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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 Plan Representative) Phone: 1-866-608-9422

Healthy U Member Services: (801) 587-6480 or 1-888-271-5870 (option 1)  
Hours: Monday – Friday: 8:00 am – 6:00 pm

Healthy U Website Address: <http://uhealthplan.utah.edu/medicaid/>

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

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

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

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

Healthy U Pharmacy Customer Service: Ventegra/NPS Pharmacy  
1-877-895-7159 (Available 24 hours/7 days a week)

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

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

## **Welcome to Healthy U!**

Thank you for choosing Healthy U as your health plan. We, along with our doctors, clinics, and hospitals, are here to help you with your health care needs.

Please read this handbook. It will help you get the health care you need. You can get a copy of it at least once a year by calling Healthy U Member Services at (801) 587-6480 or 1-888-271-5870 (option 1). If you need help to read or understand any part of it, please call us. This handbook is also available on our website at <http://uhealthplan.utah.edu/medicaid/>. It is also available in Spanish.

## **Bienvenidos a Healthy U**

Gracias por elegir Healthy U como su plan de salud. Nosotros, junto con nuestros doctores, clínicas y hospitales, estamos aquí para ayudarle con sus necesidades de cuidados de salud.

Leer este manual, le ayudará a obtener la atención de salud que necesita. Si desea una copia de este documento en inglés, puede obtenerla al menos una vez al año, por favor llame a Servicios para Miembros de Healthy U al: (801) 587-6480 o 1-888-271-5870 (opción 1). Si necesita ayuda para leer o entender alguna sección del manual, por favor llámenos. Este manual también está disponible en nuestro portal <http://uhealthplan.utah.edu/medicaid/>. También está disponible en inglés.

## **When To Call Member Services**

Healthy U Member Services is here to help you. Please call us if you have any questions about claims, coverage and general payment issues. We can help you find a primary care physician (PCP) or a specialist in your area. You may also call us if you have a complaint or want to file an appeal. We can be reached at (801) 587-6480 or 1-888-271-5870 (option 1).

## **Interpreter Services**

We have free interpreters for any language, including sign language. You may call Member Services to ask for help finding a doctor who speaks your language. You can also find this information in the Healthy U Provider Directory.

We will have an interpreter help you over the phone. We can also 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 may call Utah Relay Services at 711 or 1-800-346-4128. If you speak Spanish, you may 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 may call 1-888-346-5822, and a trained person will help you.

## **Servicios de Intérprete**

Tenemos intérpretes gratuitos para cualquier idioma, incluyendo el Lenguaje de Señas. Puede llamar a nuestro departamento de Servicio al cliente para pedir que le ayudemos en encontrar un doctor que hable su idioma. También puede encontrar esta información en el Directorio de Proveedores de Healthy U.

Tendremos un intérprete que podrá ayudarle a comunicarse por teléfono. También podemos asignar un intérprete que esté presente durante la consulta para poderle ayudar a entender las indicaciones de su médico.

Si usted es sordo o presenta limitaciones auditivas, puede llamar a Utah Relay Services al 711 o al 1-800-346-4128. Si usted habla español, puede llamar a Relay Utah Español al: 1-888-346-3162. Estas son líneas telefónicas de servicios gratuitos de asistencia o TTY/TDD y están abiertas al público. Si tiene dificultades para hablar, puede llamar al 1-888-346-5822 y una persona capacitada le ayudará.

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

Always show:

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

### **Choosing Your Doctor**

A **Primary Care Physician (PCP)** is a doctor you see for most of your medical care. A PCP will work with Healthy U to make sure you get the care you need. We recommend that you choose a PCP.

It is important to choose a PCP because he or she will—

- Help keep track of all of your health concerns
- 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 Healthy U Member Services at (801) 587-6480 or 1-888-271-5870 (option 1). You can also get a listing of PCP doctors on our Healthy U website, <http://uhealthplan.utah.edu/medicaid/>. If you have a special health need, one of our Care Managers will work with you to select the right physician for you. Our Care 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 Care Manager about selecting a PCP, call (801) 587-6480 or 1-888-271-5870 (option 2). You can also talk to a Care Manager if you have trouble getting an appointment to see a PCP.

If you are enrolled in the Medicaid **Restriction Program**, you will have a doctor and pharmacy assigned to you. This program provides safeguards against inappropriate and excessive use of Medicaid services. Members on the Restricted Program can only get care from the doctor and pharmacy assigned to them. The assigned doctor is the only one who can write or approve referrals to specialists or prescriptions for the member.

If you are enrolled in the Restriction Program, you may be allowed to change the doctor or pharmacy by calling the Medicaid Restriction Staff. You can contact them at (801) 587-6480 or 1-888-271-5870 (option 2).

### **How Do I Make An Appointment?**

You can make an appointment by calling a doctor listed in the Healthy U provider directory.

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 are unable to get an appointment in a timely manner, call us at (801) 587-6480 or 1-888-271-5870 (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.**

### **Access Assistance**

Healthy U members have a special benefit to help them get the care they need. This is our Access Assistance program. You can get help finding a doctor or other health care provider by calling 801-587-2851. You will talk with one of our care management coordinators, who will help provide suggestions for PCPs and specialists. You will also receive help scheduling appointments and finding the location of your appointment.

### **Going To Your Appointment**

When you go to your appointment, always:

- Arrive 15 minutes early (so you have time to fill out any paperwork).
- Show your Medicaid ID Card.

**Remember: If you can't make your appointment, call and cancel. Some doctors may charge you a fee if you don't show up for your appointment. This fee will not be covered by Healthy U.**

### **What If I Want To See A Specialist?**

Healthy U specialists can be found at <http://uhealthplan.utah.edu/medicaid/>. You can also call Healthy U Member Services at (801) 587-6480 or 1-888-271-5870 (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 to see a specialist 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?**

If you want to change your doctor, you may:

- Choose any doctor listed in the Healthy U provider directory
- Change your doctor at any time
- Have a different doctor for each family member

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

**Remember: If you are a Restricted member, you may only see your authorized doctors.**

### **How Do I Fill A Prescription?**

You can fill a prescription by taking it to any Healthy U pharmacy. You can find approved pharmacies at <http://uhealthplan.utah.edu/medicaid/pharmacy.php>. You can also call Ventegra/NPS Pharmacy customer service at 1-877-895-7159. Make sure you take your Medicaid ID Card when you go to the pharmacy to fill prescriptions.

**Remember: If you are a Restricted member, you may only use an authorized pharmacy.**

### **What Is Emergency Care?**

Emergency Care is necessary when it is not safe to wait to get medical care; when waiting could cause severe harm or possibly death. If you think you need Emergency Care, call (911) or go to the nearest hospital emergency room. There is no prior authorization needed to get Emergency Care.

Examples of emergencies:

- Chest pain
- Heavy bleeding
- Trouble breathing
- Broken bones
- Bad burns

**After an emergency, you should see your regular doctor if you need follow up care.**

### **What If I Have a Question About Poison Danger?**

**For poison, medication or drug overdose emergencies or questions, call the Utah Poison Control Center at 1-800-222-1222.**

### **What If I Need To Stay In A Hospital?**

**You can get your hospital care at any Utah hospital that is in the Healthy U network.** If you need to stay in the hospital after an emergency, the services you get are called Post-Stabilization Services. Even though your emergency is over, you may get these services if you are not well enough to leave the hospital. You will not pay more than your usual copay for these services.

If you are going to use a hospital for a planned admission, like a surgery or delivering a baby:

- You may get your inpatient care at any Utah hospital that is in the Healthy U network.
- All of your doctors must be Healthy U doctors, including any doctor who cares for you after your hospital stay.
- If you need help finding a doctor, or you are not sure if your doctors are with Healthy U, you can call Healthy U member services and tell us you are planning a hospital stay.

If you need a listing of Healthy U providers, call us at (801) 587-6480 or 1-888-271-5870 (option 1), or you can find a listing on our website at <http://uhealthplan.utah.edu/medicaid/>. An online searchable provider directory is also available on our website.

If you go to a hospital, show them your Medicaid ID Card. They will need to bill the services to Healthy U. The hospital may call Healthy U member services at (801) 587-6480 or 1-888-271-5870 (option 1) if they have any questions.

### **What Is Urgent Care?**

Some problems need medical care within 24 hours, but aren't serious enough to visit an emergency room. For urgent care, call your PCP or use an urgent care center listed on your Healthy U Urgent Care Card. Urgent Care Centers are also listed in the Healthy U Provider Directory and on the Healthy U website.

Examples of urgent medical needs are:

- Vomiting often
- Bad cough or fever
- Cuts that need stitches
- Earache
- Very sore throat
- Sprained wrist or ankle

**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. If you get sick or hurt after regular office hours, please:

- Call your doctor's office
- Tell them you are a Healthy U Medicaid member
- Tell the on-call doctor who your regular doctor is and about your medical problem
- Follow the doctor's advice

The on-call doctor may:

- Give you medical advice
- Ask you to come to the office
- Refer you to a Healthy U Urgent Care facility or a hospital emergency room

### **Can I Get Care When I Travel?**

If you are traveling within the United States and you have an emergency, even if you are not in the Healthy U coverage area, go to the nearest hospital emergency room. Healthy U will cover the expenses. If you have an urgent care need while traveling, contact your PCP and follow his/her advice. Healthy U does not cover routine, non-emergent care while you are traveling. You must see a Healthy U doctor for all routine, non-emergent care.

If you need help finding a provider that is in network, call us at (801) 587-6480 or 1-888-271-5870 (option 1). You can also visit our website at <http://uhealthplan.utah.edu/medicaid/>.

What if I travel outside of Utah?

- Healthy U will cover emergency care in an emergency room.
- Follow-up care is **only** covered if you are too sick to travel home.

**Remember: Your regular doctor should provide routine care.**

Always make sure you show your Medicaid ID card so the doctor can bill Healthy U.

### **What is a Virtual Visit? How do I use one?**

As a Healthy U Medicaid Member, you are able to see a University of Utah provider over your phone, computer, or tablet screen. This is called a “virtual visit”. You are able to access these visits if you need urgent care services and are not able to go to a clinic. It is easy to set up a visit: Call 801-213-8669 any time between 9am and 9pm, any day of the week including Saturdays and Sundays.

### **Can I Talk To A Nurse Care Manager?**

Healthy U has care manager teams that can help you with your health care concerns. Each nurse and team can answer your questions about health care needs. We have nurses that help our adults, children and pregnant moms. We can help you with your needs. Call (801) 587-6480 or 1-888-271-5870 Option 2 to speak with a nurse care manager.

### **Services for Women**

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

### **For Pregnant Women**

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 Physician (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 Newborns’ and Mothers’ Health Protection Act (NMHPA). When you have your baby, you and your baby have the right to stay in the hospital for up to 48 hours after a vaginal delivery and up to 96 hours after a cesarean section (C-section).

### **“U Baby Care” Program**

Healthy U has a program called “U Baby Care” for pregnant women. This program is for Traditional Medicaid enrollees only. It will help you get the best care for you and your baby. Call (801) 587-6480 or 1-888-271-5870 (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 are pregnant like smoking cessation, nutrition care, and home services. If you have other medical needs while you are pregnant, check with a Healthy U Care Coordinator to see if the service or item is covered. Our Care Coordinators and Care Managers (RN) are able to work with your doctor to get you the services you and your baby need.

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

**Remember: Children under 18 may get confidential testing for STIs without consent from a parent.**

### **What Are Family Planning Services?**

Family planning services include 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. Healthy U pays for birth control methods that require a prescription. For more information, call Ventegra/NPS Pharmacy at 1-877-895-7159. You can also look at the Preferred Drug List at <http://uhealthplan.utah.edu/medicaid/>. Healthy U 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 (ECs).

Please note: Norplant is no longer covered, however Healthy U will cover its removal.

Healthy U covers family planning services, including permanent birth control procedures such as vasectomy, tubal ligation, sterilization, and related exams. You can go to any provider for family planning services, even if he or she is not a Healthy U provider.

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

Yes. If your children have Traditional Medicaid, there is a special program for your children called CHEC (Child Health Evaluation and Care). The CHEC program is for Healthy U children up through age 20. It is important for your child to have regular tests to make sure they are growing the way they should. This means checking their eyesight, hearing, speech, and screening for other health problems. Regular and early testing can be helpful in treating problems before they become very serious. Your child's pediatrician can provide CHEC services. Healthy U will cover many health services for children 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 checkup at 2 weeks and at 1, 2, 4, 6, 9, 12, 15, 18, 24 and 30 months of age.
  - Children, teenagers and young adults should have checkups every year from age 3 to age 20.
- Immunizations/Vaccines
- Medical tests to make sure your child is healthy
- Education to help you learn about your child's health needs and how they grow
- Reminders from Healthy U if your child misses a yearly exam
- Extra services for children with special health care needs

### **What If My Child Has Special Health Care Needs?**

If your child has diabetes, autism or another serious problem, he or she may have special needs. Caring for a child with special needs can be very difficult. Please call Healthy U Care Management to find out about extra covered services for your child at (801) 587-6480 or 1-888-271-5870 (choose option 2). A Care

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 Care Management Department at (801) 587-6480 or 1-888-271-5870 (option 2). A Care Manager can answer your health questions to help you improve your health. Healthy U Care Managers can also help you get diabetes education or enroll you in the “U BabyCare” Program if you are pregnant.

**Does Healthy U Help Me to Get Safe, High Quality and Fair Care?**

Healthy U works with you and your provider to make sure you get the necessary reminders to receive an annual flu vaccine and other important preventive care. Your health is important to us. You may receive a phone call or a card in the mail letting you know it is time to schedule a mammogram or colonoscopy. We work with you to feel safe and supported in your health care needs.

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

As a service to you, we may call to remind you about vital health care tests or information. These calls may be from our staff, or we may use a prerecorded 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 Healthy U Member Services if you have any questions.

<b>Benefit</b>	<b>Traditional Medicaid Plan</b>	<b>Non-Traditional Medicaid Plan</b>
<b>Out of Pocket Maximum</b>	<b>Copays up to \$9 monthly for Prescriptions \$100 yearly maximum for copays on office visits and outpatient care \$220 yearly maximum for inpatient care</b>	<b>Copays up to \$9 monthly for Prescriptions \$100 yearly maximum for copays on office visits and outpatient care \$220 yearly maximum for inpatient care</b>
<b>Inpatient</b>	<b>\$220 per year for non-emergent stay</b>	<b>\$220 per year for non-emergent stay</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</b>	<b>Not Covered</b>
<b>Dental</b>	<b>Not Covered by Healthy U May be covered by the Fee-for-Service Medicaid program. Call the Medicaid hotline at (801) 538-6155 or 1-800-662-9651.</b>	<b>Not Covered by Healthy U May be covered by the Fee-for-Service Medicaid program. Call the 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>Benefit</b>	<b>Traditional Medicaid Plan</b>	<b>Non-Traditional Medicaid Plan</b>
<b>Doctor Visits</b>	<p>No copay required</p> <ul style="list-style-type: none"> <li>• Check-ups and yearly exams</li> <li>• Prenatal care, family planning and birth control</li> <li>• Pap tests</li> <li>• Well-child visits through the CHEC program (birth through age 20)</li> <li>• Immunizations</li> </ul>	<p>No copay required</p> <ul style="list-style-type: none"> <li>• Family planning and birth control</li> <li>• Pap tests</li> <li>• Some Immunizations</li> </ul>
<b>Doctor Visits</b>	<p>\$3 copay per visit</p> <ul style="list-style-type: none"> <li>• Follow-up care</li> <li>• Allergy testing and injections</li> </ul>	<p>\$3 copay per visit</p> <ul style="list-style-type: none"> <li>• Follow-up care</li> <li>• Allergy testing (allergy injections are not covered)</li> </ul>
<b>Emergency Room</b>	<p>Covered at any hospital emergency room.</p> <p>\$6 copay for non-emergency visits</p> <p>If you have a hospital stay and you need follow up care after you are discharged, you must see a Healthy U provider.</p>	<p>Covered at any hospital emergency room.</p> <p>\$6 copay for non-emergency visits</p> <p>If you have a hospital stay and you need follow up care after you are discharged, you must see a Healthy U provider.</p>
<b>End Stage Renal Disease – Dialysis</b>	Covered	Covered
<b>Family Planning Services</b>	<p>Healthy U covers family planning services in your doctor’s office including information, counseling, and treatments for birth control such as vasectomy, tubal ligation, sterilization, removal of Norplant, and related exams.</p> <p>Healthy U pharmacy pays for birth control methods that require a prescription. Call Ventegra/NPS Pharmacy at 1-877-895-7159.</p> <p>Infertility drugs and procedures are not covered.</p>	<p>Healthy U covers family planning services in your doctor’s office including information, counseling, and treatments for birth control such as vasectomy, tubal ligation, sterilization, removal of Norplant, and related exams.</p> <p>Healthy U pharmacy pays for birth control methods that require a prescription. Call Ventegra/NPS Pharmacy at 1-877-895-7159.</p> <p>Infertility drugs and procedures are not covered.</p>
<b>Health Care for Children (CHEC)</b>	Covered	Not Covered
<b>Home Health Care</b>	Covered	Covered
<b>Hospice Care</b>	Covered for patients with 6 months or less to live.	Covered for patients with 6 months or less to live.

<b>Benefit</b>	<b>Traditional Medicaid Plan</b>	<b>Non-Traditional Medicaid Plan</b>
<p><b>Hospital Care</b></p> <p>If you are going to a hospital for a planned stay, like a surgery or delivering a baby, you can choose any Utah hospital that is in the Healthy U network.</p> <p>All of your doctors must be a Healthy U doctor, this includes any doctor who cares for you after your hospital stay.</p>	<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> </ul> <ul style="list-style-type: none"> <li>• Personal care items like shampoo, toothbrush, etc. are not covered by Healthy U or the Fee-for-Service Medicaid program.</li> <li>• \$3 copay for outpatient services</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> </ul> <ul style="list-style-type: none"> <li>• Personal care items like shampoo, toothbrush, etc. are not covered by Healthy U or the Fee-for-Service Medicaid program.</li> <li>• \$3 copay for outpatient services</li> </ul>
<b>Lab and X-Rays</b>	Covered	Covered
<b>Long Term Care (after 30 days)</b>	<p>Not Covered by Healthy U</p> <p>Covered by the Fee-for-Service Medicaid program. Call the Medicaid hotline at (801) 538-6155 or 1-800-662-9651.</p>	Not Covered
<b>Medical Supplies and Equipment and Artificial Limbs</b>	Covered	Covered
<b>Mental Health Care</b>	<p>Not Covered by Healthy U</p> <p>Covered by the Prepaid Mental Health Plan. Call the Fee-for-Service Medicaid hotline at (801) 538-6155 or 1-800-662-9651, or go online to <a href="http://mybenefits.utah.gov">mybenefits.utah.gov</a> for information on the Prepaid Mental Health Plan.</p>	<p>Not Covered by Healthy U</p> <p>Covered by the Prepaid Mental Health Plan. Call the Fee-for-Service Medicaid hotline at (801) 538-6155 or 1-800-662-9651, or go online to <a href="http://mybenefits.utah.gov">mybenefits.utah.gov</a> for information on the Prepaid Mental Health Plan.</p>
<b>Organ Transplants</b>	Kidney, liver, cornea, bone marrow, heart, intestine, lung, pancreas, small bowel, stem cell, plus combinations of above.	Kidney, liver, cornea, bone marrow, stem cell, heart and lung.
<b>Pharmacy</b>	<p>Covered by Healthy U through Ventegra/NPS Pharmacy at 1-877-895-7159</p> <p>\$3 copay per prescription – maximum out of pocket per month of \$9.</p> <p>The Fee-for-Service Medicaid program still covers some mental health and other carve-out drugs. Call</p>	<p>Covered by Healthy U through Ventegra/NPS Pharmacy at 1-877-895-7158</p> <p>\$3 copay per prescription – maximum out of pocket per month of \$9.</p> <p>The Fee-for-Service Medicaid program still covers some mental health and other carve-out drugs. Call</p>

<b>Benefit</b>	<b>Traditional Medicaid Plan</b>	<b>Non-Traditional Medicaid Plan</b>
	the Medicaid hotline at (801) 538-6155 or 1-800-662-9651.	the Medicaid hotline at (801) 538-6155 or 1-800-662-9651.
<b>Physical Therapy (PT) Occupational Therapy (OT)</b>	PT and OT are covered for all Traditional members.	No copay Limit to a combined 10 visits per year.
<b>Chiropractic Services</b>	Chiropractic services are only covered for children and pregnant women through the Fee-for-Service Medicaid program.	Not Covered
<b>Podiatry Care</b>	Any podiatric service, previously available only to children and pregnant women, is now open to adults.	Any podiatric service, previously available only to children and pregnant women, is now open to adults.
<b>Private Duty Nursing</b>	Care by licensed nurses for ventilator-dependent children	Not Covered
<b>Second Opinion</b>	Covered – call Healthy U Member Services at 801-587-6480 (option 2)	Covered – call Healthy U Member Services at 801-587-6480 (option 2)
<b>Speech and Hearing Care</b>	Audiology & hearing services including hearing aids & batteries are covered for children and pregnant women only.	Not Covered
<b>Transportation</b>	Covered by the Fee-for-Service Medicaid program. Call the 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 apply for services through UTA FlexTrans. You might also be able to apply for <i>LogistiCare</i> for routine transportation.	Covered by the Fee-for-Service Medicaid program. Call the 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.
<b>Vision Care</b>	Eye Exams for Eyeglasses: Covered – limited to one exam every 12 months.  Eyeglasses (Lenses and Frames): Covered only for pregnant women	Eye Exams for Eyeglasses: Covered - only one exam every 12 months.  Eyeglasses (Lenses and Frames): Eyeglasses are <u>not</u> covered.

<b>Benefit</b>	<b>Traditional Medicaid Plan</b>	<b>Non-Traditional Medicaid Plan</b>
	<p><b>and children under age 21.</b></p> <p><b>Eye Exams and Care for Medical Problems of the Eye:</b>  <b>Eye exams and care to find and treat medical problems (like problems from diabetes) <u>are covered</u> for all members and are not limited to one time per year.</b></p> <p><b>Copay for Eye Exams and Care for Medical Problems of the Eye:</b>  <b>\$3 Co-pay if you are age 18 or older for services with an Ophthalmologist. No copay for pregnant women and children under age 18.</b>  <b>No copay for eye exams and care for medical problems of the eye for services with an Optometrist.</b></p>	<p><b>Eye Exams and Care for Medical Problems of the Eye:</b>  <b>Eye exams and care to find and treat medical problems (like problems from diabetes) <u>are covered</u> for all members and are not limited to one time per year.</b></p> <p><b>Copay for Eye Exams and Care for Medical Problems of the Eye:</b>  <b>\$3 Copay if you are age 18 or older for services with an Ophthalmologist.</b></p> <p><b>No copay for eye exams and care for medical problems of the eye for services with an Optometrist.</b></p>

**What is an Out-of-Pocket Maximum?**

If you have to pay copays or coinsurance, this is the limit that Medicaid has set for you on the maximum amount of money that you have to pay each year. This amount is counted from January through December each year. Copays are fees that you might have to pay for office visits and outpatient services. Coinsurance is a fee that you might have to pay for inpatient hospital care. You can call Healthy U Member Services at (801) 587-6480 or 1-888-271-5870 (option 1) or a Medicaid HPR (Health Plan Representative) at 1-866-608-9422 to find out about your copays, coinsurance and out-of-pocket maximums.

**Who doesn't have to pay copays?**

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

**Who doesn't have to pay coinsurance?**

- 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 hospital admission.
- Alaska Native and American Indian

**Keep your copay and coinsurance receipts!**

Once you pay the out-of-pocket maximums listed in the chart above each year, be sure to tell Healthy U

Member Services so they can update your benefits.

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

If you have Medicare or another insurance, you may still have to pay copays or coinsurance.

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

### **What should I do if I have other insurance?**

Please tell Healthy U and your provider if you 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. 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 (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 and pay your copays or coinsurance at the time of your visit. 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 (option 1), and we will help you resolve it.

### **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 Fee-for-Service 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 (for services 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.
- Denies payment for a service that is not covered under your Medicaid plan.
- 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 request to have us look at the Action again to see if we made the best decision, as "Action" defined in section above.

### **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.

### **How may I file an Appeal?**

Appeals will be accepted by filling out an appeal form on our website <http://uhealthplan.utah.edu/medicaid/>, by mail, by fax (801) 281-6121 or over the phone. If you need help filing your appeal, call us at (801) 587-6480 or 1 (888) 271-5870, option 1. Help will be provided to enrollees, upon request, in carrying out the required steps to file an appeal (e.g., interpreter services, TTY). If you are deaf or hard of hearing, you can call Utah Relay Services at 711 or 1-800-346-4128.

PLEASE NOTE: Verbal appeals must be followed by a written appeal within 5 business days or your appeal will be void (except for expedited clinical appeals).

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

**An Appeal must be filed within 90 days from the Notice of Action letter.**

### **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 Healthy U 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, please call Healthy U at (801) 587-6480 or 1-888-271-5870 (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.

### **How Do I request a State Fair Hearing?**

When a Healthy U Medicaid member, provider, or other authorized party is unhappy with an action taken by Healthy U Medicaid, a hearing may be requested by filing a hearing request with the Office of Formal Hearings to appeal the action, within 30 calendar days of the Notice of Action. You may bring an attorney with you.

When a provider wishes to appeal a payment made known by an explanation of benefits, or other payment notice issued by Healthy U Medicaid, a hearing request must be filed within 30 calendar days of the date of the payment notice.

The form must be faxed or postmarked within 30 calendar days from the date of the Notice of Action. Speaking to a customer service representative or other Medicaid employee, exchanging e-mails, or having any other contact with Medicaid about the claim or issue cannot extend or fulfil this 30 calendar day requirement.

A member, provider or authorized party wishing to dispute an action taken by Healthy U Medicaid must complete the appeal process within that organization before filing a hearing request with the Office of Formal Hearings.

Notice of Action Letters are sent by letter or fax, and contain details about filing an appeal, with the time within which an appeal must be filed and a State Fair Hearing Form. State Fair Hearing Forms may also be found on the Utah Medicaid website at: <https://medicaid.utah.gov>, Administrative Publications, Office of Formal Hearings, or request a copy from our office by calling (801) 587-6480 or 1 (888) 271-5870, option 1. The form must be filled out and mailed or faxed to:

DIVISION OF MEDICAID AND HEALTH FINANCING  
DIRECTOR'S OFFICE/FORMAL HEARINGS  
BOX 143105  
SALT LAKE CITY, UT 84114-3105  
Fax: (801) 536-0143

Your benefits will not be stopped because you filed a State Fair Hearing. 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 be given 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.

### **What If I Have A Complaint (Grievance)?**

If you have a complaint about something that is not an Action, this is called a Grievance. A complaint (grievance) about health plan benefits or health care services must be submitted within one year of the service date.

### **How do I file a Grievance?**

Members, providers, or another authorized person may submit a Complaint on behalf of a member. Complaints (Grievances) will be accepted by completing a complaint form on our website [uhealthplan.utah.edu](http://uhealthplan.utah.edu), by mail, by fax (801) 281-6121 or over the phone. If you need help filing your complaint, call us at (801) 587-6480 or 1 (888) 271-5870, option 1. Assistance will be provided to enrollees, upon request, in completing the required steps to file a complaint (e.g., interpreter services, TTY). If you are deaf or hard of hearing, you can call Utah Relay Services at 711 or 1-800-346-4128.

If you want to give us a written Grievance, you can fax it to us at (801) 281-6121, 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. If we need more time, we will let you know by sending you a letter.

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

### **What If I Want To Change My Health Plan?**

If you want to change your health plan, call your Medicaid HPR (Health Plan Representative) at 1-866-608-9422.

### **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 change to a different health plan
- 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 Fee-for-Service Medicaid program.
- Healthy U no longer covers Medicaid insurance.

### **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 only need to 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 (DNR):** 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:

- Receive Quality Care.
- 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 or 1-888-271-5870 (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 (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 website 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 more expensive for everyone. Fraud and abuse could be committed 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 performed.

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 performs 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 copay, 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 are not required to give us your name.

### **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 (option 1).

### **Discrimination is Against the Law**

University of Utah Health Plans complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. University of Utah Health Plans does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

University of Utah Health Plans:

• Provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters

o Written information in other formats (large print, audio, accessible electronic formats, other formats)

- Provides free language services to people whose primary language is not English, such as:
  - o Qualified interpreters
  - o Information written in other languages

If you need these services, contact Kelly Peterson, Civil Rights Coordinator.

If you believe that University of Utah Health Plans has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Kelly Peterson, Civil Rights Coordinator, 6053 South Fashion Square Drive, Suite 110, Murray UT 84107, Phone number: 1-888-271-5870, TTY 1-800-346-4128, Fax: 801-281-6121, email: [uuhp@hsc.utah.edu](mailto:uuhp@hsc.utah.edu). You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Kelly Peterson, Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201  
1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-271-5870 TTY: 1-800-346-4128.

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電1-888-271-5870 TTY: 1-800-346-4128。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-888-271-5870 TTY: 1-800-346-4128.

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-888-271-5870 TTY: 1-800-346-4128 번으로 전화해 주십시오.

D77 baa ak0 n7n7zin: D77 saad bee y1n7[ti'go **Diné Bizaad**, saad bee 1k1'1n7da'1wo'd66', t'11 jiik'eh, 47 n1 h0l=, koj8' h0d77lnih 1-888-271-5870 TTY: 1-800-346-4128.

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् 1-888-271-5870 (टिडिवाड: 1-800-346-4128 ।

FAKATOKANGA'I: Kapau 'oku ke Lea-Fakatonga, ko e kau tokoni fakatonu lea 'oku nau fai atu ha tokoni ta'etotongi, pea teke lava 'o ma'u ia. Telefoni mai 1-888-271-5870 TTY: 1-800-346-4128.

OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-888-271-5870 TTY: 1-800-346-4128.

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-888-271-5870 TTY: 1-800-346-4128.

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-888-271-5870 TTY: 1-800-346-4128.

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-888-271-5870 (телетайп: 1-800-346-4128).

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-888-271-5870 (رقم هاتف الصم والبكم: 1-800-346-4128).

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតថ្លៃ គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ 1-888-271-5870 (TTY: 1-800-346-4128)។

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-888-271-5870 (ATS : 1-800-346-4128).

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-888-271-5870 (TTY: 1-800-346-4128) まで、お電話にてご連絡ください。

### **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 (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!**

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