

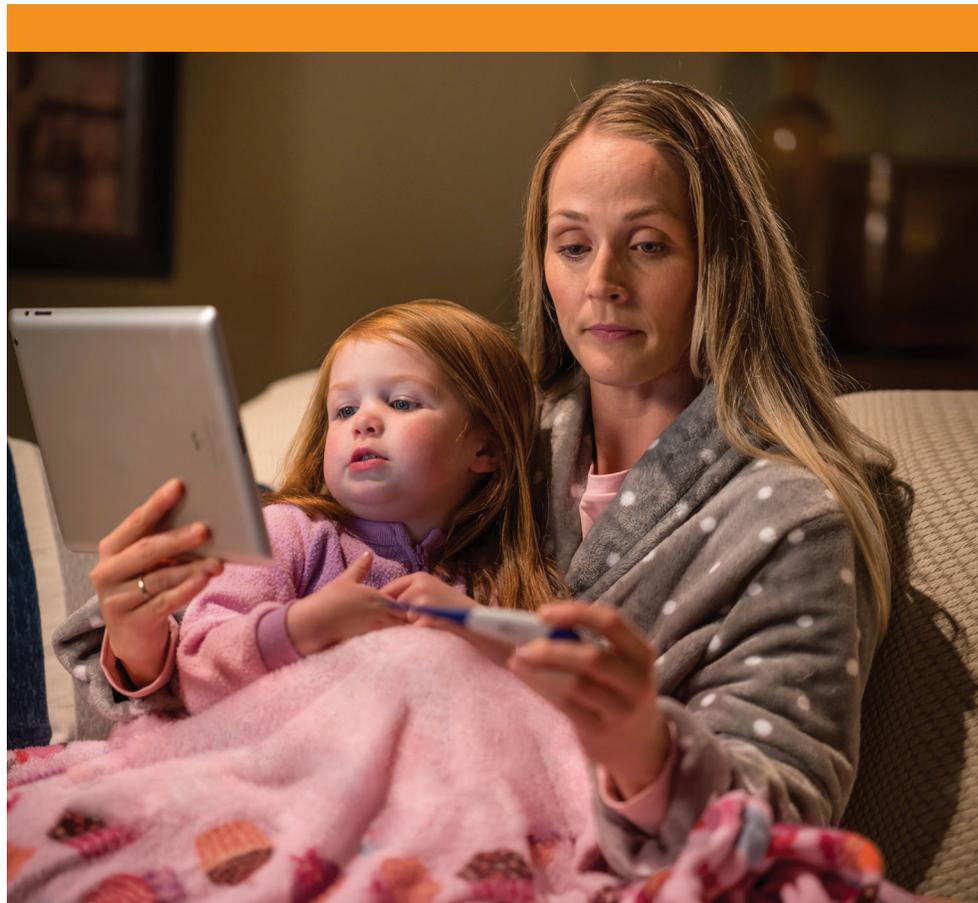
Intermountain Connect Care®

Intermountain Connect Care is a quick and easy way to talk to a doctor about urgent health issues. You can talk to a doctor 24 hours a day, 7 days a week. Plus, it is covered by your Medicaid benefits.* Use your smartphone, tablet, or PC to talk to a doctor in minutes.

It's simple! Just download the app on your smartphone or tablet or visit intermountainconnectcare.org to get started.

*SelectHealth Community Care® members will pay either a \$0 or \$4 copay. Even if you have another form of insurance, be sure to choose SelectHealth Community Care (Medicaid) to make sure you get the right copay.

If you have questions about your benefits or need help using Connect Care, call us at **855-442-3234**.



**SELECTHEALTH
COMMUNITY CARE
AVAILABLE
STATEWIDE!**

SelectHealth Community Care is available in every county in Utah. If you move to another county, we have you covered! If you need help finding care in your area, call our Member Advocates at **800-515-2220**.

Primary Care Providers

A Primary Care Provider (PCP) can help you stay healthy and meet your needs when you are sick. They get to know you and your health—and are a key part of your care team at any stage of life. Did you know many even offer late clinic hours? It is important to choose a PCP early on, and we can help you find one! Call Member Advocates at **800-515-2220**.



Lead Screening

There is no safe level of lead, and it is especially bad for small children. Even tiny amounts can build up and silently cause lifelong health problems. The effects of lead poisoning can include behavioral issues, learning disabilities, hearing loss, stunted growth, brain damage, digestive issues, and miscarriage. Lead can be found in many places, including old paint, old plumbing, makeup, toys, and more. The good news is that you can find out if you and your family has been exposed to lead. Blood lead level tests are offered and covered for children and pregnant women. Ask your healthcare provider for a lead test. For more information on lead poisoning, visit utahleadcoalition.org/.



Postpartum Birth Control

Long-acting Reversible Contraceptives (LARCs) are a type of birth control that can be inserted right after the delivery of your new baby. You can even ask your doctor to place it—either an IUD or implant—before you ever leave the hospital. The benefit is covered by your plan. Ask your doctor if this option is right for you.

Renewing Medicaid Coverage

To stay on your Medicaid coverage, you have to apply again each year. It is a simple process to make sure you still qualify for benefits. The time when you apply for Medicaid again is sometimes called "redetermination."

If you receive a letter to apply again for Medicaid (or think it's time to do so), here are ways to renew your coverage:

- > **Online:** Apply right away using My Case at <https://jobs.utah.gov/mycase/>.
- > **By Mail:** Watch your mailbox for an application from the Utah Department of Health Medicaid Office.
- > **In-Person Assistance:** For in-person help applying for insurance, call 2-1-1 or visit Take Care Utah at <https://takecareutah.org/> to find a trained assister near you.

If it is time for you to apply again, don't wait! If you do not apply in time, your coverage will end automatically.

Questions about renewing your Medicaid coverage?

Call the Department of Workforce Services at **866-435-7414** or go online at <https://medicaid.utah.gov/apply-medicaid> to find a DWS Eligibility Office near you.



**We need
your help!**

Fraud, Waste, and Abuse

We try really hard to find out about wrong payments and make sure they happen less often.

After you receive care from a doctor, we may send you a letter to make sure you really did receive the services matching the bill. If you receive one of these letters (a verification letter), please call us at **855-442-3234**.

You can also tell us about any suspected fraud to our Compliance Hotline at **800-442-4845**. You can call the Compliance Hotline 24 hours a day, seven days a week. We will not share your identity and you can ask for interpretation services.



Health and wellness or prevention information

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The content presented here is for your information only. It is not a substitute for professional medical advice, and it should not be used to diagnose or treat a health problem or disease. Please consult your doctor if you have any questions or concerns. The information that is contained in this newsletter does not guarantee benefits. If you have any questions about your benefits or need to confirm your benefits, call Member Services at **855-442-3234**. SelectHealth complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

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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DON'T MISS A BEAT



If you would like a paper copy of this newsletter, please call Member Services at **800-538-5038**

Receive the annual Health Updates newsletter online at **selecthealth.org/wellness-resources/newsletters**

This newsletter is pretty important. It contains information on topics such as:

- > Our Utah Health Plan Performance Quality of Care Report
- > How to use your pharmacy benefits
- > Where to get the right care when you need it
- > Info about out-of-area coverage
- > How to connect with a Care Manager
- > When to call 911
- > Your rights and responsibilities
- > The appeals process