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# *MEMBER HANDBOOK*

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*Update February 2007*



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## Welcome to HOME

Thank you for choosing HOME. Please read this handbook. We wrote it to help you get the care you need. If you need help reading a section, ask any HOME staff to read it to you. Please call us if you need another Member handbook.

For more information about HOME, call (801) 581-5515 or toll free at 1(800) 824-2073. You can visit our website at <http://uuhsc.utah.edu/unihome/>. Our website has more information about HOME and also includes our Member Handbook.

## Bienvenidos a HOME

Gracias por elegir HOME. Contamos con los servicios de doctores calificados en los diferentes centros médicos afiliados, que incluyen clínicas y hospitales. Así ayudarle de la mejor manera en la atención de su salud.

Sírvase leer este manual, que también lo puede encontrar en nuestro portal <http://uuhsc.utah.edu/unihome/>. El presente manual lo hemos elaborado con el fin de ayudarle a recibir la atención de salud que usted necesita. Si desea una copia de este documento en español, o una copia anual del mismo, sírvase llamar a Servicios para Miembros cuyo teléfono es (801) 581-5515 o al 1(800) 824-2073.

De otro lado, si necesita que alguien lea para usted alguna sección del manual, sírvase contactarnos.

## How the HOME Program Works

It is easy to be a member of HOME. HOME helps you get your medical care and mental health care in one place (the HOME clinic). HOME has a team of doctors, nurses, social workers, psychologists, psychiatrists, mental health therapists, specialists, medical assistants and others that help you get the care you need.

You get your primary care or regular medical care (check ups, immunizations, etc.) from a Primary Care Provider (PCP) who works with the person who knows you the best and can help you get the care you need. You also get your mental and behavioral health care from the HOME clinic.

Your PCP will refer you to any kind of health care that the HOME clinic does not give. Do not go to a specialist without a referral from your PCP. You must have a referral from your PCP to see a doctor who is not with HOME.

## Interpreter Services

We know it may be hard to understand us or your doctor if your first language is not English or if you are hard of hearing. You can notify Member Services to ask for an interpreter to be at the clinic for your visit.

We have free interpreters for any language, including sign language. We will get an interpreter to help you over the phone. We also can have an interpreter meet you at your clinic visit to help you understand what your doctor tells you.

If you are deaf or hard of hearing, you can call Utah Relay Services at 711 or 1(800) 346-4128. If you speak Spanish, you can call Spanish Relay Utah at 1(888) 346-3162; these are free public telephone relay services or TTY/TDD. If you have a hard time speaking, you can call 1(888) 346-5822 and a trained person will help you.

## Servicios de Intérprete

Sabemos que puede ser difícil entendernos o entender a su doctor si su idioma materno no es el inglés o tiene alguna dificultad para escuchar. Por ello, pensando en usted, le recomendamos buscar al reverso de este manual donde encontrará algún doctor que hable su idioma. También puede llamar a Servicios para Miembros para pedir un doctor que hable su idioma.

Además de estas opciones, tenemos intérpretes gratuitos en cualquier idioma (incluyendo el lenguaje de señas); así ayudarle a entender las indicaciones de su doctor. Pero este servicio comunicaciones por teléfono que usted realice.

Si usted es sordo o presenta dificultades de audición, puede llamar a Servicios de Transmisión de Utah cuyo teléfono es: 711 o al 1(800) 345-4128. Si habla español cuyo teléfono es: 1(888) 346-3162 (Utah). Estas son líneas telefónicas de servicios de transmisión gratuitas y abiertas al público o TTY/TDD. De otro lado, si tiene problemas al hablar, puede llamar al 1(888) 346-5822 y una persona capacitada lo ayudará.

## Who Can Enroll in HOME?

You can enroll in HOME if:

- You have a developmental disability and mental illness or behavior problems
- You want to get medical and mental health care at one place



### **PRESENT YOUR MEDICAID “HOME” CARD AT ALL VISITS**

If you have other insurance let the staff know at the time of your clinic visit. If you have a question about what services are covered, call HOME Member Services at (801) 585-1819.

## Important Phone Numbers for HOME

|                               |                            |
|-------------------------------|----------------------------|
| Main Phone Number for HOME    | (801) 581-5515             |
| Member Services               | (801) 585-1819             |
| Complaints                    | (801) 587-3109             |
| Scheduling an Appointment     | (801) 585-3828             |
| Case Managers                 | (801) 585-3413 or 581-8717 |
| After Hours Emergency Number* | (801) 583-2500             |
| Home Fax                      | (801) 581-8979             |
| Toll Free Number              | 1(800) 824-2073            |

\*If you call after hours please let the operator know you are with HOME.

## HOME Clinic Address

650 Komasa Drive, Suite 200  
Salt Lake City, UT 84108

See the map on page 22.

## How to Find Us

Home is located north of Sunnyside Avenue (8<sup>th</sup> South) and east of Foothill Boulevard. We are in Research Park just one block east of Foothill Boulevard. You will take Foothill Blvd then turn east on Wakara Way. The first street on the right is Komasa Drive. Turn right on Komasa Drive. Follow Komasa Drive heading South to the 650 building. Parking and the main entrance is on the west side of the building.

Home is on the 2<sup>nd</sup> floor, suite 200. The door to the clinic is near the stairway and elevators on the second floor. Turn right when you get off the elevator. Questions call: (801) 581-5515.

Visit our website for a map to the clinic <http://uuhs.utah.edu/unihome/>

## What Makes HOME Different From Other Health Plans?

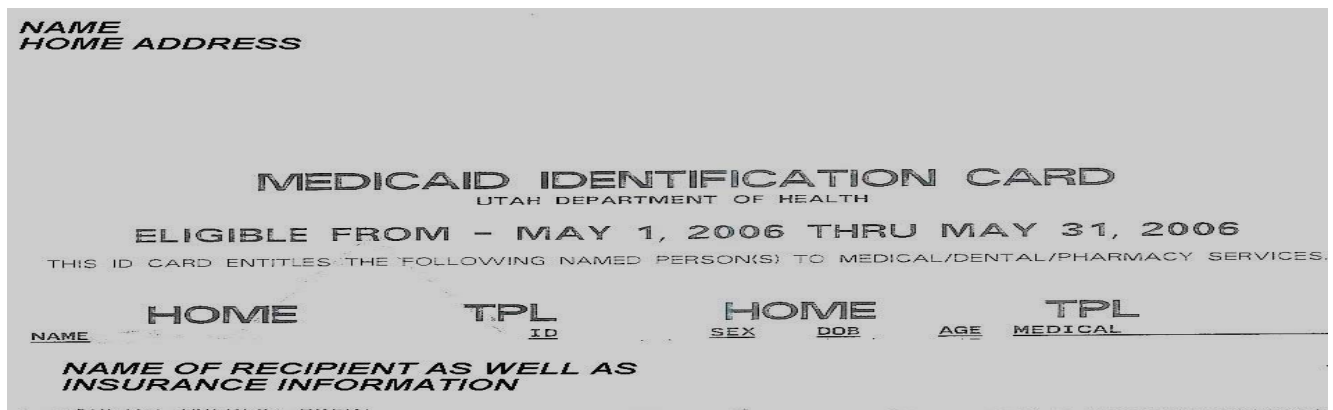
- You will have a Welcome Intake Visit with a doctor, nurse and case manager
- We can help you with school, work or home issues
- We may even see you at your home or work about your health concerns
- We see you at least every six months (if not more often) for check-ups
- We take the needed time to talk with you during your clinic visits
- Our team is trained in helping people with disabilities and mental health issues
- We review your treatment plan at least once a year to make sure you get the care you need
- The HOME team meets every morning to talk about the needs of HOME clients
- We have a Parent Provider Council

## What is Case Management and Care Coordination?

A case manager is a specially trained person who works with you, your family and your doctor to help you get the care you need. You can call your case manager when you have questions or concerns. Your case manager will make sure your concerns are shared with the team. They will call to let you know what to do about your concern. The doctor may want to see you in the clinic or the case manager may ask to call you later to see how you are doing. The case manager will return your call within 24 hours or the next working day.

Your case manager may also call you to help you get your needed care or services. You can also talk with a medical assistant about the services you need. You will talk with your case manager and medical assistant the most.

## What Will My Medicaid Card Look Like?



ALWAYS show your MEDICAID “HOME” CARD when you see a doctor or go to a hospital.

## How do I Make an Appointment for Medical Care?



Call the HOME Clinic Scheduling Clerk, (801) 585-3828. We will schedule your appointment as soon as you need it.

We like to schedule appointments with your PCP as follows:

Routine, non urgent: Within 30 days of your call

Urgent but not life threatening care: Same day or within 24 hours of your call

School Physicals: Within 30 to 60 days of your request

We like to schedule appointments with a specialist as follows:

Routine, non urgent: Within 30 days of your call

Urgent but not life-threatening care: Same day or within 24 hours of your call

## What about Other Types of Appointments?

We like to schedule other types of appointments as follows:

**Medication refills and medication checks:** The HOME staff likes to see you every 3 to 6 months. If you need us to call in a prescription to your pharmacy, please give us 48 hours to complete your request.

**Therapy visits:** We have mental health therapists you can talk to. These visits are voluntary.

**Groups:** You can attend special groups that we have for you. Flyers are posted in the clinic to let you know when these groups meet.

**Behavior Support:** We help you look at positive ways to deal with problems or concerns that you may have at school and at home.

## Does HOME Offer Health Care for Children (CHEC)?

Yes. There is a special program for your children called CHEC (Child Health Evaluation and Care). The CHEC program is for children up to age 21. Your children need to have regular check-ups to make sure they are growing the way they should. This means checking for eyesight, hearing, speech and other health problems.

Regular and early testing can help treat problems before they get too bad. Home's Primary care providers will provide the CHEC services. There are a lot of health services and treatments that HOME will pay for that are not covered for adults.

### ***What services are offered through CHEC?***

- Complete well-child exams
- Immunizations
- Medical tests to make sure your children are healthy
- Education to help you learn about your children's health needs and how they grow

## For Women Only

HOME covers Pap tests and gynecological exams. You can schedule your exam with your HOME PCP or with a Gynecologist. If you need to see a specialist, HOME will help you choose one.

Family planning services means information, counseling, and treatments for birth control. Birth control is important so that you can plan when or if you want to have a baby. HOME covers family planning services. You can go to any provider for family planning services even if he or she is not a HOME provider.

The general Medicaid program pays for birth control methods that require a prescription. For more information, call Medicaid (801) 538-6155 or 1(800) 662-9651.

HOME covers prenatal care (care when you are pregnant). It is important for you to get prenatal care if you become pregnant. You can choose an Obstetrics and Gynecology doctor (OB/GYN), a Certified Nurse Midwife (CNM), or other PCP for prenatal care. HOME honors the Newborn's and Mother's Health Protection Act. When you have your baby, you and your baby have the right to stay in the hospital for 48 hours for a vaginal delivery and 96 hours for a c-section.

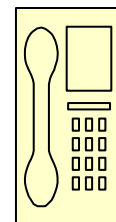
It is important that all pregnant women get tested for sexually transmitted diseases (STDs) like gonorrhea, Chlamydia, and HIV/AIDs. HOME covers testing for STDs.

## What if I Need to See a Specialist?

Your PCP will refer you to other HOME specialists if you need specialty care. When you need care from a doctor who is not with HOME you need a referral from your PCP. If the doctor is not with HOME the doctor must get prior approval from us. In an emergency you don't need a referral.

## Who do I Call on Weekends and After Hours?

HOME has doctors on call at all times (24 hours and 7 days a week). Call (801) 583-2500 and tell the operator you are a HOME client and need to talk to the doctor. The operator will have the doctor call you back.



## What if I Travel Outside of Utah?

If you are hurt or get sick when you are not in Utah you can still get care. Show the clinic or hospital your Medicaid HOME card. Have them call the HOME clinic toll free at 1(800) 824-2073 to tell us about the care they gave you.

If you need emergency care go to the nearest hospital. If you are admitted to the hospital following a visit to the emergency room, call us as soon as you can. We will set up an appointment when you come back home.

## What is Emergency Care?

Examples of emergency care are:

- Chest pain
- Stroke symptoms
- Heavy bleeding
- Poisoning or overdose
- Severe allergic reactions
- Trouble breathing
- Unconsciousness
- Broken bones
- Seizures

Prior Authorization is NOT required for emergency services. If you think your problem might be an emergency, call 911 or go to the nearest hospital emergency room. The hospital must call us if you get admitted.

Remember to call the HOME clinic at (801) 585-3828 after you get emergency care so you get a follow-up appointment.

Do not use the emergency room for routine health care problems.

You can also call (801) 583-2500 and tell the operator you are with HOME. The operator will have the on-call doctor call you. The hospital must call us if you get admitted.

**Remember: Only emergency care and care in the hospital after emergency care are covered when you travel. Follow-up care is not covered unless you are too sick to come home.**

## What is Urgent Care?

Examples of urgent medical needs are:

- Severe vomiting
- Cuts that need stitches
- Burns that are not life threatening
- Sprains or broken bones

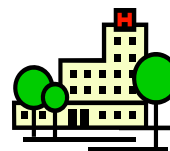
Some problems need to be taken care of quickly but are not emergencies. For urgent care call the HOME Clinic, Monday - Friday 8:00 a.m. to 5:00 p.m., at (801) 585-3828. The HOME clinic will see you within 24 hours or refer you to an Urgent Care Center. You can also call (801) 583-2500 and tell the operator you are with HOME. The operator will have the on-call doctor call you.

HOME Urgent Care Centers are listed on the next two pages. Check the web site at <http://uuhsc.utah.edu/uhealthplan> for a current list of urgent care centers.

| <b>City Location</b> | <b>Clinic Name &amp; Address</b>   | <b>Phone Number</b> |
|----------------------|--|---------------------|
| American Fork        | After Hours Urgent Care<br>476 North 900 West, Suite C<br>Mon. – Sun. 8:00 a.m. to 10:00 p.m.  | (801) 492-1611      |
| Bountiful            | First Med North Urgent Care<br>214 West 1500 South<br>Mon. – Sat. 9:00 a.m. to 9:00 p.m.<br>Sun. 1:00 p.m. to 9:00 p.m.                  | (801) 295-6483      |
| Draper               | After Hours Clinic<br>Draper Clinic 1126 East 12300 South<br>Mon.- Sun. 8:00 a.m. to 10:00 p.m.  | (801) 545-0600      |
| Lehi                 | Mountain Medical Urgent Care<br>127 East Main, Suite E<br>Mon. – Fri. 9:00 a.m. to 9:00 p.m.<br>Sat. – Sun. 9:00 a.m. to 3:00 p.m.       | (801) 768-1555      |
| Magna                | Magna Center for Family Medicine<br>8211 West 3500 South<br>Mon.-Fri. 7:00 a.m. to 10:00 p.m.<br>Sat. – Sun. 8:00 a.m. to 10:00 p.m.     | (801) 250-9638      |
| Murray               | First Med Urgent Care<br>5911 South Fashion Blvd, Suite 100<br>Mon. –Fri. 5:00 p.m. to 12:00 a.m.<br>Sat. –Sun. 12:00 p.m. to 12:00 a.m. | (801) 266-6483      |
| Ogden Clinic         | Ogden Clinic Urgent Care<br>4650 Harrison Blvd<br>Mon. – Fri. 8:00 a.m. to 9:00 p.m.<br>Sat. – Sun. 10:00 a.m. to 9:00 p.m.              | (801) 476-2236      |
| Orem                 | UUHC Parkway Urgent Care<br>145 West University Parkway<br>Sat. 9:00 a.m. to 12:00 p.m.  | (801) 234-8600      |
| Provo                | Riverwoods Urgent Care Center<br>280 West Riverpark Drive<br>Mon.-Sun. 9:00 a.m. to 12:00 p.m.   | (801) 229-2011      |
| Roy                  | Ogden Clinic – Roy After Hours<br>5430 South 1900 West<br>Mon. - Fri. 5:00 p.m. to 8:00 p.m.<br>Sat. – Sun. 10:00 a.m. to 5:00 p.m.      | (801) 779-9975      |

| <b>City Location<br/>(continued)</b> | <b>Clinic Name &amp; Address</b>  | <b>Phone Number</b>  |
|--------------------------------------|---|--|
| Salt Lake City                       | FirstMed East Urgent Care Clinic<br>1950 East 7000 South<br>Mon. – Sun. 9:00 a.m. to 9:00 p.m.<br><br>Nurse Practitioner Health Care Associates<br>4568 South Highland Drive, #290<br>Mon. – Fri. 1:00 p.m. to 9:00 p.m.<br>Saturday 10:00 a.m. to 4:00 p.m.<br><br>UUHC Redwood Urgent Care Center<br>1525 West 2100 South<br>Mon. – Fri. 5:00 p.m. to 8:00 p.m.<br>Sat. – Sun. 9:00 a.m. to 8:00 p.m. | (801) 943-3300<br><br>(801) 274-6127<br><br>(801) 887-2499 |
| South Jordan                         | Copperview Medical Center<br>3556 West 9800 South<br>Mon. – Fri. 8:00 a.m. to 10:00 p.m.<br>Sat. – Sun. 10:00 a.m. to 8:00 p.m.<br>Holidays 12:00 p.m. to 8:00 p.m.   | (801) 567-9780   |
| West Jordan                          | First Med West Urgent Care<br>8822 S. Redwood Rd., Suite E 122<br>Mon. - Fri. 8:00 a.m. to 10:00 p.m.<br>Sat. 9:00 a.m. to 10:00 p.m.<br>Sun. 12:00p.m. to 10:00 p.m.   | (801) 256-0009   |
| West Valley City                     | West Valley After Hours Clinic<br>3451 South 5600 West<br>Mon. – Sun. 8:00 a.m. to 10:00 p.m.   | (801) 957-0900   |

## What If I Have to Stay in the Hospital?



If you need to be in the hospital you will be admitted to the U of U Hospital or University Neuropsychiatric Institute (UNI) for your care. The HOME staff will discuss your health needs with the doctors and nurses taking care of you. A HOME team member will meet with the doctors and nurses to arrange your discharge from the hospital. There will be a follow-up visit in the HOME clinic once you get home.

All admissions to non HOME hospitals need authorization. The non HOME hospital will call HOME about the admission. Show your HOME Medicaid card so they know you are with HOME. The hospital will call HOME at (801) 581-5515 to tell us you were admitted.

## What If I Want to Change My Health Plan?

You can change your health plan if you don't want to be with HOME. You can call Member Services at (801) 585-1819 to let us know. We will let Medicaid know you don't want to be with HOME. We will send your records to a new provider with your consent.

## Can My Coverage with HOME End?

Yes, your coverage may end if:

- You are no longer eligible for Utah Medicaid
- You let another person use your Utah Medicaid card
- You use someone else's Medicaid card
- You are in a skilled nursing facility or long term care facility for more than 30 days
- You are admitted to an ICFMR, Utah State Hospital or Developmental Center
- You are abusive or threatening to HOME staff



## What are My Member Rights?

HOME wants to give you the best care and service. As a HOME member, you have the right to:

- Get information about HOME
- Be treated with respect
- Have your medical visits, conditions, and records kept private
- Ask for and receive a copy of your medical record, and ask to have it corrected if needed
- Get information about your health and medical care including how a treatment will affect you and your options
- Make decisions about your care, including refusing treatment, if you are an adult or you are your own legal guardian
- Understand what can happen if you refuse to do what the doctor or nurses ask you to do
- Be free from restraint or seclusion if it is used to discipline, to retaliate or for convenience
- Not be treated badly if you use your rights
- Have privacy
- Choose not to be with HOME
- Make a complaint (Grievance) about HOME or the care you were given
- Appeal a decision made by HOME
- Get care within the time-frame listed on page 7 of this handbook
- Get medical care regardless of your race, color, national origin, disability (mental or physical), sex, religion or age. Call our Civil Rights Coordinator at (801) 587-3109 if you think you have not been treated fairly

- Adults have the right to accept or refuse care, even if the care might keep you alive. HOME will honor your choices
- Ask for the following information:
  - Your rights
  - Your responsibilities
  - The services we offer
  - How to get help and emergency care when the HOME clinic is closed
  - Involvement in medical research
  - Grievances and Appeals
  - How HOME operates such as our policy for selecting providers, what we require of them, any practice guidelines (rules) we use to care for you, and our confidentiality policy. If you need help understanding any of this information, call us at (801) 585-3828.

## **What are My Member Responsibilities?**

To keep you healthy and to help us care for you, please remember to:

- Read this member handbook. If you need help understanding it, please call HOME Member Services at (801) 585-1819.
- Use the HOME Clinic for your primary care and other services.
- Keep your appointments. Call at least 24 hours before your appointment if you can't keep it.
- Make a clinic appointment at least twice a year.
- Do what your doctors and care givers tell you. Let them know if you don't agree with your care.
- Let HOME and your Medicaid Eligibility Worker know if you move, change your phone number, get married or divorced.
- Let HOME and your Medicaid Eligibility Worker know if you have other insurance or there is a change with your insurance.
- Respect the staff and property at the HOME clinic.
- Stay fit and well by taking care of yourself and your family.
- Read information that HOME sends you.

## **Who Can Make Decisions About My Health Care?**

Adults can make an Advance Directive. This is a *written instruction* from you that lets others know what health care you want if you get very sick and can't decide for yourself. The form has no effect unless you are determined to lack capacity to make your own health care decisions. Under Utah law, there is one primary form used as an Advance Directive. Please ask the HOME Program if you would like to see a copy of that form.

Experts encourage individuals to obtain and complete an advance directive form before coming to the hospital. It is important to review the form carefully and consider seriously one's wishes before completing the form. It may be necessary to communicate with friends and loved ones about your wishes so that they will understand what you would want to have done if you lose the ability to speak for yourself.

One type of advance direct is to appoint, in advance, an agent who can speak on your behalf if you lose the ability to speak on your own behalf. The agent should be someone you trust to make health care decisions for you. Using Utah's advance directive form, you can give certain powers to your agent, or similarly you may restrict your agent from having certain legal powers.

After you write down your advance directive tell your family and other loved ones, your agent if any, and your doctor about your wishes. If you have more than one doctor you should give a copy to all of your doctors. Then, give these people a copy of your advance directive. If you do not have an advance directive, the doctor will ask your family members or other loved ones what to do if you can't make your own decisions.

If you need information about advance directives, call Utah Legal Services at (801) 328-9981. If you feel your doctor didn't carry out your advance directive, call the Medicaid Bureau of Program Certification at (801)538-6158 or 1(800) 662-4157. The website links are [http://aging.utah.edu/utah\\_coa/directives/index.html](http://aging.utah.edu/utah_coa/directives/index.html) or [http://aging.utah.edu/utah\\_coa/index.html](http://aging.utah.edu/utah_coa/index.html)

## **What If I Have a Complaint or Grievance?**

If you have a complaint (grievance) you can call HOME Member Services (801) 585-1819 or ask to speak with a case manager or administrator. We will ask you to tell us what is wrong and we will let you know our findings by phone or in writing. If you are not happy with the decision you may file a grievance.

### **How do I file a Grievance?**

HOME will take your Grievance over the phone or in writing. You or your authorized representative may call HOME Complaint Services at (801) 587-3109. If you want to give us a written Grievance, you can fax it to us at (801) 581-8979 or mail it to:

HOME  
Grievance Committee  
650 Komas Drive, #200  
SLC, UT 84108

Your HOME or Medicaid benefits won't stop because you file a Grievance. HOME will give you a decision within 30 calendar days after we get your Grievance by either calling you or sending

you a letter (we will send a letter if you gave us your Grievance in writing). If we need more time, we will let you know by sending you a letter.

If you need help filing a Grievance, call HOME Member Services at (801) 585-1819.

## **What are Actions and Appeals?**

### **What are Actions?**

Actions are when HOME:

- Denies (turns down) services or approves fewer services than you or your doctor asked for
- Decreases the number of services or ends a service we previously approved. If you agree with the change, it is not an Action (it's only an Action if you disagree)
- Denies payment for a service that you might have to pay for
- Doesn't give you an appointment within the required amount of time
- Doesn't decide on an Appeal or Grievance you filed with HOME when we should have

### **How will I know if HOME is taking an Action?**

We will send you a letter called a Notice of Action. You may Appeal the Action.

### **What is an Appeal?**

An Appeal is your written request to have us look at the Action again to see if we made the best decision.

### **Who can file an Appeal?**

You or your authorized representative or your doctor may file an appeal. Your doctor needs your permission to file an Appeal on your behalf.

### **When does an Appeal have to be filed?**

The Notice of Action letter will tell you how to file an Appeal. It will also tell you how long you have to tell us you want to Appeal. Sometimes you must let us know within 10 calendar days and other times within 30 days of the date of Notice of Action letter. We will let you know which time period you need to go by in the letter.

### **When will HOME tell me what they decided?**

We will tell you what we decide in a letter. This letter is called a Notice of Appeal Resolution. You will get this letter within 30 calendar days after we get your Appeal. If we need more time, we will let you know by sending you a letter. If you want us take more time to make a decision you can let us know.

If you, your provider, or we think it is important to make a decision on your Appeal quickly, we will usually make a decision within 3 working days. Sometimes we need to make a decision on

your Appeal quickly. This is called an expedited Appeal. You or your doctor can ask us for an expedited Appeal. We may do this even if you don't ask. We will make a decision for an expedited Appeal by 3 working days.

Your benefits will not be stopped because you filed an Appeal. If we are stopping, limiting or denying services, you can ask us to continue the benefits. But, you may have to pay for the services yourself if the Appeal decision is not in your favor.

If you need help filing an Appeal, call Member Services at (801) 585-1819 or toll free at 1 (800) 824-2073.

### **What if I am unhappy with the Appeal decision?**

If our decision is not in your favor or we delay on our decision you can ask for a State Fair Hearing with Medicaid.

### **What is a State Fair Hearing with Medicaid?**

A State Fair Hearing is a hearing with Medicaid and a Judge about your Appeal. You, your authorized representative, or your provider, can ask for a State Fair Hearing. We will send you a letter telling you how and when to request the State Fair Hearing. We will also give you the State Fair Hearing Request Form to send to Medicaid. You MUST ask for a State Fair Hearing in writing. If you want, you can bring an attorney with you.

### **Who can Request a State Fair Hearing?**

You or your authorized representative or your doctor may request a State Fair Hearing. Your doctor needs your permission to request a hearing on your behalf.

### **What are Co-payments (Co-pays)?**

Co-pays are fees that you might have to pay for health care. Look closely at your HOME Medicaid card to see if you have co-pays. You can also call Medicaid at (801) 538-6155 or 1 (800) 662-9651 to find out about your co-pays.

### **Keep your co-pay receipts!**

Co-pays are made for inpatient stays, emergency room visits and clinic visits. Once you pay \$100 in co-pays you need to let HOME know.

### **What if I have another insurance policy?**

If you have Medicare or other insurance, you may still have to pay co-pays.

NOTE: Your co-pays for medical and mental health are separate from your pharmacy co-pays.

## What is Co-Insurance?

Co-insurance is a fee you might have to pay for inpatient hospital care. If you do, look in your Exploring Medicaid Handbook to find out how much it is and when you'll have to pay it. You got this handbook when you signed up for Medicaid.

### Who doesn't have to pay co-pays or co-insurance?

- A child under age 18
- A pregnant women
- A family whose income is below the Family Employment Program amount

## What If I Have Other Insurance?

Let HOME know if you have any other insurance (including Medicare). This helps HOME know who else is paying for your care. HOME pays for all medical and mental health care. If you get money for any care you receive call Member Services, (801)585-1819.

## What Should I do if I Get a Bill?

If you get a bill, call Member Services at (801)585-1819. HOME will ask for a copy of the bill. We will find out why you were billed and let you know if we need more information or that everything is fixed.

## Will I ever have to pay for medical or mental health care?

You may have to pay if:

- You get a service that is not covered by HOME or Medicaid and you agreed in writing to pay for it before you got the service.
- You ask for and keep getting services during an Appeal (that are related to the Appeal) with HOME or during a Medicaid State fair hearing. You only have to pay for these services if the Appeal or State Fair Hearing decision is not in your favor.
- You are not on Medicaid when you get the service.

## What are My Benefits with HOME?

If you are a member of HOME, you will probably have a purple Medicaid card. This means you have Traditional Medicaid benefits. If your card is blue there are a few differences. Please call so we can explain the differences. Services covered by the general Medicaid program but not by HOME. Call the general Medicaid hotline at (801) 538-6155 or 1 (800) 662-9651.

- Chiropractic Services
- Dental services
- Long term care at a Skilled Nursing Facility when your stay is longer than 30 calendar days
- Pharmacy services including birth control pills

## COVERED SERVICES:

| BENEFIT                                    | TRADITIONAL—PURPLE   | NON TRADITIONAL—BLUE   |
|--|--|--|
| Abortion                                   | Covered only when the woman’s life would be in danger if not performed, or in cases of rape or incest. A doctor must confirm in writing.   | Covered only when the woman’s life would be in danger if not performed, or in cases of rape or incest. A doctor must confirm in writing.   |
| Diabetes self management training          | Covered  | Covered  |
| Doctor Visits                              | Check up and yearly exams for children up to age 21 (CHEC services).<br><br>Pap tests<br>Immunizations<br>Follow up care<br>Allergy testing and injections.  | Same as traditional (except CHEC services and allergy injections are not covered).   |
| Emergency Room                             | Covered at any hospital emergency room.  | Covered at any hospital emergency room.  |
| End Stage Renal Disease requiring dialysis | Covered.   | Covered.   |
| Family Planning Services                   | HOME covers family planning including information, counseling and treatments for birth control. Birth control methods that are covered by HOME include Depo Provera, IUDs, Nuvaring, vasectomy, and tubal ligations. The general Medicaid program pays for birth control methods that require a prescription such as birth control pills, the morning after pill, diaphragms, condoms, sponges, foams and creams.<br><br>Infertility services are not covered. | HOME covers family planning including information, counseling and treatments for birth control. Birth control methods that are covered by HOME include Depo Provera, IUDs, Nuvaring, vasectomy, and tubal ligations. The general Medicaid program pays for birth control methods that require a prescription such as birth control pills, the morning after pill, diaphragms, condoms, sponges, foams and creams.<br><br>Infertility services are not covered. |
| Health Care for Children                   | Is covered see page 6 for additional information about CHEC services.  | Is covered see page 6 for additional information about CHEC services.  |

|   |   |   |
|---|---|---|
| Home health care services                           | Are covered including nursing, home health aide and personal care aides. Prior authorization is required to determine medical necessity or need to assist with Activities of Daily Living (ADLs).   | Are covered including nursing, home health aide and personal care aides. Prior authorization is required to determine medical necessity or need to assist with Activities of Daily Living (ADLs).   |
| Hospice care services                               | Are covered for the last six months of the patient's life.  | Are covered for the last six months of the patient's life.  |
| Hospital care                                       | <p>Covered for medical and mental health services.</p> <ul style="list-style-type: none"> <li>• Inpatient and outpatient surgery</li> <li>• Hospital room</li> <li>• Provider visits in hospital</li> <li>• Medicines in the hospital</li> <li>• Follow up care</li> <li>• Mental health inpatient care</li> <li>• ECT (Electroconvulsive Therapy)</li> <li>• Dialysis treatments</li> <li>• Detox services from drug or alcohol</li> <li>• Diagnostic services</li> <li>• Mental health providers</li> </ul> | <p>Covered for medical and mental health services.</p> <ul style="list-style-type: none"> <li>• Inpatient and outpatient surgery</li> <li>• Hospital room</li> <li>• Provider visits in hospital</li> <li>• Medicines in the hospital</li> <li>• Follow up care</li> <li>• Mental health inpatient care</li> <li>• ECT (Electroconvulsive Therapy)</li> <li>• Dialysis treatments</li> <li>• Detox services from drug or alcohol</li> <li>• Diagnostic services</li> <li>• Mental health providers</li> </ul> |
| Interpretive services                               | Are available through the University. Let HOME know if you would like services and we will get them for you. The phone number for this service is (801) 572-7864. Let them know that you have an appointment with the HOME clinic so we can provide this service for you.   | Are available through the University. Let HOME know if you would like services and we will get them for you. The phone number for this service is (801) 572-7864. Let them know that you have an appointment with the HOME clinic so we can provide this service for you.   |
| Labs and X-rays                                     | Covered   | Covered   |
| Long term care                                      | May be covered by HOME if the stay will be less than 30 days.   | May be covered by HOME if the stay will be less than 30 days.   |
| Medical supplies and equipment and artificial limbs | Covered. Prior authorization is needed.   | Covered. Prior authorization is needed.   |

|   |  |  |
|---|--|--|
| Mental health outpatient services                   | <p>Are covered by HOME.</p> <ul style="list-style-type: none"> <li>• Psychiatric evaluations and diagnostic interviews</li> <li>• Mental health assessment by a non mental health therapist</li> <li>• Psychological testing</li> <li>• Individual therapy</li> <li>• Group psychotherapy</li> <li>• Individual therapy with medication management</li> <li>• Family psychotherapy with patient present</li> <li>• Family psychotherapy without patient present</li> <li>• Medication management</li> <li>• Individual skills development</li> <li>• Case management services</li> </ul> | <p>Are covered by HOME.</p> <ul style="list-style-type: none"> <li>• Psychiatric evaluations and diagnostic interviews</li> <li>• Mental health assessment by a non mental health therapist</li> <li>• Psychological testing</li> <li>• Individual therapy</li> <li>• Group psychotherapy</li> <li>• Individual therapy with medication management</li> <li>• Family psychotherapy with patient present</li> <li>• Family psychotherapy without patient present</li> <li>• Medication management</li> <li>• Individual skills development</li> <li>• Case management services</li> </ul> |
| Organ transplants                                   | Kidney, liver, cornea, bone marrow, heart, stem cell, intestine, lung, pancreas, small bowel, plus combinations.   | Limited to: kidney, liver, cornea, bone marrow, heart, stem cell, heart, and lung.   |
| Physical therapy (PT), or Occupational therapy (OT) | Covered. A referral from a HOME provider is required to a licensed physical or occupational therapist.   | Covered. A referral from a HOME provider is required to a licensed physical or occupational therapist.   |
| Podiatry care                                       | Covered for children with referrals. There are limited benefits for adults.  | Covered for children with referrals. There are limited benefits for adults.  |
| Private duty nursing                                | Limited for ventilator-dependent children by licensed nurses   | Limited for ventilator-dependent children by licensed nurses   |
| Speech and hearing care                             | Covered for evaluations and therapy of speech disorders (except stuttering) due to an accident, illness or birth defect. Hearing aid evaluations, and hearing aids, batteries and repairs are covered.   | Covered for evaluations and therapy of speech disorders (except stuttering) due to an accident, illness or birth defect. Hearing aid evaluations, and hearing aids, batteries and repairs are covered.   |
| Vision care is covered for eye exams and treatment. | Eyeglasses (lenses & frames) are only covered for children up to age 21 and pregnant women.  | Eyeglasses (lenses & frames) are only covered for children up to age 21 and pregnant women.  |

## **HOME Nondiscrimination Policy**

We want to make sure you are treated with dignity and respect. If you feel anyone at HOME or at a medical appointment has treated you unfairly or discriminated against you, please call the HOME Civil Rights Coordinator to report it. The phone number is (801) 587-3109 or 1 (800) 824-2073. The Civil Rights Coordinator can tell you about the laws that protect your civil rights and help you resolve your problem.

## **HOME Nondiscrimination Policy Statement**

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. Home's nondiscrimination policy complies with Title VI of the Civil Rights Act of 1964, section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1990, and the University of Utah Policy and Procedures 1999, section 2-6.

## **Thank You**

Once again, thank you for choosing HOME. We look forward to caring for you. If we can be of help to you in any way, please call HOME Member Services at (801) 585-1819 or Toll free 1(800) 824-2073.



## **Map to the HOME Clinic**

650 Komasa Drive, Suite 200

Located in Research Park

Take Foothill Boulevard to Wakara Way

Turn East on Wakara Way

First road on Right (South) is Komasa Drive, turn Right

Follow Komasa Drive to 650 Building (west side of street)

Parking and main entrance of building is on the west side. Take elevator to the second floor. The Neurobehavior HOME Program entrance is immediately to your right off the elevator on the second floor.

