



# SelectHealth Provider Update: COVID-19 (novel coronavirus)

**April 1, 2020**

We understand that many of our members and communities are concerned about the potential impacts of COVID-19 (novel coronavirus). As part of an integrated system, we are fortunate to draw upon the skills and expertise of Intermountain Healthcare as they provide guidance for our communities and other clinical partners.

**Here's important information** about where to direct your patients who have questions about financial assistance as well as COVID-19.

## Member Services Phone Hours

Effective **March 30, 2020**, Member Services phone line hours will be Monday-Friday:

- > **For Commercial/Medicaid/CHIP (800-538-5038):**  
8:00 am to 5:00 pm
- > **For Medicare ONLY (855-442-9900):**  
8:00 am to 8:00 pm

Note that Pharmacy Services (**800-442-3129**) hours are weekdays, from 7:00 a.m. to 8:00 p.m., and Saturday from 9:00 a.m. to 3:00 p.m. regardless of line of business.

## Member Financial Assistance

### INDIVIDUAL PLANS

Members who lose their jobs, have a reduction in work hours, or lose health insurance coverage may be eligible for a **Special Enrollment Period**. This allows members to shop for a plan that will perhaps lower monthly premiums/out-of-pocket cost sharing through the Advanced Premium Tax Credit and Cost Sharing Reductions).

Members should visit [healthcare.gov](https://healthcare.gov) or (if in Idaho) [yourhealthidaho.org](https://yourhealthidaho.org) to:

- > Update or create a profile (including household income information)
- > Check to see if they qualify for an Advanced Premium Tax Credit and Cost Sharing Reductions.
- > Shop for a new plan using their Advance Premium Tax Credit

**SelectHealth can help.** Members can call our Individual Sales Team at **855-442-0220** for help choosing a plan that best fits their needs and budget.

For those who don't qualify for a Special Enrollment Right and need help paying premiums, these **state government programs in Utah and Idaho** can help:

- > Association for Utah Community Health (**801-974-5522**).
- > [Take Care Utah](#).
- > [Utah's Premium Partnership \(UPP\) for Health Insurance](#) (**801-222-2542**)—See article on [page 2](#).
- > Your Health Idaho (**855-944-3246**) or the [Idaho Department of Health & Welfare](#).

### MEDICAID AND CHIP

Members who may now qualify for Medicaid as well as the Children's Health Insurance Plan (CHIP) for their children, can apply and get questions answered by visiting these state websites:

- > [Utah Department of Health—Apply for Medicaid](#). (for questions, call **801-538-6155** in the Salt Lake City area or **800-662-9661** if elsewhere in Utah, Idaho, Wyoming, or Nevada)
- > [Childrens Health Insurance Program \(Utah\)](#)
- > [Take Care Utah](#) (for help with the application process)
- > [Utah Premium Partnership \(UPP\)](#) (for questions about Medicaid, call **801-538-6155**)
- > [Idaho Department of Health and Welfare—Medicaid](#)

### MEDICARE

**For help with Medicare Part B premiums or Part D Prescription Drug Costs:** Members should visit [My Advocates](#) or call **844-794-2296**. Advocates will determine if the member qualifies for help through their state's Medicare Savings Program.

**For help choosing Medicare plans:** Members can contact the SelectHealth Advantage Answers Team at **855-442-9940**.



## COVID-19 Provider Update, Continued

### Member COVID-19 ASSISTANCE

For members seeking reliable information about COVID-19 (novel coronavirus), recommend these resources:

**For detailed information about COVID-19:**

- > [CDC.gov/coronavirus](https://www.cdc.gov/coronavirus/)
- > [Intermountain Healthcare COVID-19 site](#)
- > [Stlukesonline](#) (for our Idaho members)

**For free screening and guidance:** The Intermountain COVID-19 Information Line at **844-442-5224**

**For general questions about COVID-19:**

- > Federal sites: <http://cdc.gov/coronavirus/> and <https://coronavirus.gov/>
- > [Utah Health Department](#)
- > [Idaho Department of Health and Welfare](#)
- > [Nevada Department of Health and Human Services](#)

**For help with food and housing:**

- > Dial 2-1-1 or visit [211utah.org](https://211utah.org)—a free Utah online community information resource connecting people to housing, food, income support, health services, disaster support, and more. Members can email, text/chat, or download a mobile app to help connect with resources.
- > [COVID-19 Mutual Aid SLC](#). This new online resource provides access to a wide variety of Utah COVID-19 community programs (e.g., Rocky Mountain Power, Dominion Energy, etc.). Find out:
  - Where to get accurate information about the virus
  - Where to get tested
  - How to get help with groceries/food delivery
  - How students can access food and resources
  - Where to access information on public and higher education school systems, mental health resources, help for LGBTQ individuals, and where to get pet care

### Utah Premium Partnership (UPP) for Health Insurance

UPP may help Utahns pay their monthly health insurance premiums through their employer's health insurance plan or COBRA coverage. This program is for adults and children who do not currently have health insurance or who enroll in COBRA coverage. Members or their dependents may qualify for UPP based on family size, income, and if the employer's health insurance plan or COBRA coverage meet basic guidelines. If qualified, UPP will reimburse up to \$150 per adult and up to \$120 per child in the family every month.

**NOTE:** Adults aged 19 to 64 DO NOT qualify if they are currently enrolled in a health insurance plan.

**Questions?** Contact UPP at **801-222-2542** or online at [medicaid.utah.gov/upp](https://medicaid.utah.gov/upp).

### DISCLAIMER:

The information and updates contained in this communication reflect current knowledge and policy for the date indicated. Information evolves on a day-to-day basis during the COVID-19 pandemic. SelectHealth will provide updates with additional information as it becomes available from providers, state officials, federal officials, etc.