Member Guide

PCN

Primary Care Network

1-888-222-2542 www.health.utah.gov/pcn

Co-Pay Summary

This is only a summary of PCN services and co-pay amounts. Plan restrictions may apply. (American Indians/Alaska Natives do not have a co-pay when getting services at Indian Health Services or tribal facilities.)

Services*	Co-Pay Amount
Visits to primary care provider	$3 per visit
Prescriptions (Limit: 4 per month)	$3
Dental exams, cleanings, fillings, routine x-rays, tooth extractions	No co-pay
Immunizations	$3
Eye exam (one exam per year)*	Optometrist - No co-pay for annual exam Ophthalmologist - No co-pay for annual exam ***(eyeglasses not covered)***
Laboratory services	No co-pay
X-rays	No co-pay
Medical equipment and supplies	No co-pay
Emergency room (ER) visits (Restrictions apply. Not all emergencies are covered. See page 17.)	No co-pay for diagnosed emergency ***(non-emergent use of ER is not covered)***
Ambulance ride	No co-pay
Birth Control	No co-pay

*Services that are not covered include: prescription eyeglasses, contact lenses, MRI's, CT Scans, Dexa Scans, outpatient hospital services, specialty care, pregnancy related services, mental health services, occupational therapy, physical therapy and chiropractic services. See the PCN Member Guide for details.

PCN

Primary Care Network

Member Guide

Covered Services for PCN Members

1-888-222-2542

www.health.utah.gov/pcn

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Utah Department of Health

2014

Name: _____

Client ID Number: _____

PCN Case Number: _____

Eligibility Worker: _____

Primary Care Provider: _____

Pharmacy: _____

Dentist: _____

Medicaid Information Line: 801-538-6155 or 1-800-662-9651
(for questions about covered services)

Health Resource Line: 1-888-222-2542 or health.utah.gov/pcn/find.html
(for questions about providers, dentists, or clinics)

DWS Eligibility Services Center: 1-866-435-7414
(for questions about eligibility)

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INTRODUCTION

This section explains the Primary Care Network (PCN) program and the purpose of the Member Guide.

Welcome

Welcome to the Primary Care Network (PCN). PCN is a health plan offered by the Utah Department of Health. Most services you receive from a primary care provider in his/her office during regular business hours are covered. While on PCN, you can get services from a primary care provider that accepts PCN. Services include regular doctor visits, screenings, up to four prescriptions a month, dental services, etc. PCN is somewhat different from other health plans you may have had in the past. It focuses on preventive care and keeping you healthy.

Keep this guide. The Member Guide was designed to help you know which services are covered by your health plan and which ones are not. Keep the Member Guide in a place where you can easily find it. It will help you understand the PCN services that are offered.

Member Guide
health.utah.gov/pcn

The Member Guide is also available online at health.utah.gov/pcn. If you need another copy of the guide, you may download the pages from the website or ask a DWS eligibility worker for an extra copy.

Disclaimer. The information in this Member Guide may change without notice. This guide contains a brief description of coverage and is not a policy, coverage or service agreement. An in-depth description of coverage is available in the PCN Provider Manual online. This can be found online at medicaid.utah.gov. Using the search box in the top right corner, type “PCN Provider Manual”.

Summary of Covered Services

PCN covers most services given by a primary care provider. You will have co-pays for these services. (American Indians/Alaska Natives do not have a co-pay when getting services at Indian Health Services or tribal facilities.) PCN covers:

- Visits to a primary care provider
- Four prescriptions per month
- Dental exams, cleanings, fillings, x-rays and extractions
- Immunizations
- Screenings (not all screenings are covered)
- Eye exam (one exam per year), no glasses or contacts
- Routine lab services and x-rays
- Emergency room visits (restrictions apply)
- Ambulance ride
- Diabetes products (insulin pumps excluded)
- Birth control
- Some medical equipment and supplies

Not all screenings and services are covered. Services that are **not** covered include: eyeglasses, contact lenses, MRI's, CT Scans, Dexa Scans, outpatient hospital services, inpatient hospital, specialty care, pregnancy related services, mental health services, occupational therapy, physical therapy, chiropractic services and urgent care clinic services (like InstaCare). Not all emergencies are covered.

More Information. Call 1-800-662-9651 (Medicaid Information Line) to learn more about which services PCN covers. See page 8 to learn how to find a primary care provider or dentist near you.

Covered Services
see page 11

Medicaid Information Line
1-800-662-9651

Interpretive Services

If you are deaf or hearing impaired, or if you speak another language, your provider may get an interpreter for you. Your provider must use a service that has a contract with Medicaid. Your provider may call the Medicaid Information Line for more information or call Linguistica International for translation services.

Your Rights

You have the right to medical care regardless of your race, nationality, disability, sex, religion, color or age. If your PCN enrollment has been denied and you feel it is unjust, you have the right to:

- Talk to a DWS eligibility worker
- Talk to a DWS supervisor
- Call the DWS Office of Constituent Services at 1-800-331-4341
- Request a fair hearing with a Hearing Officer
- Bring your own legal representation to the fair hearing

In addition to those rights, you also have the right to privacy as described in the Health Insurance Portability and Accountability Act (HIPAA).

Health Insurance Portability and Accountability Act (HIPAA)

Reference: CMS HIPAA Security Series

HIPAA Privacy Act
health.utah.gov/hipaa

The HIPAA Privacy Act describes how medical information about you may be used and disclosed and how you may get the information. The Utah Department of Health, Division of Medicaid and Health Financing (DMHF) is committed to protecting your medical information, provide this notice to you, and abide by the terms of the notice.

Confidentiality Practices and Uses. DMHF may use your health information to:

- Approve or deny your medical treatment.
- Determine your eligibility in the PCN program in order to make payment to your health care provider.
- Evaluate the performance of a health care provider.

Your Individual Rights. You have the right to:

- Request restrictions on how we use and share your health information.
- Request that we use a specific telephone number or address to communicate with you.
- Inspect and copy your health information, including medical and billing records. Fees may apply. Under limited circumstances, we may deny you access to a portion of your health information and you may request a review of the denial (written request only).
- Request corrections or additions to your health information. Request must be made in writing. Contact the DMHF Privacy Officer (see page 6) for the appropriate form for your request.
- Request an accounting of certain disclosures of your health information made by us (written request only).
- Request a hearing when you medical claim has been denied. Call 801-538-6576 for the appropriate form.

Sharing Your Health Information. There are limited situations when we are permitted or required to disclose health information without your signed authorization. These situations include activities necessary to administer the PCN program and the following:

- For public health purposes such as reporting communicable diseases, work-related illnesses, or other diseases and injuries permitted by law; reporting births and deaths; and reporting reactions to drugs and problems with medical devices.
- To protect victims of abuse, neglect or domestic violence.

(continued)

- For health oversight activities such as investigations, audits and inspections.
- When otherwise required by law.
- When requested by law enforcement as required by law or court order.
- To coroners, medical examiners and funeral directors.
- For organ and tissue donation.
- For research approved by our review under strict federal guidelines.
- To reduce or prevent a serious threat to public health and safety.
- For workers' compensation or other similar programs if you are injured at work.
- For specialized government functions such as intelligence and national security.
- All other uses and disclosures, not described in this notice, require your signed authorization. You may revoke your authorization at any time with a written statement.

Our Privacy Responsibilities. DMHF is required by law to:

- Maintain the privacy of your health information.
- Provide this notice to you.
- Follow the terms of the notice currently in effect.

We reserve the right to make changes to this notice at any time and make the new privacy effective for all information we maintain. Current notices will be posted in DMHF offices and online at health.utah.gov/hipaa. You may also request a copy of any notice from your DMHF Privacy Officer listed below.

Contact Us. For more information about your privacy rights, contact:

Craig Devashrayee, DMHF Privacy Officer
P.O. Box 143102
SLC, UT 84114-3102
801-538-6641
cdevashrayee@utah.gov

Reference: health.utah.gov/hipaa

GETTING STARTED

This section explains what you need to know about being a PCN member.

Visits to Provider
$3 co-pay

Primary Care Provider

We recommend that you have a primary care provider. This is your "main" or "family" doctor you would see on a regular basis if you were sick, needed medical advice or a routine exam. (Pregnancy related services are not covered.)

Types of primary care providers. The following types of primary care providers are covered by PCN:

- Family Practitioner
- General Practitioner
- Internal Medicine
- Nurse Practitioner
- Pediatrician (for adults)
- Physician's Assistant

Other providers. The following providers may also give covered services:

- Dentist - cleanings, fillings, etc.
- Obstetrician/Gynecologist - annual exams
- Optometrist - eye exam
- Diabetes Educator

Finding a Provider or Dentist

If you already have a primary care provider or dentist, ask if he or she accepts PCN. Otherwise, you may choose one from the PCN Provider List. The most current list is online. The options below will help you find clinics, providers and dentists near you.

- Visit health.utah.gov/pcn/find.html (most current)
- Call 1-888-222-2542 (Health Resource Line)
- Find a provider or dentist in the phone book, and ask if he or she accepts PCN

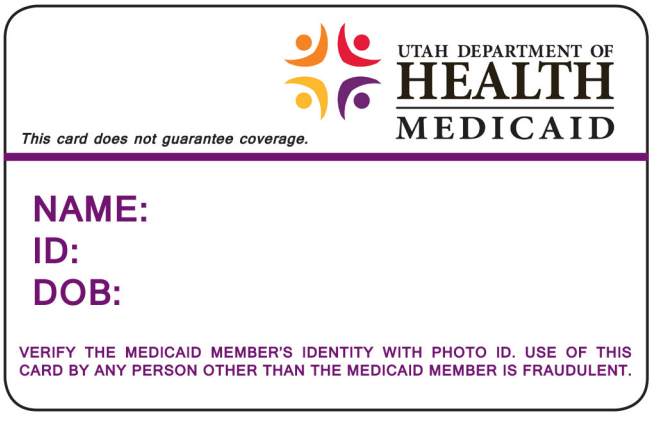
Find a Provider or Dentist
1-888-222-2542
health.utah.gov/pcn/find.html

Your PCN Card

When you enroll in PCN, you will get an Identification Card mailed to you. It is a wallet-sized plastic Medicaid card, as shown below. Your card has your name, Medicaid ID number, and date of birth. The back of the card has helpful contact information and websites.

Save it and please do the following:

1. Make sure your information is correct
2. Show the card each time you get medical care
3. If it is lost or damaged, call DWS
4. Keep your card to use whenever you are eligible for PCN or Medicaid



PCN Card

It is a wallet-sized plastic card and looks like this.

Enrollment Review

PCN reviews your enrollment every twelve months from the time you started. At that time, PCN will send you a renewal form. Fill out the form and return it to DWS.

If you change your address and/or phone number, you need to report this change to DWS. This will make sure that you get the renewal form in time and sent to the correct address. If your case is closed for more than a month, it cannot be re-opened. If this happens, you may need to wait until the next open enrollment to apply again for PCN. Call DWS if you have more questions about enrollment and eligibility.

Reporting Changes

Call DWS to report any changes:
1-866-435-7414

You must report any changes in your information or status. Call DWS if you:

- Get health insurance through another source
- Move to a new address
- Get a new phone number
- Become a full-time student
- Become pregnant
- Gain access to affordable insurance

Failure to report these changes may constitute fraud. Some examples of fraud may result in the Utah Department of Health contacting you to recover money spent on your care when you were not eligible for the program.

COVERED SERVICES

This section explains the basic services that PCN covers.

Visits to Provider
$3 co-pay

Visits to a Primary Care Provider

Most services you receive from a primary care provider in his/her office during regular office hours are covered. The definition of a primary care provider is on page 8.
A provider will help if you need:

- A physical exam
- Medical advice or general health education
- Immunizations
- Screenings
- General preventive services

You will need to pay the co-pay for the office visit and also a co-pay for services like flu shots, screenings, etc. The following places also give limited PCN covered services:

- Public/county health department (see page 28)
- Rural health clinic
- Community health centers (see page 28)

More information. Specialty services received by a primary care provider may not be covered. Call 1-800-662-9651 (Medicaid Information Line) to learn if the service you need is covered. PCN does not cover services at an urgent care clinic (see page 17).

Dental Services
No co-pay

Dental Services

Covered services are limited to:

- Routine check-ups every six (6) months (includes cleaning and x-rays)
- Resin fillings (tooth colored) for front teeth and silver amalgam for back teeth
- Some tooth extractions
- Emergency examination

More information. Call 1-888-222-2542 (Health Resource Line) or visit the web page at health.utah.gov/pcn/find.html to find a PCN provider and dentist near you.

Prescriptions

You may get **up to four (4) prescriptions per month** from the pharmacy. Over-the-counter (OTC) diabetes supplies (test strips, lancets and syringes) do not count as one of the four prescriptions. However, insulin does count. If a generic drug is not available, the name brand drug will be covered and you will pay the name brand co-pay amount. These are the co-pays for prescriptions:

Generic drugs	$3
Over-the-counter drugs	$3

Generic
$3 co-pay

Over-the-Counter
$3 co-pay

More information. First, ask your pharmacist for the drug name, strength and "NDC" code. Then, call 1-800-662-9651 (Medicaid Information Line), press 2, then 5 to ask if a certain drug is covered. OTC drugs are covered only if they are on the PCN OTC list, but you must get a written prescription for it first. Then, you may buy it at the pharmacy.

Immunizations

PCN covers these adult immunizations:

- Chicken pox (Varicella)
- Flu (Influenza)
- Hepatitis A
- Hepatitis B
- Hepatitis A & B combined
- Lyme disease
- MMR
- Pneumonia
- Tetanus
- Tetanus & diphtheria
- Rabies

Immunizations
$3 co-pay

More information. Call 1-888-222-2542 (Health Resource Line).

Screenings
No co-pay

Screenings

Get regular screenings from your primary care provider to catch health problems early. Some covered screenings include:

- Cholesterol test
- Mammogram
- Pap smear
- Skin cancer exam

More information. Call 1-800-662-9651 (Medicaid Information Line) to learn more about which screenings are covered.

Eye Exam
No co-pay with Optometrist
$3 co-pay with Opthamologist

Eye Exam

PCN will pay for:

- Eye exam (one exam per year)

An optometrist or ophthalmologist, as well as a primary care provider, may give you the eye exam. Before making an appointment, make sure the provider accepts PCN. Eyeglasses, contact lenses, or other vision services are not covered.

More information. Call 1-800-662-9651 (Medicaid Information Line) to learn more.

Lab Services
No co-pay

X-Rays
No co-pay

Lab Services and X-Rays

Some x-rays related to an injury are covered. Some routine lab services you can get are:

- Chemistry panel (includes the blood glucose level)
- Blood cell count to check for anemia
- Culture, blood or urine test to check for diseases

(continued)

MRI's, CT Scans and Dexa Scans are not covered. Tests like genetic testing, etc. are not covered. Ask your provider which tests are covered.

More information. Call 1-800-662-9651 (Medicaid Information Line) to learn more.

Diabetes Products

PCN covers some supplies to help you manage your diabetes:

- Insulin (only 10 cc. vials) - counts as one of the four prescriptions
- Lancets
- Test Strips
- Syringes

All brands of lancets, test strips and syringes are covered. They do not count as one of your four prescriptions per month (insulin does count). You will still need to get a prescription from your doctor to get the over-the-counter lancets, test strips and syringes. Insulin pumps are not covered.

Also, PCN may be able to pay for diabetes self-management classes. See your primary care provider for information and a referral.

More information. Call 1-800-662-9651 (Medicaid Information Line) to learn which kinds of insulin are covered.

Diabetes Products
No co-pay

Birth Control
No co-pay

Birth Control

Some birth control options are covered. Talk about these options with your provider. A prescription for birth control is counted as one of your four prescriptions per month. PCN covers:

- IUD
- Condoms
- Diaphragm
- Birth control pills -- generic only ($0 co-pay)

More information. Call 1-800-662-9651 (Medicaid Information Line) to learn which brands or other methods of birth control are covered. Vasectomies, tubal ligations, or other pregnancy related services are not covered. If you become pregnant, call DWS. There may be other options to cover you.

Medical Equipment and Supplies
No co-pay

Medical Equipment and Supplies

There are many kinds of medical equipment and supplies that may be covered by PCN.

More information. Call 1-800-662-9651 (Medicaid Information Line) to learn more about which equipment and supplies are covered.

Emergency Care

For medical emergencies only, PCN will cover:

- Ambulance ride

But, PCN may not always cover the following:

- Emergency Room (ER) visit
- Visit with an ER provider

If you feel you are having a life-threatening medical emergency, PCN will cover an ambulance ride (ground or air) to the nearest hospital. But, in order for PCN to pay for the ER visit and visit with ER provider, the final diagnosis must be an "approved" medical emergency. Even if your primary care provider tells you to go to the ER, the final diagnosis must still be approved by PCN.

Many people ask how PCN decides if their emergency care will be approved and covered. First, the hospital will decide your diagnosis (what is wrong with you) and the type of emergency. Second, the hospital will give the diagnosis a billing code. If that billing code is not on the PCN list of approved emergencies (Authorized Diagnoses for Emergency Department), then **you must pay for the emergency care.**

PCN does **not** cover MRI's or CT Scans even if it is during an approved ER visit. Also, if a specialist is called into the ER to visit you, that service will not be covered. For example, if you have an injury and you were seen by an orthopedic specialist along with the ER doctor, then you must pay for the orthopedic specialist.

Urgent care clinic services (like InstaCare) are **not** covered by PCN. You may go to your provider after hours, but if your provider bills the service as "urgent care", then you must pay for the service.

More information. Call 1-800-662-9651 (Medicaid Information Line) to learn more about which emergency care services are covered and approved.

Ambulance
No co-pay

Approved ER Visit
No co-pay
Non-emergent use of ER is not covered

Notes

INPATIENT HOSPITAL & SPECIALTY CARE

This section explains how PCN may be able to help you get the care you need.

Inpatient Hospital & Specialty Care

PCN does not cover inpatient hospital or specialty care. However, PCN is committed to finding and arranging specialized care for you when possible. Be aware that you may have to pay for these services.

Inpatient Hospital. PCN does not pay for inpatient hospital services such as inpatient surgery or hospital stays. If you need to stay in the hospital for more than 24 hours, please contact the billing department at the hospital where you will be receiving services. The billing department will help you with the financial assistance process at that hospital. Each hospital is responsible for determining your eligibility for their charity care program. They will determine whether or not you will be billed for the inpatient services you receive at their facility.

See page 22 for a list of numbers for each hospital.

Specialty Care. PCN does not pay for specialty care services such as cardiology, gastroenterology, neurology, nephrology, urology, etc. If you need to see a specialist, your primary care provider must fax a referral with clinical notes to PCN. (Referrals for emergency care are not accepted.) Then, the Specialty Care Coordinator will try to find these services for you. Again, please know you may have to pay for these services.

Only a primary care provider can give a referral for specialty care. When sending a referral to PCN, **your provider must complete the following steps:**

1. Write a referral for the specialist or outpatient services. (Phone referrals are never accepted.)

(continued)

2. Include this information on the referral:
   - Patient's date of birth
   - PCN ID#
   - Diagnosis
   - Procedure or specialty care requested
3. Fax the referral to: 801-474-3804

Depending on the type of specialty care your provider requests, it may take 4-8 weeks or more to arrange specialty care services.

Specialty Care
801-538-6359
801-538-6265

Fax the Referral
fax: 801-474-3804

Contact Information for Inpatient Hospital Services

BEAVER COUNTY

Beaver Valley Hospital
P.O. Box 1670
Beaver, UT 84713-1670
Phone: (435) 438-7151
Fax: (435) 438-7166

Milford Valley Memorial Hospital
P.O. Box 640
Milford, UT 84751-0640
Phone: (435) 387-2411

BOX ELDER COUNTY

Bear River Valley Hospital
440 West 600 North
Tremonton, UT 84337-2400
Phone: (435) 257-7441

Brigham City Community Hospital
950 South Medical Drive
Brigham City, UT 84302-3090
Phone: (435) 734-9471
Fax: (435) 723-5085

CARBON COUNTY

Castleview Hospital
300 North Hospital Drive
Price, UT 84501-4218
Phone: (435) 637-4800 ext: 4109

DAVIS COUNTY

Benchmark Behavioral Health Systems North
592 West 1350 South
Woods Cross, UT 84010-8180
Phone: (801) 299-5300
Fax: (801) 296-2163

Lakeview Hospital
630 East Medical Drive
Bountiful, UT 84010-4908
Phone: (801) 299-2501
Fax: (801) 299-2534

DUCHESNE COUNTY

Uintah Basin Medical Center
250 West 300 North
Roosevelt, UT 84066-2336
Phone: (435) 722-6107
Fax: (435) 722-6155

GARFIELD COUNTY

Garfield Memorial Hospital
P.O. Box 389
Panguitch, UT 84759-0389
Phone: (435) 676-8811
Fax: (435) 676-2679

IRON COUNTY

Valley View Medical Center
1303 North Main Street
Cedar City, UT 84720-9746
Phone: (435) 868-5611
Fax: (435) 868-5052

JUAB COUNTY

Central Valley Medical Center
P.O. Box 412
Nephi, UT 84648-0412
Phone: (435) 623-3111
Fax: (435) 623-3290

KANE COUNTY

Kane County Hospital
355 North Main Street
Kanab, UT 84741-3260
Phone: (435) 644-4157
Fax: (435) 644-4141

MILLARD COUNTY

Delta/Fillmore Community Medical
674 South Highway 99
Fillmore, UT 84631-5013
Phone: (435) 743-5591
Fax: (435) 743-6312

SALT LAKE COUNTY

Intermountain Urban Central Region
8th Avenue & "C" Street
Salt Lake City, UT 84143-0001
Phone: (801) 408-1171
Fax: (801) 408-1665

Jordan Valley Hospital
3580 West 9000 South
West Jordan, UT 84088-8812
Phone: (801) 562-4214
Fax: (801) 569-8723

Pioneer Valley Hospital
3460 South Pioneer Parkway
West Valley, UT 84120-2049
Phone: (801) 964-3104
Fax: (801) 964-3247

Salt Lake Regional Medical
1050 East South Temple
Salt Lake City, UT 84102-1507
Phone: (801) 350-4993
Fax: (801) 350-4522

Shriners Hospital for Children
Fairfax Road at Virginia Street
Salt Lake City, UT 84103-4399
Phone: (801) 536-3500

St. Mark's Hospital
1200 East 3900 South
Salt Lake City, UT 84124-1390
Phone: (801) 268-7133
Fax: (801) 270-3331

University Health Care
50 North Medical Drive
Salt Lake City, UT 84132-0012
Phone: (801) 581-2374 or
Phone: (801) 581-5678

SAN JUAN COUNTY

San Juan Hospital/Health Services
P.O. Box 308
Monticello, UT 84535-0308
Phone: (435) 587-2116
Fax: (435) 587-3004

SANPETE COUNTY

Gunnison Valley Hospital
P.O. Box 759
Gunnison, UT 84634-0759
Phone: (435) 528-2146
Fax: (435) 528-2197

Sanpete Valley Hospital
1100 South Medical Drive
Mt. Pleasant, UT 84647-2222
Phone: (435) 462-2441

SEVIER COUNTY
Sevier Valley Medical Center
1000 North Main Street
Richfield, UT 84701-1857
Phone: (435) 893-0270
Fax: (435) 893-0385

TOOELE COUNTY
Mountain West Medical Center
2055 North Main Street
Tooele, UT 84074-9819
Phone: (435) 843-3710
Fax: (435) 843-3637

UNITAH COUNTY
Ashley Valley Medical Center
151 West 200 North
Vernal, UT 84078-1907
Phone: (435) 789-3342 ext 167
Fax: (435) 789-6502

UTAH COUNTY
American Fork Hospital
170 North 1100 East
American Fork, UT 84003-2096
Phone: (801) 855-3520
Fax: (801) 855-3586

Intermountain Urban South Region
1134 North 500 West, Ste 201
Provo, UT 84604-6104
Phone: (801) 357-7486

Mountain View Hospital
1000 East 100 North
Payson, UT 84651-1600
Phone: (801) 465-7000

Utah Valley Specialty Hospital
306 West River Bend Lane
Provo, UT 84604-5625
Phone: (801) 226-5846
Fax: (801) 226-8890

WASATCH COUNTY
Heber Valley Medical Center
1485 South Highway 40
Heber City, UT 84032-3522
Phone: (435) 654-2500

WASHINGTON COUNTY
Dixie Regional Medical Center
1380 East Medical Center Drive
St. George, UT 84790-2122
Phone: (435) 251-2104
Fax: (435) 251-2115

WEBER COUNTY
McKay-Dee Hospital Center
4401 Harrison Blvd.
Ogden, UT 84403-3195
Phone: (801) 387-7655

Ogden Regional Medical Center
5475 South 500 East
Ogden, UT 84405-6905
Phone: (801) 479-2613

Notes

Notes

RESOURCES A-Z

These are some helpful phone numbers of community resources.

Resources A-Z

Emergency 9-1-1

General Information 2-1-1

Medicaid Information Line	1-800-662-9651
UDOH Health Resource Line	1-888-222-2542
DWS Eligibility Services	1-866-435-7414

Community Health Centers (CHC)

Bear Lake CHC. 435-946-3660
325 W. Logan Hwy, Ste. #3, Garden City

Blanding Family Practice 435-678-3601
799 S. 200 W., Blanding

Carbon Medical Service Assoc.....435-888-4411
305 Center St., East Carbon

Central City CHC. 801-539-8634
461 S. 400 E., Salt Lake City

Copperview CHC 801-566-5494
8446 S. Harrison Blvd, Midvale

Enterprise Valley Medical Clinic. 435-878-2281
223 S. 200 E., Enterprise

Fourth Street Clinic (Wasatch). . 801-364-0058
404 S. 400 W., Salt Lake City

Green River Medical Center . . . 435-564-3434
305 W. Main Street, Green River

Helper Clinic 435-472-7000
125 S. Main, Helper

Indian Walk-In Center 801-486-4877
120 W. 1300 S., Salt Lake City

Midtown CHC 801-393-5355
670 28th St., Ogden

Montezuma Creek Clinic 435-651-3291
East Highway 262, Montezuma Creek

Monument Valley Clinic 435-727-3241
4 Rock Door Canyon Rd., Monument Valley

Mountainlands CHC 801-374-9660
215 W. 100 N., Provo

Navajo Mountain Clinic 928-672-2494
#2 Rainbow Rd, Navajo Mountain

Oquirrh View CHC 801-964-6214
4745 S. 3200 W., Salt Lake City

Payson Family Health Center . . .801-465-1890
910 E. 100 N., Suite 155, Payson

Stephen D. Ratcliffe CHC 801-328-5750
1365 W. 1000 N., Salt Lake City

Southwest Utah CHC 435-986-2565
168 N. 100 E., St. George

Utah Farm Worker Health Clinic. 435-723-8276
14 N. 100 E. #2, Brigham City

Wasatch Homeless Health Care. .801-364-0058
404 S. 400 W., Salt Lake City

Wayne CHC 435-425-3744
128 S. 300 W., Bicknell

Health Clinics of Utah

Health Clinic of Utah. 801-715-3500
168 N. 1950 W., Suite 201, Salt Lake City

Health Clinic of Utah. 801-374-7011
150 East Center St., Suite 1100, Provo

Health Clinic of Utah. 801-626-3670
2540 Washington Blvd., Suite 122, Ogden

Ogden Westside Clinic 801-866-9514
2504 F Avenue, Ogden

Health Insurance Programs

CHIP (Children's Health Insurance Program)
(1-877-KIDS-NOW) 1-877-543-7669

Medicaid Information Line . . . 1-800-662-9651

Primary Care Network 1-888-222-2542

UPP for Health Insurance 1-888-222-2542

Local Health Departments

Bear River Health Dept. 435-792-6500
655 E 1300 N, Logan

Central Utah Health Dept. 435-896-5451
70 Westview Dr., Richfield

Davis County Health Dept. 801-525-5000
22 South State St, Clearfield

Salt Lake Valley Health Dept. . . 801-468-2700
2001 S State Street #S-2400, Salt Lake City

Southeastern Utah Health Dept. .435-637-3671
28 S 1st E, Price

Southwest Utah Health Dept . . .435-673-3528
168 N 100 E, St. George

Summit County Health Dept. . . .435-336-3222
85 N 50 E, Coalville

Tooele County Health Dept 435-843-2300
151 N Main St, Tooele

TriCounty Health Dept 435-781-5475
147 E Main St, Vernal

Utah County Health Dept. 801-851-7000
151 S University Ave, Provo

Wasatch County Health Dept . . .435-654-2700
55 S 500 E, Heber City

Weber-Morgan Health Dept 801-399-7100
477 23rd St., Ogden

Prescription Drug Assistance

RxConnect Utah 1-866-221-0265

State Health Department

Utah Department of Health 801-538-6101
288 N. 1460 W., Salt Lake City

Tribal/Indian Health Services Offices

Confederated Tribes of Goshute Indian Reservation. 435-234-1194

Fort Duchesne U & O Indian Health Services Clinic. 435-725-6828

Utah Navajo Health Systems, Inc.

- Blanding Family Practice. 435-678-3601
- Montezuma Creek Community Health Center. 435-651-3746
- Monument Valley Health Center. 435-727-3000
- Navajo Mountain Health Center 435-727-3000

Northwest Band of Shoshone. . . 435-734-2286

Paiute Indian Tribe of Utah . . .1-800-658-5340

Urban Indian Center of Salt Lake. 801-214-7664

Ute Indian Tribe. 435-725-4054

Ute Mountain Ute Health Center. 970-565-4441

Dental Care

Phillip C. Halls, DDS 435-656-1111
382 S. Bluff, St. George

Ogden Family Dental Plan Clinic. 801-395-7090
950 25th Street, Suite A, Ogden

Salt Lake Family Dental Plan Clinic 801-715-3400
168 N. 1950 W., Suite 202, Salt Lake City

St. George Family Dental Plan Clinic 435-652-3806
321 North Mall Drive, Suite M101, St. George

Other

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Utah Department of Health, Division of Medicaid and Health Financing

Notice of Privacy Rights

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU MAY ACCESS THIS INFORMATION. PLEASE REVIEW IT CAREFULLY. Effective: September, 1 2013

The Utah Department of Health, Division of Medicaid and Health Financing (DMHF) is committed to protecting your medical information. DMHF is required by law to maintain the privacy of your medical information, provide this notice to you, and abide by the terms of this notice.

How We Use and Disclose Your Protected Health Information

DMHF may use your health information for conducting our business. Examples:

Treatment - We may use your health information to appropriately determine approvals or denials of your medical treatment. For example, if you are a Medicaid, Primary Care Network (PCN), Children's Health Insurance Program (CHIP), or a Utah's Premium Partnership for Health Insurance (UPP) recipient we may review the treatment plan provided by your health care provider to determine if it is medically necessary.

Payment - We may use your health information to determine your eligibility in the Medicaid, PCN, CHIP, or UPP program and make payment to your health care provider. For example, we may review claims for payment by DMHF for medical services you received from your provider.

Health Care Operations - We may use your health information to evaluate the performance of a health plan or a health care provider. For example, DMHF contracts with consultants who review the records of hospitals and other organizations to determine the quality of care you received.

Informational Purposes - We may use your health information to give you helpful information such as health plan choices, program benefit updates, and free medical exams.

Your Individual Rights

You have the right to:

- Request in writing restrictions on how we use and share your health information. We will consider all requests for restrictions carefully but are not required to agree to any restriction. *
- Request that we use a specific telephone number or address to communicate with you.
- Inspect and get a copy of your health information (including an electronic copy if we maintain the record electronically). Fees may apply. Under limited circumstances, we may deny you access to a portion of your health information and you may request a review of the denial.*
- Request in writing corrections or additions to your health information.*
- Change your participation in the Clinical Health Information Exchange (cHIE). Contact the cHIE by phone (801.466.7705), fax (801.466.7169), or at chie@uhin.org to change your participation status.
- Request an accounting of certain disclosures of your health information made by us. The accounting does not include disclosures made for treatment, payment, and health care operations and some disclosures required by law. Your request must state the period of time desired for the accounting, which must be within the six years prior to your request. The first accounting is free but a fee will apply if more than one request is made in a 12-month period.*
- Request a paper copy of this notice even if you agree to receive it electronically.
- Requests marked with a star (*) must be made in writing.

*Must be made in writing. Contact the DMHF Privacy Officer for the appropriate form for your request.

Contact the DMHF Privacy Officer to help you with any questions you may have about the privacy of your health information. The Privacy Officer will help you fill out any forms that are needed to exercise your privacy rights.

Sharing Your Health Information

There are limited situations when we are permitted or required to disclose health information without your signed authorization. These situations include activities necessary to administer the Medicaid, PCN, CHIP, and UPP programs and the following:

- To our business associates that perform services on our behalf. We require all business associates to appropriately safeguard your information in accordance with applicable law,
- As required by law. The use and disclosure will be made in full compliance with the applicable laws governing the disclosure.
- To the Department of Health to report communicable diseases, traumatic injuries, birth defects, or for vital statistics, such as a birth or a death;
- To a funeral director or an organ-donation agency when a patient dies, or to a medical examiner when appropriate to investigate a suspicious death;
- To state authorities to report child or elderly abuse;
- To law enforcement for certain types of crime-related injuries, such as gunshot;
- To the Secret Service or NSA to protect, for example, the country or the President;
- To a medical device's manufacturer, as required by the FDA, to monitor the safety of a medical device;
- To court officers or an administrative tribunal as required by law, in response to an order or a valid subpoena;
- To governmental authorities to prevent serious threats to the public's health or safety;
- To governmental agencies and other affected parties, to report a breach of health-information privacy;
- To a worker's compensation program if a person is injured at work and claims benefits under that program.

Other uses and disclosures of your health information, other than those explained above, require your signed authorization. For example, we will not use your health information unless you authorize us in writing to:

- Share any of your psychotherapy notes, if they exist, with a third party who is not part of your care;
- Share any of your health information with marketing companies; or
- Sell your identifiable health information.

You may revoke your authorization at any time with a written statement.

Our Privacy Responsibilities

DMHF is required by law to:

- Maintain the privacy of your health information;
- Provide this notice that describes the ways we may use and share your health information;
- Notify you if your health information was affected by a breach; and
- Follow the terms of the notice currently in effect.

We reserve the right to make changes to this notice at any time and make the new privacy practices effective for all information we maintain. Current notices will be posted in DMHF offices and on our website, http://health.utah.gov/hipaa. You may also request a copy of any notice from your DMHF Privacy Officer listed below:

Contact Us

If you would like further information about your privacy rights, are concerned that your privacy rights have been violated, or disagree with a decision that we made about access to your health information, Medicaid, PCN, CHIP, and UPP recipients should contact the DMHF Privacy Officer, Blake Anderson, 801-538-9925; 288 North 1460 West, PO Box 143102, Salt Lake City, Utah 84114-3102; blakeanderson@utah.gov.

We will investigate all complaints and will not retaliate against you for filing a complaint. You may also file a written complaint with the Office of Civil Rights, 200 Independence Avenue, S. W. Room 509F HHH Bldg., Washington, DC 20201. Or you may contact the Federal Office for Civil Rights by phone (303) 844-2024 or online www.hhs.gov/ocr.

UTAH DEPARTMENT OF
HEALTH

Primary Care Network

Information in the PCN Member Guide may change without notice. This guide contains a brief description of coverage and is not a policy, coverage or service agreement. A detailed description of coverage is available online in the PCN Provider Manual at health.utah.gov/medicaid/tree in the folder “Primary Care Network (PCN)”.

Primary Care Network
PO Box 143108
Salt Lake City, UT 84114-3108

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