

# Utah Medicaid Benefits



[health.utah.gov/umb](http://health.utah.gov/umb)



UTAH DEPARTMENT OF  
**HEALTH**

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*This information may change at any time.*

# Translation Services



If you need someone to interpret for you, we will find a person who speaks or signs your language.

If you have a health or dental plan, call the plan to arrange for a person to interpret for you for your medical services.

If you *do not* have a health or dental plan, set up translation services with Medicaid, by calling:

The Medicaid Information Line

1-800-662-9651

# Medicaid Card



Medicaid members will get a wallet-sized Medicaid card. The Medicaid card will have your name, Medicaid ID number, and date of birth.

Each Medicaid member will get their own card. You will use this card whenever you are eligible for Medicaid. Please DO NOT lose or damage your card. A new card will NOT be mailed to you each month.

If you do lose or damage your card, please call the Department of Workforce Services at 1-866-435-7414 to get a replacement.

# Medicaid Card



Show your Medicaid card *before* you get medical services. If you have a health, or dental plan, your plan may also send you a separate plan card. Show both your Medicaid card and plan card when you see your medical providers.

This card does not prove you are eligible for Medicaid.

## Front

 UTAH DEPARTMENT OF  
**HEALTH**  
MEDICAID

*This card does not guarantee coverage.*

**NAME:**  
**ID:**  
**DOB:**

VERIFY THE MEDICAID MEMBER'S IDENTITY WITH PHOTO ID. USE OF THIS CARD BY ANY PERSON OTHER THAN THE MEDICAID MEMBER IS FRAUDULENT.

## Back

### Medicaid Members:

- Show this card with photo ID before getting medical care
- For information about your Medicaid benefits or claims, call toll-free 1-844-238-3091
- To verify your Medicaid eligibility, visit [mybenefits.utah.gov](http://mybenefits.utah.gov)
- For changes affecting your eligibility, visit [jobs.utah.gov/mycase](http://jobs.utah.gov/mycase) or call 1-866-435-7414
- If you have other insurance, report changes to ORS at 801-536-8798

### Medicaid Providers:

- Most members are enrolled in a health plan
- To verify eligibility, health plan enrollment, coverage dates, and covered benefits, call *AccessNow* at 1-800-662-9651 or visit [medicaid.utah.gov/eligibility](http://medicaid.utah.gov/eligibility)

# Medicaid Benefit Letter



You will receive a Benefit Letter which will show if you have a health plan, dental plan, prepaid mental health as well as co-payments, etc. If the information on the letter changes, you will receive a new Benefit Letter. This letter is only for your information.

Your providers are required to check your eligibility online or by phone each time you are seen. Your provider's office may ask to see photo ID with your card. Checking ID helps make sure someone else does not use your Medicaid card.

# County Selection Choices



Medicaid members living in the following counties must have a health a plan:

◆ Box Elder

◆ Davis

◆ Morgan

◆ Salt Lake

◆ Tooele

◆ Wasatch

◆ Weber

◆ Cache

◆ Iron

◆ Rich

◆ Summit

◆ Utah

◆ Washington

# County Selection Choices



## Other Counties:

Medicaid members living in counties other than those listed on slide 6, can choose to have a health plan or to have the Fee for Service Network. Medical services for the Fee for Service Network are paid by the state and not by a health plan.

Medicaid members who choose to have the Fee for Service Network must use Utah Medicaid providers.

Contact your providers and ask if they are a Utah Medicaid provider. Many state Medicaid providers work with health plans and prefer their patients choose a plan. Check with your provider before deciding on a health plan or the Fee for Service Network.

# Choices by County



County	Health Choice Utah	Healthy U	Molina	SelectHealth Community Care	Molina Plus	Fee for Service Network
Beaver					X	X
*Box Elder	X	X	X	X		
*Cache	X	X	X	X		
Carbon					X	X
Daggett					X	X
*Davis	X	X	X	X		
Duchesne					X	X
Emery					X	X
Garfield					X	X
Grand					X	X
*Iron	X		X	X		
Juab					X	X
Kane					X	X
Millard					X	X
*Morgan	X	X	X			
Piute					X	X
Rich					X	X
*Salt Lake	X	X	X	X		
San Juan					X	X
Sanpete					X	X
Sevier					X	X
*Summit	X	X	X	X		
*Tooele	X	X	X			
Uintah					X	X
*Utah	X	X	X	X		
*Wasatch	X	X	X	X		
*Washington	X		X	X		
Wayne					X	X
*Weber	X	X	X	X		

**\*Members living in a county marked with yellow must choose a health plan or one will be automatically assigned.**

# Dental Plans



*Pregnant women and Medicaid members who qualify for the CHEC program who live in Davis, Salt Lake, Utah or Weber County must choose a dental plan or one will be automatically assigned.*

*Pregnant women and children living in other counties do not choose a dental plan.*

*Non-pregnant adults have emergency dental benefits and do not choose a dental plan.*

# Birth Control



You can get family planning services without a co-pay. You do not need a referral. You can get some types of birth control in the doctor's office. For other birth control, the doctor will write a prescription.

The following forms of birth control *may* be covered by your Medicaid program:

- Condoms
- Contraceptive Implants
- Creams
- Diaphragm
- Emergency Birth Control  
(Morning After Pill)
- Foams
- IUD
- Patches
- Pills
- Rings
- Shots  
(Depo-Provera)
- Sterilization\*

\*Medicaid may pay for a woman to get her tubes tied or a man to have a vasectomy (sterilization). You must be 21 years or older, and both you and your doctor must sign a consent form 30 days before the surgery. Your provider will need to get a prior approval for sterilization. Medicaid does not pay to reverse these surgeries.

***Not all benefits are available for everyone. Benefits are based on your medical program.***

# CHEC



Child Health Evaluation and Care (CHEC) is the name of the Utah Medicaid benefit for children. CHEC can help you keep your child healthy.

To help your child stay healthy, CHEC offers:

- Well-child visits
- Immunizations (shots)
- Vision tests, hearing tests and dental visits
- Local Health Department nurses who help you understand how important CHEC visits are and will help schedule CHEC visits
- Medically necessary services that are not always paid by Medicaid

# CHEC Exams



Utah follows the American Academy of Pediatrician's (AAP) schedule. We ask you to get well-child visits at the following ages:

Stage		Age									
Infancy	3 -5 days after birth	1 month	2 months	4 months	6 months	9 months	12 months				
	Early Childhood	15 months	18 months	24 months	3 years	4 years					
Middle to late childhood	5 years	6 years	7 years	10 years							
Adolescence	11 years	12 years	13 years	14 years	15 years	16 years	17 years	18 years	19 years	20 years	

# Learn To Use Medicaid Benefits



If you live in Weber, Davis, Salt Lake or Utah counties, contact a Health Program Representative (HPR) to schedule a *free* class about your Medicaid benefits. The class is usually less than an hour.

To contact an HPR call 1-866-608-9422

If you live in another county, not listed above, your Local Health Department HPR can help you learn about your benefits. Contact you local health department.

# Know Before You Go Urgent or Emergent Care?



Did you know that Medicaid can pay for twelve doctor or urgent care visits for the same cost as one emergency room visit?

## Examples of Urgent Care:

- Sprained wrist or ankle
- Earache
- Bad cough and fever
- Vomiting often
- Sore throat

## Examples of Emergency Care:

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

*Please use your Medicaid card wisely.*

# Co-Payments



You may have to pay a fee for some benefits and services. This fee is called a co-payment or co-insurance. *If you have to pay a fee, a message will print on your Medicaid card.*

You may have to pay a fee when you:

- Visit a doctor or a clinic
- Visit the hospital for outpatient services
- Visit the hospital for a non-emergency stay (more than 24 hours)
- Pick up a prescription

Other things you should know about co-payments:

- Each time you pay a fee you should get a receipt and save it
- If you do not pay your co-payment, your provider can send your bill to collection
- Medicare or other insurance may affect the amount you pay

*Please note: Pregnant women, children, American Indians and Alaskan Natives do not have co-payments.*

# Rights



You have the right to:

- Be treated fairly and with courtesy and respect
- Have your privacy protected and be treated with dignity
- Get medical care no matter what your race, color, nationality, disability, sex, religion or age
- Receive information on all available treatment options
- Participate in decisions about your medical care, including refusing treatment
- Ask for a copy of records and request they be changed

# Responsibilities



You are responsible to:

- Tell DWS if you do not receive your Medicaid card or something is not right on it
- Show your Medicaid card every time you get care
- Keep your Medicaid card
- Use your Medicaid card wisely
- Keep your appointments or cancel in advance
- Respect your providers and their staff
- Pay your co-pay at the time of service

# We Look Forward to Helping You



We would like to help you understand your Medicaid benefits and know how to use your Medicaid card.

**801-536-9422** *(Salt Lake County)*

**1-866-608-9422** *(Toll Free)*

Find more information on our website

[www.health.utah.gov/umb](http://www.health.utah.gov/umb)