

Coverage to Care

MEDICAID 2020





Resources for Care

Get the Right Care

Whenever, Wherever You Need It

Not feeling well? Get to know all your care choices so you know which one to choose for your needs—plus, save time and stress by avoiding unneeded visits to the Emergency Room (ER).

Here are a few care choices:



NURSE LINE

Not sure if you should go to your doctor, urgent care, or the ER?

Call Intermountain Health Answers® 24/7 to talk to a nurse who can help. To reach Health Answers, call **844-501-6600**.



PRIMARY CARE PROVIDER (PCP)

A primary care doctor or PCP can help you stay healthy and see you faster when you are sick.

When it's not an emergency, see your PCP instead—many clinics are open after 5:00 p.m. Can't find a doctor? Call Member Advocates at **800-515-2220**.



INTERMOUNTAIN CONNECT CARE®

Need care right away, but you can't get to your doctor or urgent care clinic? Use Intermountain Connect Care® anytime, anywhere to visit with a doctor using a smartphone or computer. Download the app or visit **intermountainconnectcare.org**.



URGENT CARE

Is your doctor's office closed?

Most Intermountain InstaCare locations are open every day until 8:00 p.m. or later. Download the SelectHealth app to find a location, view wait times, and get in line. Questions? Call Member Services at **855-442-3234**.

NEED HELP GETTING TO THE DOCTOR?

See *Transportation Services* in your Member Handbook or call Member Services at **855-442-3234**.

NEED HELP WITH FOOD, HOUSING, OR UTILITIES?

2-1-1 has the answers you need. Visit **211utah.org** or dial 2-1-1 on your phone.

What to Do in Case of an Emergency

If you have an emergency or life-threatening situation, call 9-1-1 or go to the nearest emergency room. In a medical emergency, you should get care from the closest emergency room. If you are having a mental health emergency, please call the Utah Crisis Line at **1-800-273-TALK** (8255).

Urgent care facilities, sometimes called InstaCareSM, are a good choice when you need to see a doctor quickly but your life or limb is not in danger. They almost always cost less than going to the emergency room. Make sure the urgent care facility is in your network.

How to Choose a Doctor in Your SelectHealth Network

It's wise and less expensive to choose a doctor from your SelectHealth network who will become your "medical go-to." This is the person you call or visit each time you need medical care. Your doctor's office will keep your medical records and help you get services from any specialists or other health professionals that you need. Medicaid may not pay anything for care if you go outside of the SelectHealth network.

To find doctors near you who are in the SelectHealth Community Care[®] plan network, you can:

- > Call Member Advocates at **800-515-2220**.
- > Call the doctor's office and ask:
 1. Do you take **SelectHealth**?
 2. Are you in the **Community Care** network?
- > Visit the SelectHealth website at selecthealth.org/find-a-doctor

What To Do When You Are Incorrectly Billed

If you receive a bill for services that you believe should be covered by Medicaid, call Member Services for help. Do not pay a bill until you talk to Member Services. You may not get reimbursed if you pay a bill on your own.

If you feel like you were unfairly charged or charged too much, please call Member Services at **855-442-3234**.



Get the Most Out of Your SelectHealth Plan

Get preventive care to stay healthy and avoid emergency room visits. Your SelectHealth Community Care plan includes:

- > Care for new mothers and babies
- > Counseling and substance abuse services*
- > Prescription medication
- > Laboratory services (like x-rays)
- > Help in managing diabetes or high blood pressure
- > Services for kids (i.e., vision checks and dental)

There is no extra cost for most preventive services, but some require payment.

*Mental Health & Chemical Dependency services for Legacy members are covered by the state.



SelectHealth Care Management

If you have a chronic condition, such as heart disease or diabetes, a new illness or injury, or a child with special needs, a care manager can help. Care managers are nurses and social workers who can help you improve your health. There is no cost for these services. They can:

- > Partner with you to set health-related goals and help you reach them
- > Work closely with your doctors
- > Help make appointments
- > Give you education materials and find classes
- > Help with medication, equipment, and supply needs
- > Answer questions about your benefits and claims

To talk with a care manager, call **801-442-5305**.

My Utah Medicaid Insurance Card

You will get a wallet-sized Medicaid card. Show your Medicaid card *BEFORE* you get medical services from a doctor, hospital, or pharmacy.

Your doctor's office may ask to see your photo ID with your insurance card. You can use a government-issued photo ID like your driver's license. It is up to your doctor's office to tell you what other ID they will accept.

DO NOT lose or damage your card or give it to anyone else to use. If you do lose or damage your card, call the Department of Workforce Services at **866-435-7414** to get a new card.



Medicaid Benefit Letter

You will receive a Medicaid Benefit Letter by mail. This letter will give you important information about your Medicaid plan and benefits. When there is a change, you will get a new Medicaid Benefit Letter. Please keep the most recent letter you receive for your records.



Utah 2-1-1

When you are in need of community resources, **211utah.org** can provide the support you need. 2-1-1 is a free, confidential, referral information helpline and website that connects you to information about social services and community resources.

2-1-1 offers resources in many areas:



Food



Housing + Utilities



Clothing + Household



Transportation



Legal + Public Safety



Education



Health + Dental



Employment



Income Support



Mental Health and Addiction



Disaster Services



Individual + Family Support

Connect directly to a local community resource specialist with 2-1-1's online chat. The specialist can direct you to organizations in the area that provide critical services. Access this service using one of the following options:

CALL

Dial 2-1-1 or **1-888-826-9790**
24/7

CHAT

Use the live chat option on **211utah.org**
Monday to Friday,
8:00 a.m. to 6:00 p.m.

SEARCH

CommunityPoint
2-1-1's online searchable
database at **211utah.org**

EMAIL

Response within one
business day
211ut@uw.org

TEXT

Text your ZIP code to **898-211**

2-1-1 MOBILE APP

Download on Google Play® and
the Apple® App StoreSM

Get Your Prescription Medications

Medicaid can help pay the cost of some prescription medications. Always give the pharmacy your Medicaid card.

To find out which prescriptions are covered by Medicaid, you can:

- > Call SelectHealth Member Services at **855-442-3234**.
- > Visit selecthealth.org/pharmacy/pharmacy-benefits and click on Community Care Prescription Drug Lookup.

If you have trouble paying for your prescriptions, call SelectHealth Pharmacy Benefit Specialists at **855-442-3234**.



Non-Emergency Medical Transportation

NON-EMERGENCY MEDICAL TRANSPORTATION

Medicaid may provide non-emergency transportation to help you get medical care if you are currently eligible for traditional Medicaid services and do not have transportation to receive medical treatment.

Medicaid may provide non-emergent transportation or reimbursement. To see if you're eligible, please contact DWS at **866-435-7414**. Transportation is not available for services from non-Medicaid providers or for non-Medicaid covered services. Transportation is not available to pick up prescriptions unless you are on the way to or from a medical appointment with a qualifying Medicaid provider. For information on exceptions, contact your Medicaid eligibility worker.

Your eligibility worker may ask you to verify medical appointments. Medicaid may not reimburse you for all services.

NURSING HOME RESIDENT TRANSPORTATION

Nursing homes are required to provide transportation to medical appointments for their residents. Residents cannot receive bus passes. Any other non-emergency transportation needed that the nursing home does not provide requires prior authorization.

UTA BUS PASSES

You may receive a bus pass if you have Traditional Medicaid and live in an area served by UTA or Cedar Area Transportation Services (CATS). A bus pass has 12 one-way trips and also works on light-rail. More trips may be approved when the household has two or more recipients or when someone needs a companion. Only Medicaid recipients may use the bus pass and it may not be used for travel to work, school, shopping, etc.

PARA-TRANSIT BUS SERVICES

Para-transit bus services are available in some areas. If you live in an area served by FlexTrans, contact Medicaid to find out if you qualify to receive FlexTrans vouchers.

FLEXTRANS

Salt Lake and Davis Counties:

801-287-7433

Davis, Weber and Box Elder Counties:

877-882-7272

CATS: **435-865-4510**

LOGISTICARE

If you do not live in an area served by bus, para-transit services, or you need door-to-door service, you may be eligible for LogistiCare services. To find out if you are eligible, contact LogistiCare at **855-563-4403** and provide the doctor's name and fax number who will be completing the required mobility evaluation form for you. Verify that the doctor is willing to complete the form before contacting LogistiCare. You may be transported by LogistiCare for up to four weeks while your eligibility is being determined.

You must schedule LogistiCare appointments three business days in advance by calling **855-563-4403**.

They may provide some urgent care services for recipients that need to be seen within 24 hours. You must specify that the appointment is for urgent care. Verification may be required.

PERSONAL MILEAGE REIMBURSEMENT

Local Travel - When public transportation is not available or does not meet your needs, you may be reimbursed for personal mileage at 18 cents per mile, up to \$300 a month. You must keep a mileage log showing the dates and miles traveled.

Outside Your Local Area - When treatment is not available in your local area, you must receive treatment from the nearest Medicaid provider who is able to provide the service or you cannot be reimbursed for mileage. Verification may be required.

Advanced Drug Lookup

Welcome. This page allows you to search for a drug based on several different criteria.



Compare Drug Prices

Your Formulary is: **COMMUNITY CARE**

To look up cost and consumer information about a prescription drug, please enter the drug's name in the box below. If you don't know the exact spelling of the drug you want to look up, just enter the first few letters and you will see a list of drug names from which to choose.

Drug Name:

Drug Name

No Records to Display.

Drugs with Special Requirements

Some drugs have special requirements that must be met before Select Health will cover them. Please click on one of the links below to view the list of drugs.

[Commercial Special Requirements](#)
[Medicaid Special Requirements](#)
[Medicare Prior Authorization Forms](#)

Getting the Most Out of Your Visit

Name _____ Doctor's name _____ Date _____

TELL US WHY YOU'RE HERE

This will help your doctor(s) give you the best care.

What type of care are you here for today?

Check one:

- I'm here about a recent illness or injury.
- I'm here about an ongoing problem such as diabetes, heart disease, kidney disease, or depression.
- I'm here for a routine check, screening, vaccination, or advice to help me stay healthy.

If you need help with more than one type of issue, you may need to make a separate appointment.

What do you want to get out of this visit?

Write what you most want to talk about or do today.

1. _____

2. _____

3. _____

4. _____

*During your visit, ask questions. If your doctor doesn't explain things in a way you understand, keep asking. **It's their job to make sure you know what to do.***

TAKE NOTES DURING YOUR VISIT

Fill this out in your own words. Before you leave, be sure you and your doctor agree on what to do next.

What's my main problem? _____

What do I need to do about it?

If there's anything you feel you cannot do, let us know. There may be something else you can do instead.

I need to _____

It's important for me to do this because _____

I need to _____

It's important for me to do this because _____

When do I make another appointment? _____

What should I watch out for? _____

Who do I call if I have questions?

Name _____

Phone _____

Fair Treatment Notice

SelectHealth complies with Federal civil rights laws. We do not discriminate or treat you differently because of your race, color, national origin, age, disability, or sex.

We provide free:

- > Aid to those with disabilities to help them communicate with us, such as sign language interpreters and written information in other formats (large print, audio, electronic formats, other).
- > Language help for those whose first language is not English, such as Interpreters and member materials written in other languages.

For help, call SelectHealth Member Services at **1-800-538-5038** or SelectHealth Advantage Member Services at **1-855-442-9900** (TTY Users: 711).

If you feel you've been treated unfairly, call SelectHealth 504/Civil Rights Coordinator at **1-844-208-9012** (TTY Users: 711) or the Compliance Hotline at **1-800-442-4845** (TTY Users: 711). You may also call the Office for Civil Rights at **1-800-368-1019** (TTY Users: **1-800-537-7697**).

LANGUAGE ACCESS SERVICES

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

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 SelectHealth。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số SelectHealth.

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. SelectHealth. 번으로 전화해 주십시오.

Díí baa akó nínízin: Díí saad bee yáníłti'go Diné Bizaad, saad bee áká'ánída'áwo'de'ę', t'áá jiik'eh, éí ná hół'ó, kójjí' hódííłnih SelectHealth.

ध्यान दनिहोस्: तपार्इंले नेपाली बोलनुहुन्छ भने तपार्इंको नमितिभाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ। SelectHealth मा फोन गर्नुहोस्।

FAKATOKANGA'I: Kapau 'oku ke lea fakatonga, ko e kau fakatonu lea te nau tokoni atu ta'etotongi, pea te ke lava 'o ma'u ia. Telefoni ki he SelectHealth.

ОБАВЕШТЕЊЕ: Ако говорите српски језик, услуге језичке помоћи доступне су вам бесплатно. Позовите SelectHealth.

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa SelectHealth.

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: SelectHealth.

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги переводчика. Позвоните SelectHealth.

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لصتا .ن اجملاب لكل رفاوتت ةيوغللا ةدعاسملا
ةكشرشب SelectHealth.

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ស្តីអំពីជំនួយជូនកែភាសា ជាយមិនគិតថ្លៃ
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SelectHealth ។

ATTENTION : si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Contactez SelectHealth.

注意事項:日本語を話される場合、無料の言語支援をご利用いただけます。SelectHealth. まで、お電話にてご連絡ください。

SelectHealth: 1-800-538-5038

SelectHealth Advantage: 1-855-442-9900