



NEWSLETTER

HEALTHY U MEDICAID

Diabetic Eye Exams

If you have diabetes, taking care of your eyes is very important. People with diabetes are at high risk for eyesight problems. One complication of diabetes that affects the eyes is called diabetic retinopathy. It is the most common cause of vision loss and blindness in adults ages 20–74.

SEE YOUR EYE DOCTOR RIGHT AWAY IF YOU HAVE ANY OF THE FOLLOWING SYMPTOMS:

- Blurred vision
- Flashes of light in your eyes
- Pain or pressure in your eyes
- Dark or floating spots in your vision
- Trouble viewing things out of the corners of your eyes

Visit your eye doctor every year for a dilated eye exam. Do you need help finding a doctor? Call Member Services at **1-833-981-0212**.

Source: www.cdc.gov/diabetes/diabetes-complications/diabetes-and-vision-loss.html



What Should I know about Cervical Cancer Screening?

The Pap test and HPV test can help prevent cervical cancer or find it early. Both tests can be done in a doctor's office. Women who are age 21 years and older should be screened.

- The Pap test (or Pap smear) looks for cell changes on the cervix that might be pre-cancer cells. These cells can become cervical cancer if not treated.
- The HPV test looks for the virus (human papillomavirus) that can cause cell changes on the cervix.

Talk to your doctor about which testing options is right for you. Need help finding a doctor? Healthy U in-network providers can be found on our website uhealthplan.utah.edu or call Healthy U Customer Service at **833-981-0212**.

Source: www.cdc.gov/cervical-cancer/screening/?CDC_AAref_Val=https://www.cdc.gov/cancer/cervical/basic_info/screening.htm

Mammogram Screenings

A mammogram is an X-ray picture of the breast. Doctors use the X-ray to look for early signs of breast cancer. Women age 40 years and older should have a yearly mammogram.

WHAT IF MY MAMMOGRAM IS NORMAL?

Continue to get yearly mammograms. Mammograms work best when they can be compared with the previous one. This allows the radiologist to compare them to look for changes in your breasts.

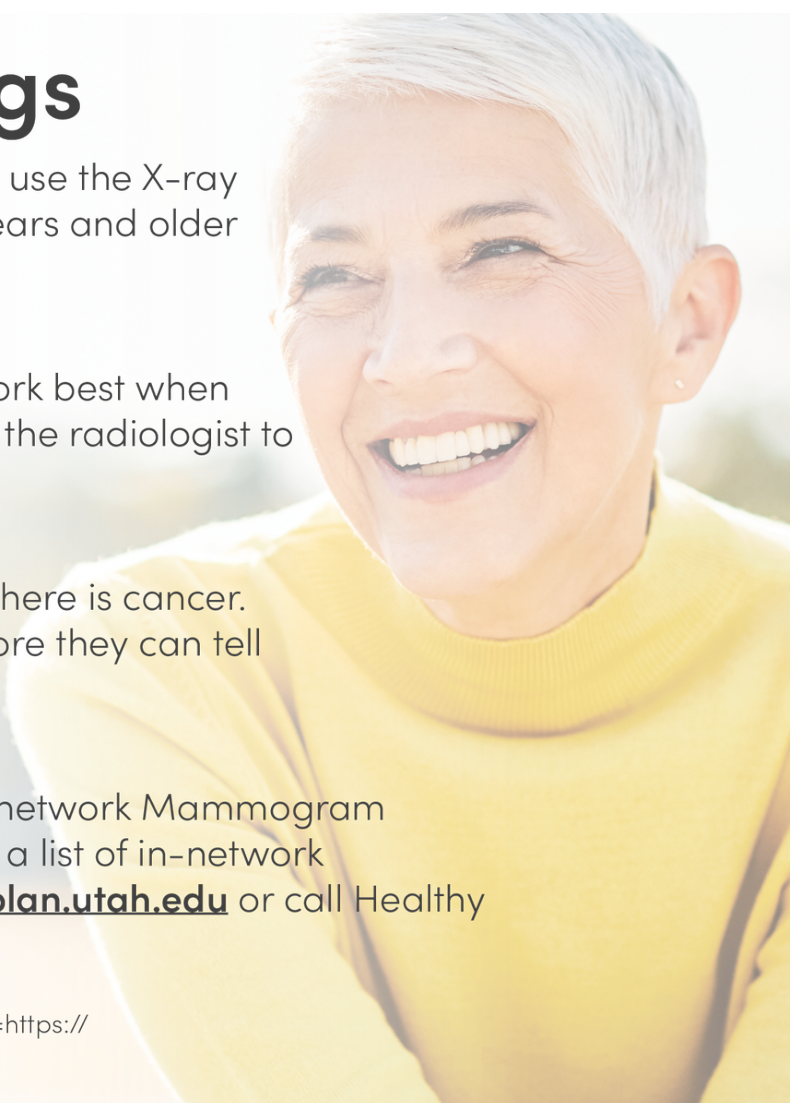
WHAT HAPPENS IF MY MAMMOGRAM IS ABNORMAL?

An abnormal mammogram does not always mean that there is cancer. Your doctor may have additional test or exams done before they can tell for sure and will decide what the best next steps will be.

WHERE CAN I GET A MAMMOGRAM?

A mammogram is a covered benefit. There are many in-network Mammogram Screening Centers in the Healthy U network. You can find a list of in-network mammogram screening centers on our website uhealthplan.utah.edu or call Healthy U Customer Service at **833-981-0212**.

Source: www.cdc.gov/breast-cancer/about/mammograms.html?CDC_AAref_Val=https://www.cdc.gov/cancer/breast/basic_info/mammograms.htm



MAMMOGRAM SCREENING CENTERS IN THE HEALTHY U NETWORK



STAY HEALTHY: VISIT YOUR PRIMARY CARE PROVIDER

Did you know it is important to visit a primary care provider even when you aren't sick?



WHAT IS A PRIMARY CARE PROVIDER?

A primary care provider (PCP) is a healthcare professional who helps you manage your health needs. A PCP can teach you ways to stay healthy, treat you when you are sick, and help you get care when you need it.



ANNUAL CHECK-UPS

Regular health exams can keep you healthy. Your PCP can tell you which tests and screenings you need depending on your age, health status, family history, and lifestyle choices, such as what you eat, how active you are, and whether you smoke. You should have a health check-up once a year.



DO YOU HAVE A PCP?

You can choose a PCP by logging in to the member portal. Create a free account at MyUofUHealthPlans.org Do you need help choosing a PCP? Call Member Services at **1-833-981-0212**.

Visit the National Institute of Health website for tips on choosing a primary care provider:

www.nia.nih.gov/health/how-choose-doctor-you-can-talk

Pharmacy Customer Service

Help filling a prescription 24 hours, 7 days a week at **1-855-856-5694**



HEALTHY U MEDICAID EDUCATION AND RESOURCES

Contact Information

Member Services, Claims & Interpreter Services
801-213-4104 or toll-free at 833-981-0212
8 a.m. to 6 p.m.

Care Management
801-213-4104 or 833-981-0212

On the Internet
uhealthplan.utah.edu

Utah Relay Services
TTY/TDD 1-800-346-4128
En Espanol 1-888-346-3162

Report Suspected Fraud
801-213-4104 or 833-981-0212

Fax
801-281-6121

By Mail
Healthy U Medicaid
P.O. Box 45180
Salt Lake City, UT 84145-0180



Nondiscrimination Policy

You have the right to get medical care and be treated with dignity and respect no matter what your race, color, sex, religion, national origin, disability or age. Healthy U does not prohibit or restrict providers from acting within their lawful scope of practice or discriminate against health care professionals who serve high-risk populations who specialize in the treatment of costly conditions. Healthy U's nondiscrimination policy complies with Title VI of the Civil Rights Act of 1973, the Age Discrimination Act of 1990 and the University of Utah Policy and Procedures 1999, Sections 2-6.

MEMBER HANDBOOK / URGENT SERVICES / APPEAL GRIEVANCE

Members can request a copy of the Healthy U Member's handbook by visiting the Healthy U website, uhealthplan.utah.edu, or by contacting Customer Service at 801-213-4104. Members can file an appeal or grievance by visiting uhealthplan.utah.edu. Need urgent care or emergency services? Contact Customer Service at 801-213-4104 or visit uhealthplan.utah.edu to find an urgent care center or hospital near you.

NEWBORN'S AND MOTHER'S HEALTH PROTECTION ACT (NMHPA)

The Newborns' Act is the amount of time you and your newborn child are covered for a hospital stay following childbirth. For a vaginal delivery you can stay in the hospital for up to 48 hours. For a C-section you can stay in the hospital for up to 96 hours. However, your provider may decide after talking to you, to let you or your newborn child leave the hospital earlier. For more information on the Newborns' Act please visit: <https://www.doh.gov/general/topic/health-plans/newborns>.

YOUR RESPONSIBILITIES

Always talk with your doctor about any health information in newsletters or on websites to make sure that it is best for you. Never use this information to make health decisions- do what your doctor says is best.

HEALTHY U MEDICAID

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