Contact Information – University Primary Care Providers & Healthy U Medicaid

- **How to reach a U Provider**
  - **Community Clinic**
  - **Hospital**

- **Is this a University Community Clinic OR Hospital Provider?**
  - Community Clinic
    - Contact University Community Clinics at (801) 213-9500
  - Hospital

- **Are you the MD, APRN, or RN?**
  - Yes
    - **Is this urgent?**
      - Yes
        - Ask to speak to PCP
      - No
        - Leave a message for PCP with your phone # and email.
  - No
    - Have provider paged

- **If the patient does not have a PCP, but wants one**
  - Refer patient to Healthy U Customer Service 888-271-5870, Option 1

- **You don't know who the provider is but patient has Healthy U Medicaid**
  - Contact Healthy U at 888-271-5870, Option 2, Utilization Management
  - Provide Valley Mental Health Unique ID ("Valley") & Patient's Medicaid ID or Name

- **You know the name of the provider, but not where she/he practices**
  - Access Healthy U Provider Director at [www.uhealthplan.edu](http://www.uhealthplan.edu)
  - Not in provider directory?
    - Contact Healthy U Customer Service 888-271-5870, Option 1