 or 1-800-662-9651.</p>	Not covered.
Medical Supplies and Equipment and Artificial Limbs	Covered.	Covered.
Mental Health Care	<p>Not Covered by Healthy U.</p> <p>Covered by the Prepaid Mental Health Plan. Call the general Medicaid hotline at (801) 538-6155 or 1-800-662-9651.</p>	<p>Not Covered by Healthy U.</p> <p>Covered by the Prepaid Mental Health Plan. Call the general Medicaid hotline at (801) 538-6155 or 1-800-662-9651.</p>

Benefit	Traditional Medicaid Plan Purple Card	Non-Traditional Medicaid Plan Blue Card
Organ Transplants	Kidney, liver, cornea, bone marrow, heart, intestine, lung, pancreas, small bowel, plus combinations of above.	Kidney, liver, cornea, bone marrow, stem cell, heart and lung.
Pharmacy	Not Covered by Healthy U.  Covered by general Medicaid program. Call the general Medicaid hotline at (801) 538-6155 or 1-800-662-9651.	Not Covered by Healthy U.  Covered by general Medicaid program. Call the general Medicaid hotline at (801) 538-6155 or 1-800-662-9651.
Physical Therapy (PT), Occupational Therapy (OT) and Chiropractic	Covered for children and pregnant women.  No coverage for non-pregnant adults age 21 and older unless given during an inpatient acute hospital stay or as outpatient therapy in an acute hospital owned/operated by the acute hospital.	Same as Traditional Medicaid.
Podiatry Care	Covered for children and pregnant women.  Limited benefit for adults – call Member Services with questions.	Limited benefit for adults – call Member Services with questions.
Private Duty Nursing	Care by licensed nurses for ventilator-dependent children.	Not covered.
Second Opinion	Covered – call Member Services at 801-587-6480 option 2	Covered – call Member Services at 801-587-6480 option 2
Speech and Hearing Care	Covered for children and pregnant women.  No coverage for non-pregnant adults age 21 and older unless given during an inpatient acute hospital stay or as outpatient therapy in an acute hospital owned/operated by the acute hospital.	Speech and Hearing are the same as Traditional Medicaid.
Transportation	Covered by general Medicaid program. Call the general Medicaid hotline at (801) 538-6155 or 1-800-662-9651. Ambulance (ground and air) covered for medical emergencies. Non-emergency transportation is covered through Utah Transit Authority (UTA). If there is a medical reason you can't use the bus, you can	Covered by general Medicaid program. Call the general Medicaid hotline at (801) 538-6155 or 1-800-662-9651. Ambulance (ground and air) covered for medical emergencies. Non-emergency transportation is <u>not</u> covered.

Benefit	Traditional Medicaid Plan Purple Card	Non-Traditional Medicaid Plan Blue Card
	<b>apply for services through UTA FlexTrans. You might also be able to apply for <i>PickMeUp</i> for routine transportation.</b>	
<b>Vision Care</b>	<b>Eye Exams for Eyeglasses:</b> Covered for children and pregnant women only  <b>Eyeglasses (Lenses and Frames):</b> Covered for children and pregnant women only  <b>Eye Exams and Care for Medical Problems of the Eye:</b> Eye exams and eye care to find and treat medical problems (like problems from diabetes) <u>are covered</u> for all members.	<b>Eye Exams for Eyeglasses:</b> Covered - only one exam every 12 months up to \$30.00. You must pay all costs above this amount.  <b>Eyeglasses (Lenses and Frames):</b> Eyeglasses are <u>not</u> covered.  <b>Eye Exams and Care for Medical Problems of the Eye:</b> Eye exams and eye care to find and treat medical problems (like problems from diabetes) <u>are covered</u> for all members.

### **What are Co-payments (Co-pays)?**

Co-pays are fees that you might have to pay for health care. Look closely at your Medicaid card to see if you have co-pays. If you do, look in your Exploring Medicaid handbook to find out how much it is and when you'll have to pay it. You got this handbook when you signed up for Medicaid. You can also call Medicaid at 801-538-6155 or 1-800-662-9651 to find out about your co-pays.

### **Who doesn't have to pay co-pays?**

- A child under age 18.
- A pregnant woman.
- A family whose income is below the FEP (Family Employment Program) amount.

### **Keep your co-pay receipts!**

Once you pay \$100 in medical co-pays during the year you need to tell Healthy U Member Services.

### **What if I have another insurance policy?**

If you have Medicare or other insurance, you may still have to pay co-pays.

Note: If you have Traditional Medicaid, your medical co-pays are separate from any co-pays for medications at the pharmacy.

### **What is Co-insurance?**

Co-insurance is a fee you might have to pay for inpatient hospital care. Look closely at your Medicaid card to see if you have co-insurance. If you do, look in your Exploring Medicaid handbook to find out how much it is and when you'll have to pay it. You got this handbook when you signed up for Medicaid. You can also call Medicaid at 801-538-6155 or 1-800-662-9651 to find out about your co-insurance.

### **Who doesn't have to pay co-insurance?**

- A child under age 18.
- A pregnant woman.
- A family whose income is below the FEP (Family Employment Program) amount.

- Anyone who has an emergency admission

### **What if I have another insurance policy?**

If you have Medicare or other insurance, you may still have to pay co-insurance.

Note: If you have Traditional Medicaid, your medical and pharmacy co-pays are separate from any co-insurance amount you pay at the hospital.

### **What if I Have Other Insurance?**

Please tell Healthy U and your provider if you have, or your family has any other medical insurance (including Medicare). This helps Healthy U and your provider know who should pay your bills. This information will not change the services you receive from Healthy U.

Healthy U will pay your medical bills if you are sick or get hurt. But if you collect any money from an individual, insurance company, or government agency, you should call Healthy U Member Services at (801) 587-6480 or 1-888-271-5870 (choose option 1).

### **What Should I Do if I Get a Bill?**

You shouldn't get a bill for your health care if you follow all of the Healthy U rules. Never ignore a bill unless it is marked "this is not a bill". If you do get a bill, call us at (801) 587-6480 or 1-888-271-5870 (choose option 1).

### **Will I ever have to pay for medical care?**

Yes. You may have to pay if:

- You get a service that is not covered by Healthy U or Medicaid and you agreed in writing to pay for it before you got the service.
- You ask for, and keep getting services during an Appeal (that are related to the Appeal) with Healthy U or during a Medicaid State fair hearing. You only have to pay for these services if the appeal or State fair hearing decision is not in your favor.
- You are not on Medicaid when you get the service.

### **What are Actions and Appeals?**

#### **What are Actions?**

Actions are when Healthy U:

- Denies (turns down) services or approves fewer services than you or your doctor asked for.
- Decreases the number of services or ends a service we previously approved. If you agree with the change, it is not an Action (it's only an Action if you disagree).
- Denies payment for a service that you might have to pay for.
- Doesn't give you an appointment within the required amount of time.
- Doesn't decide on an Appeal or Grievance you filed with us when we should have.

#### **How will I know if Healthy U is taking an Action?**

We will send you a letter called a Notice of Action. You may Appeal the Action.

#### **What is an Appeal?**

An Appeal is your written request to have us look at the Action again to see if we made the best decision.

#### **Who may file an Appeal?**

You, your provider, or another person you authorize may file an Appeal. We will include an Appeal form with the Notice of Action letter.

#### **When does an Appeal have to be filed?**

The Notice of Action letter will give complete information on the Appeal process including how soon you must tell us you want to Appeal the Action. Sometimes you must let us know within 10 days and other times within 30 days of the date on the Notice of Action letter. We will let you know which time period fits your

situation.

**When will Healthy U tell me what they decided?**

Usually we will give you a written decision within 30 calendar days after we get your Appeal. If we need more time, we will let you know by sending you a letter. If you want us to take more time to make a decision for some reason, let us know.

If you, your provider, or we think it is important to make a decision on your Appeal quickly, we will usually make a decision within 3 working days.

Your benefits will not be stopped because you filed an Appeal. However, if you are Appealing because a service you are getting has been limited or denied you need to tell us if you want to continue to receive that service. If you decide to continue to get the service and the decision about your Appeal is not in your favor, you may have to pay for the service.

If you need help filing an Appeal, you can file by phone, call Member Services at (801) 587-6480 or 1-888-271-5870 (choose option 1).

**What if I am unhappy with the decision?**

If our decision is not in your favor, or we can't make a decision as soon as we are supposed to, you can ask for a State Fair Hearing with Medicaid.

**What is a State Fair Hearing?**

A State Fair Hearing is a hearing with Medicaid and a Judge about your Appeal. You, your authorized representative, or your provider, can ask for a State Fair Hearing. We will send you a letter telling you how and when to request the State Fair Hearing. We will also give you the State Fair Hearing Request Form to send to Medicaid. You MUST ask for a State Fair Hearing in writing. If you want, you can bring an attorney with you.

**What if I Have a Complaint (Grievance)?**

If you have a complaint about anything other than an Action, this is called a Grievance.

**How do I file a Grievance?**

You, your provider, or another person you authorize may call Member Services at (801) 587-6480 or 1-888-271-5870 (choose option 1). If you want to give us a written Grievance, you can fax it to us at (801) 587-6433, or mail it to:

Healthy U  
Grievance Committee Chairperson  
P.O. Box 45180  
Salt Lake City, UT 84145

Your Healthy U or Medicaid benefits won't stop because you file a Grievance. The Grievance Committee Chairperson will give you a decision within 45 calendar days after we get your Grievance by either calling you or sending you a letter (we will send a letter if you gave us your Grievance in writing). If we need more time, we will let you know by sending you a letter.

If you need help filing a Grievance, call Member Services at (801) 587-6480 or 1-888-271-5870 (choose option 1).

**What if I Want to Change My Health Plan?**

If you want to change your health plan, call your Medicaid Health Program Representative.

## **Can My Coverage with Healthy U End?**

Yes. Your coverage may end if:

- You are no longer eligible for Utah Medicaid.
- You let another person use your Utah Medicaid card.
- You use someone else's Medicaid card.
- You are rude or abusive to a Healthy U employee or cause problems in a Healthy U doctor's office or other facility.
- You are in a skilled nursing facility or long term care facility for more than 30 days. You may get this service from the general Medicaid program.
- Healthy U no longer covers Medicaid insurance.

**Remember: If your coverage ends with Healthy U, the Utah Medicaid program may still cover you.**

## **Making Decisions about Your Health Care**

Adults have the right to decide whether to accept or refuse medical treatment, even if that treatment might keep them alive. Healthy U honors your decisions.

You also have the right to make an Advance Directive. This is a *written instruction* from you that lets others know what health care you want if you get very sick and can't decide for yourself. Under Utah law, there are four types of written advance directives:

1. **Special Power of Attorney for Health Care:** you may choose a person to make health care decisions for you if you can't make them yourself.
2. **Living Will:** you may write down what kind of health care you want if you can't make decisions on your own.
3. **Directive for Medical Services after Injury or Illness:** you (or the person who has Special Power of Attorney) and your doctor may write down a legal plan for your care. You would only write this directive if you already have a serious illness or disease, or if you are thinking about having an operation where your illness could get worse or you could die.
4. **Emergency Medical Services/Do Not Resuscitate:** this lets emergency workers know that you don't want them to give you CPR or life saving techniques. A doctor must determine that you are suffering from a life-threatening illness before you can make this directive.

After you write down your advance directive, tell your family, the person who has Special Power of Attorney, and your doctor about your wishes. Then, give them a copy of your advance directive. If you don't write down an advance directive and you can't make your own health care decisions, your providers will ask your family to decide what to do.

Advance directives are only good if you can't make decisions for yourself. If you are of sound mind and can talk, write or sign, you have the legal right to make your own health care decisions, and these decisions should be carried out whether or not you have a written advance directive.

If you need information about advance directives, call Utah Legal Services at (801) 328-8891. If you feel your doctor didn't carry out your advance directive, call the Medicaid Bureau of Program Certification at 801-538-6158 or 1-800-662-4157.

## **What are My Rights?**

Healthy U wants to give you the best care and service. As a Healthy U member, you have the right to:

- Get information about the Healthy U health plan.
- Be treated with respect.
- Have your medical visits, conditions, and records kept private.

- Ask for and receive a copy of your medical record, and ask to have it corrected if needed.
- Get information about your health and medical care such as how a treatment will affect you and your treatment options.
- Make decisions about your health care including refusing treatment.
- Use your rights at any time and not be treated badly if you do.
- Be free from restraint or seclusion if it is used to coerce (force), discipline, retaliate, or for convenience.
- Get health care within the time-frames listed on page 5 of this handbook.
- The following information upon request:
  - Your rights.
  - Your responsibilities.
  - The services we offer.
  - How to get help and emergency care when your doctor's office is closed.
  - Involvement in medical research.
  - Grievances and Appeals.
  - How Healthy U operates such as our policy for selecting providers, what we require of them, any practice guidelines (rules) they use to care for you, and our confidentiality policy. If you need help understanding any of this information, call us at (801) 587-6480 (choose option 1).

### **What are My Responsibilities?**

To keep you and your family healthy and help us care for you, please remember to:

- Read your Member Handbook. If you need help understanding it, please call Healthy U Member Services at (801) 587-6480 or 1-888-271-5870 (choose option 1).
- Use only Healthy U hospitals and providers.
- Do what your provider recommends. If you don't agree, talk to your provider.
- Keep your appointments or let the provider's office know as soon as possible if you can't make it.
- Let Healthy U and your Medicaid Eligibility Worker know if you move, change your phone number, get married or divorced, have a baby, or someone in your family dies.
- Respect the staff and property at your provider's office.
- Stay fit and well by taking care of yourself and your family.
- Always talk to your doctor about any health information in any newsletter or on any web site to make sure it is best for you. Never use this information instead of what your doctor says is best.

### **What is Health Care Fraud and Abuse?**

We want to make sure your health care dollars are used right. Fraud and abuse can make health care cost more money for everyone. Fraud and abuse can be done by anyone.

#### **What is Fraud and Abuse?**

Fraud is when a person does something on purpose so that the person gets something he or she shouldn't. If a person tries to get health care from a doctor by using another person's Healthy U Medicaid card, that is one type of fraud. Another type of fraud is if a doctor bills Healthy U on purpose for a service that wasn't done.

Abuse is when a person does something that costs Healthy U or the Medicaid program extra money. If a Healthy U member goes to the emergency room when it isn't really an emergency, that is one type of abuse. Another type of abuse is when a doctor does more services than the patient needs.

**What can I do to stop fraud and abuse?**

- Do not give your ID number to anyone except your doctor or provider.
- Do not ask your doctor or other provider for health care that you do not need.
- If you are offered free health care in exchange for your ID card number, call Healthy U.
- If someone says they know how to make Healthy U pay for health care that we do not pay for, please call us.
- Do not let anyone use your ID card.
- Call us if a provider tries to make you pay for your care (except for your co-pay if you have one).

**What can I do if I suspect fraud and abuse?**

Call Healthy U's Compliance Officer at 1-888-271-5870, Option 1. You don't even have to tell us your name if you don't want to.

**Who do I Call if I Have Questions or Concerns?**

If you have questions or concerns about your care, please call Healthy U Member Services at (801) 587-6480 or 1-888-271-5870 (choose option 1).

**Healthy U Nondiscrimination Policy**

We want to make sure you are treated with dignity and respect. If you feel anyone at Healthy U or at a medical appointment has treated you unfairly or discriminated against you, please call the Healthy U Civil Rights Coordinator to report it. The phone number is (801) 587-6480 or 1-888-271-5870 (choose option 1). The Civil Rights Coordinator can tell you about the laws that protect your civil rights and help you resolve your problem.

**Healthy U Nondiscrimination Policy Statement**

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 or who specialize in the treatment of costly conditions. Healthy U's nondiscrimination policy complies with Title VI of the Civil Rights Act of 1964, section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1990, and the University of Utah Policy and Procedures 1999, section 2-6.

**Thank You!**

Once again, thank you for choosing Healthy U. We look forward to caring for you and your family. If we can be of help to you in any way, please call Healthy U Member Services at (801) 587-6480 or 1-888-271-5870 (choose option 1).