

To contact an HPR
(Health Program
Representative) call
toll-free:
1-866-608-9422

Clientell

Utah Medical Benefit Information
www.health.utah.gov/umb

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Why should you have a Primary Care Provider?



A Primary Care Provider (PCP) is a doctor you see for most of your medical care.

Your PCP knows you and your medical history. A PCP sees you for regular care and sudden illness. If you need to see a specialist, your PCP will refer you to another doctor (heart doctor, bone doctor, etc.) A PCP watches over and directs all your medical care. Your PCP will make sure you can take all your medications without a problem.

Text 4 Baby

There is a program called "Text4Baby" that is a free health service, giving health information by text messages. Texts are sent to pregnant women and new mothers during their baby's first year.



Sign up by texting 'baby' to 511411, or enter your information online at <http://text4baby.org>. You will receive three free SMS text messages each week. E-mails are timed with the baby's due date or on your baby's birthday.

Co-pay and Co-insurance

You may have to pay a fee for some benefits and services. This fee is called a co-pay or co-insurance. You make a co-pay when you get services outside the hospital. Co-insurance is the fee you have to pay if you stay overnight in the hospital but it is not an emergency.

If you have to pay a co-pay it will show on your Medicaid card. A provider can refuse to see you if you do not pay your co-pay. Every time you pay a co-pay, get a receipt and save it. Medicare or other insurance may affect the amount you pay.



Co-pays are not required for:

- Children under the age of 18
- Pregnant women
- American Indians
- People living in a nursing home
- New Choices Waiver clients

Is it urgent care or should you go to the ER?

It saves a lot of money when you use an urgent clinic instead of going to an emergency room. The cost for one emergency room visit is equal to the cost of 12 urgent care clinic visits. Please use your Medicaid card wisely.

Examples of Urgent Care:

- Sprained wrist or ankle
- Earache
- Bad cough or high fever
- Vomiting a lot
- Sore throat



Examples of Emergency Room Care:

- Heavy bleeding
- Chest pain
- Trouble breathing
- Bad burns
- Broken bones

Why is there a Contracted Mental Health Plan (PMHP) on your Medicaid card?

Medicaid contracts with a PMHP in every county except San Juan and Wasatch. The PMHP for clients living in all other counties is printed on Medicaid cards. You will receive a booklet in the mail from your PMHP that will help you get mental health services.



You must get all mental health services through your PMHP. If you want to get services outside the PMHP, you must get approval from the PMHP before you receive outside services.

The Department of Workforce Services (DWS)

DWS provides eligibility for all Utah medical benefit programs. DWS is the only agency that can answer your questions about your eligibility. DWS can also help you if you haven't received or you have lost your Medicaid card. You can contact DWS online at <http://jobs.utah.gov> or by calling 1-866-435-7414.



UTAH DEPARTMENT OF
HEALTH