

Community Caring.

Fall 2023

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Select
Health



Continuous enrollment is ending.

Over the next few months, the Department of Workforce Services (DWS) will be reviewing all Medicaid cases. You can find your review date at jobs.utah.gov/mycase.

You (or your family member) will have Medicaid coverage until DWS is done going over your case. You can use your benefits until then.

Please wait to act until you get the results of your review. DWS will decide if you qualify for the same program or if you need to change to a new program.

What do you need to do?

KEEP YOUR CONTACT INFORMATION UP TO DATE:

If you moved or changed your phone number or email, please call your health plan, DWS ([1-866-435-7414](tel:1-866-435-7414) or jobs.utah.gov/mycase), or a Health Plan Representative ([1-866-608-9422](tel:1-866-608-9422)).

WATCH FOR DWS LETTERS:

Keep an eye out for mail from DWS. Fill out your review forms and return them to DWS as soon as you can so you can stay covered.

COMPLETE YOUR REVIEW:

All medical programs are reviewed each year. During your review month, DWS will go through your case and send you a notice when it is done. If DWS does not have enough information, you will be asked to do your review. This can be done through your myCase account or by mailing the review form sent to you.

PLEASE NOTE: You still need to fill out review paperwork even if you don't think you qualify for Medicaid. If Medicaid says you are no longer eligible, you will then be able to seek other health coverage, such as Individual Marketplace plans from Select Health.

Because DWS must review all medical cases, you may have longer call wait times to speak to a DWS eligibility worker. If you have questions about these coming changes, please visit medicaid.utah.gov/unwinding. Select Health may send you text messages and email reminders to fill out your redetermination forms.

Need help with Medicaid paperwork? Take Care Utah can help.

Take Care Utah is a free program that guides people in Utah through the healthcare system and helps them find health insurance.

They can also help you fill out your Medicaid enrollment forms. If you don't qualify for Medicaid, they can help you find other insurance. To schedule an appointment, call [801-433-2299](tel:801-433-2299) or visit takecareutah.org/bookings.



Get to know Select Health's member advocates: Your personalized healthcare support.

Do you ever feel lost when it comes to your health insurance? Don't worry, you're not alone. Understanding healthcare can be confusing, but Select Health has a team of friendly folks called Member Advocates, and they're here to make things easier for you.

Meet your new friends, the member advocates.

Imagine having a buddy to help you with healthcare stuff. That's exactly what Member Advocates are. They're real people, not robots or complicated computer systems. They are trained to talk in plain language, so you won't get lost in a sea of medical terms.



What can member advocates do for you?

ANSWERS TO YOUR QUESTIONS:

Have a question about your health plan? Wondering how to find a doctor? Member Advocates have the answers.

HELP WITH APPOINTMENTS:

Need to see a doctor but don't know where to start? Member Advocates can help you schedule appointments and even find a healthcare provider near you.

HEALTH TIPS AND RESOURCES:

Want to stay healthy? Member Advocates can share tips and suggest wellness programs to keep you on the right track.

How to get in touch with Member Advocates

Getting in touch with them is a breeze. Member advocates are available on weekdays from 7:00 a.m. to 8:00 p.m. and Saturdays between 9:00 a.m. and 2:00 p.m. at **800-515-2220**.

Don't let healthcare confusion get the best of you. Select Health's Member Advocates are like your healthcare sidekicks, ready to simplify things for you. They're easy to reach, friendly, and here to make your healthcare journey better.

What is 211?

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)

When it comes to healthcare, everyone should have a plan.

But if you aren't sure which health plan is right for you, we can walk you through the options and explain how each one works.

LOOKING FOR AN INDIVIDUAL OR FAMILY PLAN?

Marketplace plans are likely your best option. Open enrollment is Nov 1 through Dec 15. Many people qualify for financial assistance.

GOT A JOB?

You might be eligible through your employer. If so, ask your Human Resources team when and how to enroll.

ARE YOU A STUDENT?

If you're in school, many universities offer insurance options to enrolled students.

NEED HELP?

To receive free, nonprofit help applying for insurance through the Federally Facilitated Marketplace (FFM), please visit takecareutah.org.

Or you can call our friendly team of experts at **855-442-0220**.

NO MATTER WHAT YOUR SITUATION, we can help. Our knowledgeable experts can talk you through your options—it won't take long to find a plan that's just right for you.



Stop bullying in its tracks: Tips to keep your kids safe.

Bullying can be tough, but there are simple steps you can take at home to help your child deal with it. Let's chat about some practical ways to prevent and handle bullying without all the big words.

What Is bullying?

Bullying is when someone hurts, scares, or makes fun of another person on purpose, and it keeps happening over and over again. It can be done in person, online, or through texting.

Why is it important to stop bullying?

Bullying can hurt a person's feelings and even their health. Nobody should feel scared or sad because of someone else's actions. It's important to stop bullying so that everyone can feel safe and happy.

Talk to your kids.

The first step is to have a chat with your kids. Ask them about their day and how they feel. Let them know that you're there to listen and help if they ever have a problem.

Teach kindness and empathy.

At home, teach your kids to be kind and caring. Show them how to treat others with respect and empathy. When kids understand how their actions affect others, they're less likely to bully.

Online safety.

Many kids use the internet and social media. Teach your kids to be smart online. Explain the importance of not sharing personal information and not being mean to others online.





Help them speak up.

Tell your kids that it's okay to speak up if they see someone being bullied. Encourage them to tell a trusted adult, like a teacher, school counselor, or you.

Set a good example.

Kids often follow their parents' lead. Be a good role model by treating others with kindness and respect. Show them that bullying is not okay.

Be supportive.

If your child is being bullied, be supportive. Let them know it's not their fault, and you're there to help. Talk to their school and work together to stop the bullying.

Know the signs.

Be aware of the signs that your child might be bullied. If they become more withdrawn, anxious, or upset, it's essential to find out what's going on.

Stay connected.

Stay connected with your child's school. Attend meetings and events to get to know their teachers and friends. This helps create a safe and supportive community.

Encourage friendships.

Encourage your child to make friends. Having a group of friends can help protect them from bullying.

Take action.

If you suspect your child is bullying others, take it seriously. Talk to them about the importance of kindness and helping others. Teach them that bullying is never okay.

Remember, bullying prevention starts at home. By teaching your kids kindness, empathy, and how to stand up against bullying, you're helping create a safer and happier world for everyone. Together, we can stop bullying and make a positive difference in our communities.

Keep your child healthy.

Well-child visits are recommended from birth to age 21. These visits are covered 100% on most Select Health plans and are a vital opportunity to track your child's growth and overall development, get necessary vaccinations, and screen for lead exposure. Learn more about the recommended exam schedule and what you can expect from well-child visits at selecthealth.org/wellness/preventive-care.

Schedule a visit today.

Contact your provider to schedule a well-child visit today. For help finding a doctor or scheduling, call Select Health Member Advocates at **800-515-2220** weekdays, from 7:00 a.m. to 8:00 p.m., and Saturday from 9:00 a.m. to 2:00 p.m.

If you want to learn more about immunizations, visit these websites that explain in more detail about when you should get immunization.

- <https://immunize.utah.gov/utah-immunization-rule/#R396-100-3>
- <https://www.cdc.gov/vaccines/schedules/hcp/imz/child-adolescent.html>



Select Health obeys federal civil rights laws. We do not treat you differently because of your race, color, ethnic background or where you come from, age, disability, sex, religion, creed, language, social class, sexual orientation, gender identity or expression, and/or veteran status.

This information is available for free in other languages and alternate formats by contacting Select Health Medicare: **855-442-9900 (TTY: 711)** / Select Health: **800-538-5038**.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.

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

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