

Getting Help for Your Practice Needs

SelectHealth representatives offer exceptional personal assistance and support.



Your SelectHealth Team

- Provider Relations Representatives
- Member Advocates
- Member Services
- Health Services
- Provider Appeals

Provider Relations Representatives

For help navigating SelectHealth resources and systems, contact your Provider Relations representative at:

- Phone: **800-538-5054**
- Email: provider.development@selecthealth.org

Representatives are available Monday through Friday, 8:00 a.m. to 4:30 p.m.

Member Advocates

Contact Member Advocates at **800-515-2220** to establish a relationship for ongoing referrals.

Member Advocates support behavioral health providers by:

- Maintaining a database of clinical expertise/specialties, office hours, new patient availability, cultural competency, and other factors (based on provider self-reporting)
- Communicating current and accurate practice information to members searching for a provider

Member Advocates support SelectHealth members by:

- Making referrals based on a member's geographic area, age, treatment needs, etc.
- Finding a participating behavioral health provider on their plan

Member Services

Call **800-538-5038** for answers to basic questions about health plans and benefits as well as claims status when submitting claims by mail.

Provider Appeals

Call **801-442-7829 (Fax: 801-442-0762)** to appeal a payment decision. Download the [Provider Appeal Form](#).

Health Services

Call **801-442-5305** for answers to clinical questions about preauthorization and coordination with members under care management. Select from these options:

Option 1: SelectHealth Advantage

Option 2: SelectHealth Community Care

Option 3: Benefit Determination Team

Option 4: Commercial Lines of Business

State and Federal Online Resources

- [Utah Department of Professional Licensing \(DOPL\)](#): Apply, renew, or verify professional licensing in the state of Utah.
- [Utah Medicaid Provider Manuals](#): Find provider resources such as:
 - Manuals
 - Medicaid Information Bulletins (MIBs)
 - Forms
 - Contact Information for Providers
 - Utah Administrative Rule R414-23 – Provider Enrollment
- [Medicare Requirements](#): Learn about required documentation for Medicare claims.