

## Looking for help?

We recognize that you may be facing uncertainty at this time. If you feel worried, there are resources available! If you or your family need help with food, housing, and more, dial **2-1-1** 24 hours a day, 7 days a week, or visit **211utah.org**.

2-1-1 is a free, confidential referral information helpline that connects people from all communities and ages to information about social services and community resources. Members can call, email, text, live chat (from website), or download a mobile 2-1-1 app to get help with:

- > Housing
- > Food
- > Prescriptions
- > Health services
- > Transportation
- > Income support
- > Disaster support

**There are many additional resources available to assist with your needs**

### FOOD:

Utah Food Bank:

**utahfoodbank.org (801-978-2452)**

Supplemental Nutrition Assistance Program (SNAP): **jobs.utah.gov**

Utahns Against Hunger: **uah.org**

### HOUSING:

Utah Community Action (UCA): **utahca.org/housing-case-management (801-359-2444)**

Housing and Urban Development: **hud.gov/states/utah**

Low Income Housing: **lowincomehousing.us/UT.html**

### EMPLOYMENT SERVICES:

Utah Department of Workforce Services: **jobs.utah.gov (801-526-4400)**

Utah Department of Health: **coronavirus.utah.gov/business (800-456-7707)**

## Care Management—get support for your care needs.

Our care managers are registered nurses or licensed mental health workers who know the medical system and health insurance. Here are some services they provide every day **at no extra cost**:

- > Answer questions about symptoms and health issues
- > Explain medications
- > Coordinate care with different providers
- > Find online and community resources
- > Provide health education materials
- > Help make appointments

For more information, call **800-442-5305** Option 2 weekdays, from 8:00 a.m. to 5:00 p.m. TTY users, please call 711.

# Mental health assistance is available

Mental health services are resources for those seeking help with mental health challenges and substance-use disorders. When considering your health needs, you first need to determine what type of Medicaid plan you have. For **Integrated members**, mental health benefits are covered by your Community Care plan. For **Legacy members**, you will need to contact the Prepaid Mental Health Plan for services.

## AS AN INTEGRATED MEMBER:

You have access to all in-network licensed mental health and substance use workers—that means all Intermountain and contracted, in-network professionals. We can help connect you to care and make sense of your benefits. Call us at **855-442-3234**. You may also refer to the SelectHealth Integrated Care Handbook at [selecthealth.org/plans/medicaid](https://selecthealth.org/plans/medicaid).

## AS A LEGACY MEMBER:

Legacy members will need to contact the Prepaid Mental Health Plan for services. You'll need to contact the service provider for your area. Please take a look at the chart on the next page to find out where to get care. If you are still unsure about your plan or who to contact, please call Member Services at **855-442-3234** or the Department of Workforce Services (DWS) at **866-435-7414**. You may also refer to the Medicaid Handbook at [selecthealth.org/plans/medicaid](https://selecthealth.org/plans/medicaid).

## Care during COVID

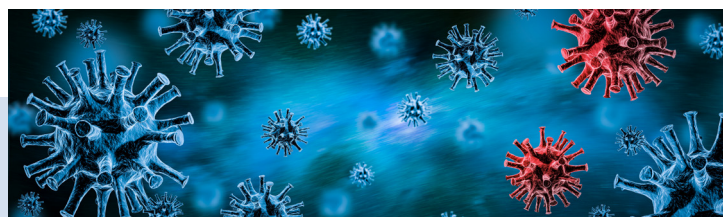
Even during these times of uncertainty, you still need to take care of you. Your regular, scheduled care and other doctor visits are important for your health—now more than ever. And remember, if your visit is preventive, it is covered at **no extra cost** to you.

Most offices have options to keep you safe during your visit:

**Virtual visits** via a device like a smartphone, tablet, or computer using an app like Webex or Facetime.

- > Need care right away? Try using Intermountain Connect Care®. Download the app or visit [intermountainconnectcare.org](https://intermountainconnectcare.org).

**In-person visits** with social distancing



guidelines. Your doctor may have special hours when they see only healthy patients.

**Rescheduled in-person visits** for later in the year.

**Not sure what to do?** Call Intermountain Health Answers at **844-501-6600** to talk to a registered nurse for free 24/7.

**Help and information about COVID.** Call Utah Department of Health at **800-456-7707** or visit [coronavirus.utah.gov](https://coronavirus.utah.gov).

Need help finding a doctor? Call Member Advocates at **800-515-2220**. They can help you find the right doctor for your needs and schedule an appointment.

## Legacy Member Prepaid Mental Health Plan contacts by county:

COUNTY	INPATIENT & OUTPATIENT MENTAL HEALTH SERVICES	OUTPATIENT ALCOHOL AND DRUG TREATMENT
Box Elder, Cache, Rich	Bear River Mental Health <b>800-620-9949; 435-752-0750</b>	Fee for Service Network (any Medicaid provider), including Bear River Health Department <b>435-792-6500</b>
Beaver, Garfield, Kane, Iron, Washington	Southwest Behavioral Health Center <b>800-574-6763; 435-634-5600</b> (hospital prior authorization: <b>435-705-1388</b> )	Southwest Behavioral Health Center <b>800-574-6763; 435-634-5600</b>
Carbon, Emery, Grand	Four Corners Community Behavioral Health Center <b>866-216-0017; 435-673-7200</b> (hospital prior authorization: <b>435-637-2358 &amp; after hours: 435-637-0893</b> )	Four Corners Community Behavioral Health Center <b>866-216-0017; 435-637-7200</b>
Daggett, Duchesne, Uintah	Northeastern Counseling Center <b>844-824-6776</b> <b>435-789-6300</b> – Vernal <b>435-725-6300</b> – Roosevelt	Northeastern Counseling Center <b>844-824-6776</b> <b>435-789-6300</b> – Vernal <b>435-725-6300</b> – Roosevelt
San Juan	San Juan Counseling <b>888-833-2992; 435-678-2992</b>	San Juan Counseling <b>888-833-2992; 435-678-2992</b>
Davis	Davis Behavioral Health <b>844-305-4782; 801-773-7060</b>	Davis Behavioral Health <b>844-305-4782; 801-773-7060</b>
Piute, Juab, Wayne, Millard, Sanpete, Sevier	Central Utah Counseling Center <b>800-523-7412; 435-283-8400; 877-469-2822</b>	Central Utah Counseling Center <b>800-523-7412; 435-283-8400; 877-469-2822</b>
Salt Lake	Salt Lake County Division of Behavioral Health Services/Optum SL Co. <b>385-468-4707</b> ; Optum <b>877-370-8953</b>	Salt Lake County Division of Behavioral Health Services/Optum SL Co. <b>385-468-4707</b> ; Optum <b>877-370-8953</b>
Summit	Healthy U Behavioral <b>833-981-0212; 801-213-4104</b>	Healthy U Behavioral <b>833-981-0212; 801-213-4104</b>
Tooele	Valley Behavioral Health <b>888-949-4864; 435-843-3520</b>	Valley Behavioral Health <b>888-949-4864; 435-843-3520</b>
Utah	Wasatch Mental Health <b>866-366-7987; 801-373-4760</b> ; (prior approvals: <b>801-373-7393</b> )	Utah County Department of Drug & Alcohol Prevention & Treatment <b>844-773-7128; 801-851-7128</b>
Wasatch	Fee for Service Network (Any Medicaid provider) including Wasatch County Family Clinic/Wasatch Mental Health <b>435-654-3003</b>	Fee for Service Network (Any Medicaid provider) including Wasatch County Family Clinic/Wasatch Mental Health <b>435-654-3003</b>
Weber, Morgan	Weber Human Services <b>844-625-3700; 801-625-3700</b> ; (after hours hospital prior authorization: <b>801-513-9641</b> )	Weber Human Services <b>844-625-3700; 801-625-3700</b>



Health and wellness or prevention information

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Español

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-538-5038** (TTY: 711).

繁體中文

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**1-800-538-5038** (TTY: 711)。

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## Medicaid/CHIP network merger

We have combined our Medicaid and CHIP networks as of January 1, 2020. This will help us maintain continuity of care and protect members transitioning between plans.

SelectHealth has added most providers who have been seeing CHIP members historically to the Medicaid network. SelectHealth continues to look at areas where limited access is available to try and provide options for all members to see an appropriate provider.