Our mission is to optimize the quality of life of the people we serve by providing excellent, compassionate, and integrated health services throughout the life span.
University of Utah Health’s HOME Program is a coordinated medical and mental health care program for people with neurodevelopmental disabilities. Individuals enrolled in this program receive comprehensive and coordinated care services as a part of their Medicaid eligibility. All enrollees receive psychiatry, counseling, and primary care in the HOME clinic.
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HOME CONTACT INFORMATION

How to Reach Us

Main Phone ........................................ 801.581.5515
Toll Free Number ................................. 1.800.824.2073
Fax ..................................................... 801.581.8979
To SCHEDULE an appointment ............... 801.585.3828
AFTER HOURS EMERGENCY ................. 801.587.3195
(If you call after hours, please let the operator know you are with HOME)
Medication REFILL ............................... 801.587.3980
Your Case Manager ............................... 801.581.5515 Option 2
Medical Case Manager ........................... 801.581.3855
Member Services .................................. 801.585.1960
Billing Specialist ................................. 801.581.8110
Complaints Manager ............................. 801.587.3109
Compliance Officer ............................... 801.587.3110

Call the complaints manager with any program questions, complaints, or issues related to your civil rights

We will be happy to answer your questions and listen to your comments

YOUR CASE MANAGER IS YOUR MAIN CONTACT
WELCOME TO HOME

Thank you for choosing HOME. Please read this handbook. If you are visually impaired or have difficulty reading, you may ask your case manager for this handbook in larger print. Another way you can access the handbook is by visiting our website. If you have limited reading proficiency and need help reading a section, ask any HOME staff to read it to you.

Please call us if you need another copy of the member handbook. For more information about HOME, call 801.581.5515 or member services at 801.585.1960 or you can call our toll free number 1.800.824.2073.

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. You can also see a University of Utah Health Plans (UUHP) provider directory on our website: http://healthcare.utah.edu/uni/home/
BIENVENIDOS A HOME

Gracias por elegir HOME. Sirvase leer este manual. El presente manual lo hemos elaborado con el fin de ayudarle a recibir el servicio de salud que usted necesita.

Si usted tiene dificultad para leer, puede preguntar a su encargado del caso como conseguir un manual con letras más grandes. Otra forma de acceder a este manual es visitando nuestro portal. Si necesita que alguien lea para usted alguna sección del manual, sírvase contactarnos.

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.

http://healthcare.utah.edu/uni/home/
MISSION STATEMENT

Our mission is to optimize the quality of life of people we serve by providing excellent, compassionate, and integrated health services throughout the lifespan.

OUR VALUES

EXCELLENCE

We adhere to the “good to great” philosophy by aiming for the highest possible clinical standards in treating and supporting our clients and the community.

COMPASSION

We believe in having a service attitude and in providing life-long and person centered services to our clients. We believe in supporting and appreciating each person, and we desire to help them identify and reach their potential.

INTEGRITY

We believe in conducting ourselves in a professional and ethical manner and treating everyone with dignity and respect. We believe in being responsible with the resources available to us.

TEAMWORK

We believe that we can help our clients most effectively by working and collaborating as partners with them, their caregivers, our staff, and other agencies.
COMMUNICATION

We value open, constructive communication and believe in listening to our clients, their caregivers, and our employees.

ADVOCACY

We believe in promoting the civil rights of our clients and supporting their access to the best possible care and community.

EDUCATION

We believe in constant professional growth for our employees and sharing our expertise with caregivers, future professionals, and the community. We also believe in contributing to treatment knowledge through our own research services.

INTERPRETER SERVICES

If your first language is not English or you are hard of hearing, it may be hard to understand your doctor and other HOME staff.

You can notify member services at 801.585.1960 to ask for an interpreter to be at your visit. We have free interpreters for any language, including sign language. We will get an interpreter to help you over the phone.

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

Si su primer idioma no es inglés o tiene dificultad para oir, puede ser difícil para usted entendernos o entender a su doctor.

Usted puede notificar al Servicios de Miembros al **801.585.1960** para pedir que un intérprete este en el momento de su visita. Tenemos intérpretes para todos los idiomas, incluyendo lenguaje de señas. Le conseguiremos un intérprete para ayudarle a través del teléfono. También podemos conseguirle un intérprete que le ayudará a entender lo que le dice el doctor.

Si usted es sordo o tiene problemas de audición, puede llamar a Utah Servicios de Retransmisión en **711** or **1.800.346.4128**. Si usted habla español, puede llamar al Servicios de Retransmisión en Español al **1.888.346.3162**; estos son teléfonos públicos sin costo o TTY/TDD. Si tiene dificultad para hablar puede llamar al **1.888.346.5822** y una persona capacitada le ayudará.

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, mental health therapists, behavior specialists, medical assistants, and others that help you get the care you need.

When you come to the HOME clinic, you will be able to get your medical check-ups, immunizations, and other primary care services from a HOME primary care provider or sometimes called a PCP. Your PCP will work with you and other important
HOME clinic resources to get you the care you need. In addition to your medical care at the HOME clinic, you will also get your mental and behavioral health care from the HOME mental health providers, including your doctor and therapist.

If you think you need a specialist outside of HOME Medicaid network, talk to your HOME primary care provider (PCP), and they will refer you to any kind of health care that you need outside the HOME contracted network. It is very important that you DO NOT go to a non-contracted specialist without a referral from your HOME PCP.

HOME WANTS TO KNOW YOUR LIKES AND NEEDS

The HOME team cares about what you believe and what is important to you. We respect your personal likes, beliefs, and values. It is important to us that you are included in HOME clinic decisions about your medical, behavioral, and mental health care. If you need us to take care of you in a special way, please tell us. We will give you the care you need.

HOME MEMBER SERVICES

Member services exists to answer any questions about HOME including questions about benefits, services, eligibility, providers, and claims. You can ask about any of these things with any member of the HOME team or you can call the member services line at 801.585.1960. You may also contact HOME’s member services if you need help with filing complaints, grievances, and appeals.
WHO CAN ENROLL IN HOME?

You can enroll in the HOME Program if you have

- Utah Medicaid
- A developmental disability
- AND mental health/behavior problems
- AND you want to get medical and mental health care in the same place

YOUR MEDICAID CARD

Make sure to bring your Medicaid Card to all HOME Clinic Appointments.

(The Medicaid card looks similar to the sample below). You will also need it if you go to an urgent care or emergency facility or hospital.

Also, if you have other insurance, please 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 801.585.1960.
APPOINTMENTS AT HOME

YOUR FIRST APPOINTMENT: WELCOME INTAKE VISIT

Once you are enrolled in the HOME Program, you will schedule and attend a welcome intake visit where you will learn about HOME and we will get to know you better. During this first appointment, we will explain how the HOME Program works so that you understand how we can help you. You will meet your case manager, doctor, and a nurse from your medical team.

During your welcome intake visit, you will be given this member handbook. It is important to read through every page so that you understand more about the clinic and the care you will be given. If you cannot understand or have any questions about any information in this handbook, please ask your case manager or you can call the medical case manager at **801.581.3855** or HOME member services at **801.585.1960**.

After your welcome intake visit, you will make an appointment for your next visit. If you have any questions about your next visit, please talk to your case manager. Make sure to keep your next appointment date and time in a safe place so that you do not forget.
YOUR APPOINTMENTS

Call the HOME Clinic Scheduling Staff at 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:** Within 2 days of your call
- **School physicals:** Within 60 days of your request

MEDICATION REFILLS

Medication refills line: 801.587.3980

If you need us to call in a prescription to your pharmacy, please give us 2 business days to complete your request.

MEDICAL AND MENTAL HEALTH APPOINTMENTS

The HOME staff likes to see you at least once a year for medical follow up (e.g. physical exam) and once a year for mental health follow up.
THERAPY APPOINTMENTS

The HOME Program has mental health therapists you can talk to if you need to. These visits are voluntary and at your request. Once you have a therapist, you can decide with that person how often you need to be seen.

SPECIAL GROUP ACTIVITIES

You can attend special group activities as often as you are able to. Flyers are posted in the clinic to let you know when these groups meet. More information about the activities can be found on Facebook at https://www.facebook.com/unihomeprogram or our website at http://healthcare.utah.edu/uni/home/.

BEHAVIOR SUPPORT

If you need additional support with behavioral problems, a behaviorist can help you look at positive ways to deal with problems or concerns that you may have at school, work, or home.
WEEKENDS AND AFTER HOURS

Weekends and after hours: 801.587.3195

HOME has doctors on call at all times (24x7). When you call, make sure to tell the operator that you are a HOME client and need to talk to the doctor. Let them know if your question is medical or mental health. If needed, the operator will have the doctor call you.

To schedule or change an appointment, call 801.585.3828
HOME MEMBER RIGHTS

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

- Receive information about the HOME Program, how HOME selects providers and what HOME requires of them, practice guidelines (standards) used by the providers to deliver the best health care services to you.
- Request an interpreter at any time. This service is free of charge.
- Be treated with respect and with due consideration for your dignity and privacy.
- Have support staff involved in your care when it is appropriate.
- Ask for and receive a copy of your medical records, and ask that they be amended or corrected if needed.
- Get information on available treatment options and alternatives about your health and medical care, which includes the affects of treatments, risks, and benefits of care.
- HOME provides timely and appropriate health care services in accordance with access and quality standards.
- Participate in decisions about your care, which may include 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 doctors or nurses ask you to do.

• Be free from any form of restraint or seclusion if it is used to discipline, retaliate, or for convenience or coercion.

• Not to be treated badly if you use your rights.

• Have privacy and expect all medical visits, conditions, clinical information, and records will be kept confidential.

• Get medical care regardless of your race, color, national origin, disability (mental or physical), sex, religion, or age.

• Make a complaint (Grievance) about HOME or services you were provided.

• Appeal a decision made by HOME.

• Choose to opt out of the HOME Program.

• Have someone explain your rights and responsibilities if you don’t understand them fully.
HOME MEMBER RESPONSIBILITIES

To help us care for you and keep you healthy, please do the following:

• Read this member handbook carefully. If you need help understanding it, please call HOME member services at 801.585.1960.

• Use the HOME clinic for your primary care and other services.

• Keep your appointments. Call at least 24 hours before your appointment if you need to cancel.

• Attend a clinic appointment at least twice a year.

• Provide to the best of your knowledge, true and complete information about your health such as medications, current problems, drug and alcohol use, and past stays in a treatment center.

• Follow what your doctors and caregivers ask you to do. Let them know if you don’t agree with your care.

• Let HOME and your Medicaid eligibility worker know if you have other insurance or there is a change with your insurance.

• Respect the rights and property of other clients, visitors, and staff at the HOME clinic.

• Stay fit and healthy by taking care of yourself and your family.
• Read information that HOME sends you.
• Talk to your doctor about health information in any newsletter or any website to make sure it is good for you. Don’t use this information in place of what your doctor says.

If you have any questions or concerns, please talk to your case manager.
COMMON QUESTIONS ABOUT THE HOME PROGRAM

WHAT DOES HOME STAND FOR?
HOME stands for Healthy Outcomes Medical Excellence.

IS THE HOME PROGRAM A PLACE TO LIVE?
No. The HOME Program is an outpatient clinic. Because we provide several services in one location and coordinate your care, we are referred to as a “medical home”.

WHAT MAKES HOME DIFFERENT FROM OTHER HEALTH PLANS?
• You will have a welcome intake visit.
• You will meet with a doctor, nurse, and case manager on your first visit.
• We take the time to talk with you during your clinic visits.
• We are trained professionals who help people with disabilities and mental health issues.
• We review your treatment plan as often as necessary and at least once a year to make sure you get the care you need.
• We meet every morning to talk about the needs of our HOME clients.

• We have a parent provider council that tells us how we are doing.

**DOES THE CLIENT/PATIENT NEED TO BE AT EVERY VISIT?**

Yes. Medicare and Medicaid say that patients must be at their appointments. There are very few reasons that you do not need to come to the clinic. You are only approved to not attend the clinic when you have been told by the HOME staff.

**HOW OFTEN DOES THE CLIENT/PATIENT NEED TO BE SEEN IN CLINIC?**

Clinic visits vary depending on the patients needs. We like to see all patients a minimum of once a year for an annual physical exam, and twice a year with a mental health provider. This is to ensure we stay current on the well-being of the patient and to help with small problems before they become major challenges. We like to see people with significant challenges more often. For example, someone with uncontrolled diabetes or significant mental health problems will be seen much more often than someone who is comparatively stable.
WHAT DO HOME DOCTORS AND STAFF EXPECT FROM ME?

• Your doctor may ask you to give information on things such as behavior problems, your mood, sleeping habits, your diet, and blood sugars.

• You need to be on time to your clinic visit.

• Show respect to all staff and doctors at the HOME Program.

• Always schedule a return appointment after your clinic visit.

WHAT IF I CANNOT MAKE IT TO AN APPOINTMENT?

It is important that you call us with as much notice as possible to reschedule your appointment. If you do not call us, we are unable to use that time to see other patients who are waiting for appointments. Repeated no shows can result in disenrollment from the program.

WHO DO I TALK TO AT THE HOME PROGRAM?

Your main contact is your case manager. You can talk with your case manager about your health care questions. Your case manager will share concerns with your clinical team. You can also call the front desk to schedule an appointment or ask about your medical record. Our medical assistants will help you with your medication refills, home health, supplies, lab results, and any referrals to doctors not working in the HOME Program.
WILL MY HOME CASE MANAGER BE MY CONTACT FOR ALL ISSUES?

No. There may be times that you need to talk with someone else. If you are getting services from the Division of Services for People with Disabilities (DSPD), you will want to talk with your DSPD support coordinator. Your DSPD support coordinator will help you with school, work, where you live, and support staff issues.

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, and they will make sure your concerns are shared with your health care 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 needed care or services. You will talk with your case manager and a medical assistant the most.
CAN I KEEP MY CURRENT PRIMARY CARE DOCTOR OR MENTAL HEALTH THERAPIST?

No. The HOME Program is a combined model where primary care and mental health care are coordinated with our providers. HOME enrollees must get both primary care and mental health care with the HOME Program.

CAN I CHANGE MY DOCTOR OR THERAPIST IN THE HOME PROGRAM?

Yes. We know that sometimes there isn’t a good “fit” with your doctor or therapist. HOME’s policy lets you change a therapist or a doctor one time. Talk to your case manager if you think you want to make a change.

WHAT IF I NEED TO SEE A SPECIALIST?

You may have direct access to specialty care if you need to see a specialist within the network. You do not need a referral from your primary care provider unless the specialist requires it. When you need care from a specialist who is not with HOME Medicaid network, you must get prior approval for the services from HOME.

In an emergency you don’t need a referral.
WHAT IF I WANT TO GET A SECOND OPINION?

You can request a second opinion from a provider in HOME or from a provider within the University of Utah Health Plans (UUHP) network. If you want a second opinion, let your doctor or case manager know. The HOME team wants to know so that we can help you in getting the care that is needed. If the second opinion is needed from a provider outside of the HOME Medicaid network, a referral will be made for you to see that doctor.

MAY I GET HELP FROM A PROVIDER THAT IS NOT A HOME PROVIDER?

In special situations, you may go to a provider that is not a HOME or UUHP provider. You and your case manager should discuss why this care is needed and that it is not able to be provided in the network. Our HOME case manager will get approval before you get services outside the HOME Program. A one-time agreement will be made with the referring provider. Please refer to the UUHP Provider directory for complete list of providers within the network: http://uhealthplan.utah.edu/pdf/HU%20Directory.pdf.

WHAT IS THE HOME PROGRAM’S ROLE IF A CLIENT/PATIENT IS HOSPITALIZED?

If a patient is hospitalized, please contact your HOME Program case manager. The case manager will notify your HOME Program providers and help coordinate care with
the treatment team at the hospital. The case manager will also help coordinate follow-up appointments at the HOME Program once the patient is discharged from the hospital.

**HOW DOES THE HOME PROGRAM ADDRESS MEDICATION CHANGES?**

In order for your doctor to assess how a medication is affecting you, they usually change only one medication at a time. This helps them to target the therapeutic dose of a medication and/or determine if a specific medication is helping or causing problems.

**WHAT IF I TRAVEL OUTSIDE 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 HOME Medicaid card. Have them call the HOME clinic toll free at **1.800.824.2073** to tell us about the care they gave you.

**DOES THE HOME PROGRAM PAY FOR TRANSPORTATION?**

We sometimes give bus tokens to help people get home from their clinic visits, but we do not drive patients to or from our clinic. If you do not have a car or a way to get to the doctor, HOME will help you access transportation services for medical appointments. All medical transportation requires authorization and must meet medical needs.
CAN I GET HELP WITH SCHOOL ISSUES?

Yes. Your case manager may be able to attend your IEP meetings. We can give recommendations from your HOME team to support you.

WILL MY DOCTOR WRITE ADVOCACY LETTERS FOR ME?

Yes. We are happy to help you when it is in your best interest. We need to know you well to help with your request. Our letters can only give our professional opinion.

CAN HOME GET ME DIVISION OF SERVICES FOR PEOPLE WITH DISABILITIES (DSPD) SERVICES?

No. We can help advocate for things we believe will be helpful, but DSPD has control over how they determine who can get their services.

DOES HOME OFFER HEALTH CARE FOR CHILDREN (CHEC)?

Yes. If you have traditional Medicaid, there is a special program for 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 worse. 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

DOES HOME OFFER SPECIALIZED HEALTH CARE FOR WOMEN?

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 at 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.

**HOW CAN I FIND OUT ABOUT ACTIVITIES, GROUPS, OR EVENTS?**

Visit our website at [http://healthcare.utah.edu/uni/home/](http://healthcare.utah.edu/uni/home/), get updates with latest information on clinic activities on Facebook at [https://www.facebook.com/unihomeprogram](https://www.facebook.com/unihomeprogram) or give us your email address so we can send you information through email. HOME flyers and notices are posted in the clinic, and you can also call your case manager or talk with your doctor about upcoming events.

**WHAT IS FRAUD AND ABUSE?**

**Fraud** is when a person does something on purpose so that the person gets something he or she shouldn’t. If a person tries to get health care from a doctor by using another person’s HOME Medicaid card, that is one type of fraud. Another type of fraud is if a doctor bills HOME on purpose for a service that wasn’t done.
Abuse is when a person does something that costs HOME or the Medicaid program extra money. If a HOME member goes to the emergency room when it isn’t really an emergency that is one type of abuse. Another type of abuse is when a doctor does more services than the patient needs.

**WHAT CAN I DO TO STOP FRAUD AND ABUSE?**

- Do not give your ID number to anyone except your doctor or provider.
- Do not ask your doctor or other provider for health care that you do not need.
- If you are offered free health care in exchange for your ID card number, call the HOME Program.
- If someone says they know how to make HOME pay for health care that we do not pay for, please call us.
- Do not let anyone use your ID card.
- Call us if a provider tries to make you pay for your care (except for your co-pay if you have one).

**WHAT CAN I DO IF I SUSPECT FRAUD AND ABUSE?**

Call HOME’s compliance officer at **801.587.3110**. You don’t even have to tell us your name if you don’t want to.
HOME MEMBER RIGHTS
COMMON QUESTIONS

As a member of the HOME Program, you have member rights. The following are common questions that are asked of HOME staff. After reading through the answers, if you have further questions or concerns, please contact your case manager. If you have a complaint or concern, you are welcome to call the HOME complaint manager at 801.587.3109.

WHAT IF I WANT TO CHANGE MY HEALTH PLAN AWAY FROM THE HOME PROGRAM?

You have every right to change your health plan if you move or if you no longer want to receive your health care from the HOME Program. If you have a complaint, please call us first. Many times we can resolve your problem. If you need to make a change for any reason, call member services at 801.585.1960. HOME’s member services will contact Medicaid for you and will also send your records to your new provider, with your consent.

CAN MY COVERAGE WITH THE HOME PROGRAM END?

Yes, there are reasons that your coverage with the HOME Program may end.
The reasons include:

- 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 over 30 days.
- You are admitted to an ICFID, Utah State Hospital, or Utah State Developmental Center (USDC).
- You are abusive or threatening to HOME staff.
- You decide to get any of your core services somewhere other than the HOME clinic (primary care, mental health care, case management services).
- Your behavior gets in the way of our ability to serve other people.

Remember: If your coverage ends with HOME, the Utah Medicaid program may still cover you.

WHO MAY READ OR GET COPIES OF MY MEDICAL RECORD?

HOME follows federal laws about privacy of your medical record. HOME does not use or share your protected health information except as federal law allows. When allowed by federal law, only the minimum necessary information is shared. We will talk to you about privacy at your welcome intake visit.
WHAT ARE CO-PAYS?

Co-pays are fees that you might have to pay for health care. You can ask our front desk staff to see if you have co-pays. You can also call Medicaid at 801.538.6155 or 1.800.662.9651 to find about your co-pays. Make sure to keep all of your co-pay receipts.

Co-pays are made for physician, podiatry, and clinic visits. You may need to pay a $3 co-pay for your medical visits. If you go to the emergency room when it is not an emergency, you may be charged a co-pay.

WHAT IS CO-INSURANCE?

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

WHAT IF I HAVE ANOTHER INSURANCE POLICY?

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

NOTE: Your co-pays for medical and mental health care are separate from your pharmacy co-pays. 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 a bill for any care you receive, call our billing specialist at 801.581.8110.
WHO DOESN’T HAVE TO PAY CO-PAYS OR CO-INSURANCE?

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

WHAT SHOULD I DO IF I GET A BILL?

If you get a bill, call our billing specialist at 801.581.8110. 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?

The following are situations when you may need to pay:

- 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 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 HOME member, you probably have traditional Medicaid benefits. Please call so we can explain the differences. There are services covered by the general Medicaid program but not by HOME. These services include the following:

- Chiropractic services
- Dental services
- Long term care at skilled nursing facility when your stay is longer than 30 calendar days
- Pharmacy services including birth control pills

For information about the services not covered by HOME, call the general Medicaid information line at 801.538.6155 or 1.800.662.9651.
DECISIONS ABOUT HEALTH CARE

There are many decisions about your health care and medical treatment that must be made as you strive to live as healthy as possible. We will work with you to help you make the best possible decisions for your personal health needs. You will be told things to do from doctors, nurses, and therapists as they want to help you the best way possible. Even though we want you to do what the doctors, nurses, and therapists suggest, you are not forced to accept the treatment. You, or someone you trust, must be an active participant in your medical plan.

CAN I MAKE MY OWN HEALTH CARE DECISIONS?

Adults have the right to decide whether to accept or refuse medical treatment, even if that treatment might keep you alive. HOME honors your decisions.

WHO ELSE CAN MAKE DECISIONS FOR ME?

Adults can make an advance directive. This is a written form that tells others what health care you want if you get very sick and can’t decide for yourself. The form has no effect unless you can’t make your own health care decisions. If you are of sound mind and can talk, write or use sign language, you have the legal right to make your own health care decisions. These decisions should be carried out whether or not you have a written advance directive.
If you are not of sound mind or can’t talk, write or use sign language when you enroll in the HOME Program, we will wait for a signed advance directive before we talk about your wishes. We can give information to your family or representative if you are not able to fill out a form when you enroll with HOME. We will then give you the information when you are healthy. Please ask a HOME Program staff member if you want to see a copy of the form. You can go to our website for the advance directive information.

WHY ARE ADVANCE DIRECTIVES NECESSARY?

If you go to the hospital, the doctors or staff will ask if you have an advance directive. Under Utah law, there is one advance directive form. You will want to read the form carefully. Talk to your family and friends about your wishes so they will know what you want the doctors to do if you cannot tell us yourself. If you do not have an advance directive, the doctors will ask your family members or other loved ones what to do if you can’t make your own decisions. One type of advance directive is to let a person talk for you if you cannot talk on your own.

WHO SHOULD BE NAMED ON MY ADVANCE DIRECTIVE?

It is important that you trust the person that you name on your advance directive because they will be involved in your health care choices. Using Utah’s advance directive form, you can allow or limit what this person can do. Make sure your
family and doctors know that you have an advance directive form signed so that they use it if you cannot make your own decisions. It will tell people what you want if you can’t speak for yourself. Give a copy to your family and the person you trust. If you see more than one doctor, you should give a copy to all of your doctors.

INFORMATION ABOUT ADVANCE DIRECTIVES

Utah Legal Services 801.328.9981

IF YOU FEEL THAT YOUR ADVANCE DIRECTIVE WAS NOT FOLLOWED, CONTACT:

Bureau of Health Facility Licensing Certification and Resident Assessment

801.538.6158 or 1.800.662.4157 or uuhsc.utah.edu/ethics/UtahLaw
COMPLAINTS (GRIEVANCES), ACTIONS AND APPEALS

If you, your provider, or your legal representative has a complaint (grievance), you will need to tell us about your problem so that an official complaint form can be filled out and handled.

TO FILE A GRIEVANCE BY PHONE

• Call our HOME member services 801.585.1960.
• Speak to your case manager or an administrator.
• Tell us what is wrong and we will fill out a complaint form.

TO FILE A GRIEVANCE BY MAIL OR FAX

• Write a letter explaining your problem and send it to:
  HOME Grievance Committee
  650 Komas Drive, #200
  Salt Lake City, UT 84108
• Or you can fax it to 801.581.8979.

If you need help filing a grievance, call member services at 801.585.1960.

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.
QUEJAS, ACCIONES Y RECURSOS

Si usted, su proveedor, o su representante legal tiene una queja (queja), tendrá que decírnos acerca de su problema para que un “Formulario de Queja” oficial puede ser llenado y manejado.

A PRESENTAR UNA QUEJA POR TELÉFONO

• Llame a nuestros Servicios miembro de origen 801.585.1960.
• Hable con su administrador de casos o un administrador.
• Cuéntanos lo que está mal y vamos a llenar un “Formulario de Queja.”

A PRESENTAR UNA QUEJA POR CORREO O FAX

• Escribir una carta explicando su problema y lo enviará al: Comité de Quejas INICIO
  650 Komas Drive, #200
  Salt Lake City, UT 84108
• O bien, puede enviarla por fax al 801.581.8979.

Si necesita ayuda para presentar una queja, llame a Servicios al Cliente al 801.585.1960.

Si es sordo o tiene problemas auditivos, puede llamar al servicio de retransmisión de Utah al 711 o al 1.800.346.4128.

Si usted habla español, puede llamar al español Relay Utah al 1.888.346.3162; estos son los servicios de transmisión telefónica pública libres o TTY/TDD.
HOW LONG MUST I WAIT FOR MY CONCERN TO BE HANDLED?

We will try to handle your concern as quickly as possible. We will let you know our findings by phone or in writing. For a standard grievance we will let you know within 30 calendar days. For a decision that could affect your health, we will make an expedited review and let you know within three business days.

Your HOME or Medicaid benefits won’t stop because you file a grievance. If we need more time, we will let you know by letter.

WHAT IS AN ACTION?

When HOME makes a coverage decision about your health care, this is called an action.

Actions are when the HOME clinic does any of the following:

- 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.
- Denies payment, in whole or in part, for a service that you might have to pay for.
- Fails to provide services in a timely manner.
- Failure to act within the timeframes for resolution and notification of grievances and appeals.
HOW WILL I KNOW IF HOME IS TAKING AN ACTION?
If HOME is taking an action, we will send you a letter called a notice of action. You may appeal the action. You may also have your provider or legal representative appeal the action.

WHAT IS AN APPEAL?
An appeal is your request to have us look at the action again to see if we made the best decision. If you want continuation of benefits, you need to tell us.

WHO CAN FILE AN APPEAL?
Your doctor or your authorized representative may file an appeal on your behalf. Your legal representative may file an appeal in the result of your death. Your doctor needs your permission to file an appeal on your behalf. You may file an appeal orally or in writing. An oral appeal must be followed by a written signed appeal within five business days unless the request is for an expedited appeal. A letter will be sent to you/appealer if the written appeal is not received in time. The request for appeal will become void if the written request is not received within five business days of the oral request. The written appeal would be sent to the following address:

Appeals Committee Chairperson
6053 S Fashion Square Drive, Ste. 110
Murray, UT 84107
The appeal request form is available on the HOME website at https://healthcare.utah.edu/uni/home/

Or

we will mail or fax a copy to you at your request.

**Expedited appeal:** An expedited appeal is granted in situations where the standard amount of time to review the request would jeopardize your life, health, or ability to attain, maintain, or regain maximum functionality. In the case of an expedited oral appeal, written confirmation of the appeal request will not be necessary due to time constraints.

Your legal representative may see your file before and during the appeal process, including medical records and any other records and documents that will be used in the appeal.

**WHEN DOES AN APPEAL HAVE TO BE FILED?**

The notice of action letter will inform you, your provider, or legal representative that you have 10 or 30 calendar days from the date of notice of action letter to file an appeal. If the appeal is regarding a currently received service that is being restricted or limited, you have 10 days to appeal or until the authorization for current service expires, whichever is longer. All other appeals must be made within 30 calendar days. The specific time frame will be indicated on the notice of action letter sent to you. You, your provider with your consent or legal representative can appear in person as well as in writing. If you want to appear in person, you need to let the HOME Program know at the time you send in your letter.
WHEN WILL HOME TELL ME WHAT THEY DECIDE?

Receipt of all appeals will be acknowledged with a phone call within 24 business hours. At this time you will be advised as to the process and timeframes for addressing and responding to the appeal, including who will be involved and when and how you will be notified of a decision. We will tell you what we decide in a letter. This letter is called a notice of appeal determination. You will get this letter within 30 calendar days after we receive your appeal letter. Our notice of appeal determination will tell you the decision and the date the review was completed. If we need more time, we will let you know by sending you a letter.

If you, your provider, or the HOME Program thinks it is important to make a decision on your appeal quickly, we will usually make a decision within three business days. Your benefits will not be stopped because you filed an appeal. However, if you are appealing because a service you are getting has been limited or denied, you need to tell us if you want to continue to receive that service. If you decide to continue to get the service and the decision about your appeal is not in your favor, you may have to pay for the service.

For help filing an appeal:

Call HOME member services at 801.585.1960 or 1.800.824.2073.

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.

Si necesita ayuda, puede llamar a HOME Servicios para Miembros al 801.585.1960 o 1.800.824.2073 para presentar una apelación.

Si usted es sordo o tiene problemas de audición, puede llamar a Utah Servicios de Retransmisión at 711 or 1.800.346.4128. Si usted habla español, puede llamara al Servicios de Retransmisión en Español al 1.888.346.3162; estos son telefónos públicos sin costo o TTY/TDD. Si tiene dificultad para hablar puede llamar al 1.888.346.5822 y una persona capacitada le ayudará.

**WHAT IF I AM UNHAPPY ABOUT THE APPEAL DECISION?**

If our decision is not in your favor, or we can’t make a decision as soon as we are supposed to, you can ask for a state fair hearing with Medicaid. This is a hearing with Medicaid and a judge about your appeal. We will send you a letter explaining 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.

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. You have the right to request your benefits continue while waiting for the hearing. You may have to pay for the services if they are not approved.
CRISIS CARE

There may be times that you feel worried or anxious about your health. These feelings may be caused by changes in your physical or mental health wellness, and you may need help. These problems can lead to a physical or mental health crisis, which means that your body or emotional well-being is not good and you need help. If changes occur and you feel that you are in crisis, please call HOME at the numbers below. If you are in a life threatening emergency, call 911 immediately.

If a crisis occurs during business hours and is not life threatening, please call your Case Manager. If a crisis occurs after hours, you can call 801.583.2500 and tell them you are a HOME client. They will find help for you. We have magnets available for you with the crisis call guide list of phone numbers/who to contact. If you don’t have one, make sure to get one on your next visit to the HOME Clinic.
# Crisis Call Guide

<table>
<thead>
<tr>
<th>Crisis Event</th>
<th>Who To Call</th>
</tr>
</thead>
<tbody>
<tr>
<td>Life Threatening Emergency</td>
<td><strong>Call 911</strong>&lt;br&gt;Or go to the EMERGENCY ROOM</td>
</tr>
<tr>
<td>Non-Life Threatening Emergency&lt;br&gt;DURING Office Hours</td>
<td><strong>Call 801.581.5515</strong>&lt;br&gt;Ask for your case manager</td>
</tr>
<tr>
<td>Non-Life Threatening Emergency&lt;br&gt;OUTSIDE Office Hours</td>
<td><strong>Call 801.587.3195</strong>&lt;br&gt;Tell UNI you are a HOME client</td>
</tr>
</tbody>
</table>

## Other After Hours Crisis Resources

Crisis line/mobile crisis unit: 801.587.3000;<br>TTY 801.587.8511

Your case manager or the on-call doctor may call the mobile crisis unit to visit you at your home if they think this is needed. You can also call the crisis line directly for mental health help.

**Warm line: 801.587.1055**

The warm line is staffed by people who have personal experience with mental health problems. You can call them if you feel like you need to talk to someone who understands.
HOW TO MANAGE AN EMERGENCY

There may be times that you have a physical or mental problem that requires you to go to the nearest emergency room. Do not use the emergency room for routine health care problems.

REASONS TO CALL 911 OR GO TO AN EMERGENCY ROOM

<table>
<thead>
<tr>
<th>Condition</th>
<th>Condition</th>
<th>Condition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chest pain</td>
<td>Stroke symptoms</td>
<td>Breathing trouble</td>
</tr>
<tr>
<td>Broken bone</td>
<td>Seizures</td>
<td>Unconsciousness</td>
</tr>
<tr>
<td>Heavy bleeding</td>
<td>Severe allergic reaction</td>
<td>Overdose</td>
</tr>
</tbody>
</table>

Make sure to call the HOME clinic as soon as possible where your health care team will discuss your problem and call you back the next business day.

Prior Authorization is NOT required for emergency services and stabilization of an emergent condition. You can go to any hospital for an emergency. You might need to stay in a hospital after an emergency. The hospital must call us if you get admitted. The services you get after an emergency are called post stabilization services. Even though your emergency is over, you get these services because you are not well enough to leave yet. You will not need to pay for this care.

If a non–HOME (UUHP) hospital treats you for an emergency and wants you to stay there for post–stabilization services, the hospital MUST call us first. We might have you stay at their hospital or we might have you stay at one of our hospitals. You will not have to pay for these services.
POISON

There might be times that you are wondering if you are in an emergency crisis when your body has been exposed to poison. This could happen for many reasons, and the only way to be sure about if you need to go to an emergency room or not is to call Utah Poison Control Center at 1.800.222.1222.

Make sure you have as much information about the poison as possible, so you can tell the trained pharmacist the name of the poison and the amount of poison that entered your body. They will tell you what to do and if you need to go to a hospital or not. Call them before you go to an emergency room.
URGENT CARE CRISIS

Sometimes problems need to be taken care of quickly but are not emergencies. These happen more than life threatening emergencies. It is important to understand what can be taken care of by the HOME clinic or by a nearby urgent care center and DO NOT need an emergency room:

URGENT MEDICAL NEEDS INCLUDE:

- Severe vomiting
- Sprains
- Non-life threatening burns
- Cuts that need stitches
- Broken bones

If you need urgent care, call the HOME clinic first. They will talk to you about your problem and schedule an appointment for you to be seen within 24 hours or refer you to your nearest urgent care center.

<table>
<thead>
<tr>
<th>Call the HOME Clinic first</th>
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<tbody>
<tr>
<td>When you call, say: “I have an URGENT question about a HOME patient.”</td>
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<table>
<thead>
<tr>
<th>801.585.3828</th>
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<tbody>
<tr>
<td>Monday through Friday</td>
</tr>
<tr>
<td>8am to 5pm</td>
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<table>
<thead>
<tr>
<th>801.583.2500</th>
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<tbody>
<tr>
<td>Every night &amp; weekends</td>
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</table>
URGENT CARE CENTERS

Current list of urgent care centers can be found on the internet at:

http://uhealthplan.utah.edu/pdf/Healthy%20U%20Urgent%20Care%20Centers.pdf

URGENT CARE CENTERS
Administered by University of Utah Health Plans (UUHP)

AMERICAN FORK

After Hours Urgent Care Center
476 North 900 West, Suite C . . . . . . . . . . . . . . 801.492.1611

BOUNTIFUL

FirstMed North Urgent Care
1512 Renaissance Towne Drive . . . . . . . . . . . 801.295.6483

COTTONWOOD HEIGHTS

FirstMed East Urgent Care East
1950 East 7000 South . . . . . . . . . . . . . . . . . 801.943.3300

DRAPER

After Hours Urgent Care Center
1126 East 12300 South . . . . . . . . . . . . . . . . . 801.545.0600

HOLLADAY

After Hours Urgent Care Center
3934 South 2300 East, Suite D . . . . . . . . . . . 801.849.8500
LAYTON
After Hours Urgent Care Center
1550 North Main Street, Suite E . . . . . . . . . . . 801.614.9030

LEHI
Utah Valley Urgent Care
127 East Main Street, Suite E . . . . . . . . . . . 801.766.9822

LINDON
Tri City Medical Clinic
275 West 200 North . . . . . . . . . . . . . . . . . . 801.796.1333

MAGNA
Exodus Healthcare: Magna Center for Family Medicine
3665 S 8400 West, Suite 110 . . . . . . . . . . . . . 801.250.9638

MURRAY
FirstMed Urgent Clinic
5911 South Fashion Place Boulevard 801.266.6483

OGDEN
NowCare
698 East 12th Street . . . . . . . . . . . . . . . . . . . 801.621.3466
South Ogden Family Medicine
5740 Crestwood Drive . . . . . . . . . . . . . . . . . . . 801.479.7771
OREM
Parkway Health Center: Urgent Care
145 West University Parkway . . . . . . . . . . . . . 801.234.8600
Utah Valley Urgent Care
960 West 800 North . . . . . . . . . . . . . . . . . . . 801.766.9822

PARK CITY
University of Utah Health Park City Ski Clinic (Ski season only)
1493 Lowell Avenue . . . . . . . . . . . . . . . . . . . 435.655.7970

PROVO
Riverwoods Urgent Care Center
280 West Riverpark Drive . . . . . . . . . . . . . . . . . 801.229.2011

RIVERTON
After Hours Urgent Care Center
13348 South Market Center Drive . . . . . . . . . . . 801.633.9110

ROY
NowCare
1937 West 5700 South . . . . . . . . . . . . . . . . . 801.773.9380

SALT LAKE CITY
Redwood Health Center: Urgent Care
1525 West 2100 South . . . . . . . . . . . . . . . . . . . 801.213.9700
FirstMed Industrial/Urgent Care Clinic
441 South Redwood Road . . . . . . . . . . . . . . . . . 801.973.2588
SANDY
After Hours Urgent Care Center
7998 South 1300 East . . . . . . . . . . . . . 801.255.2000

SOUTH JORDAN
South Jordan Health Center: Urgent Care
5126 West Daybreak Parkway . . . . . . . . . . . . 801.213.4500
After Hours Urgent Care Center
10433 South Redwood Road . . . . . . . . . . . . 801.501.0500
Copperview Medical Center
3556 West 9800 South, Suite 101 . . . . . . . . . 801.567.9780

STANSBURY/TOOELE
Tooele Valley Urgent Care
1244 North Main, Suite 201 . . . . . . . . . . . . 435.882.3968

WEST JORDAN
FirstMed Urgent Care
8822 South Redwood Road, Suite 122 801.256.0009

WEST VALLEY CITY
3451 South 5600 West, Suite F . . . . . . . . . . . . 801.957.0900
HOSPITAL CARE

If you need to be in the hospital, you should go to the University of Utah Hospital or University Neuropsychiatric Institute (UNI) for your care. If you go to a different emergency room and they want you to stay there, the hospital MUST call us first. We might have you stay at their hospital or we might have you move to one of our preferred hospitals. These include the U of U Hospital, UNI, Primary Children’s Hospital, and Huntsman Cancer Institute. All of our preferred hospitals are on the University of Utah campus, within minutes of the Salt Lake HOME clinic.

Once you are admitted to the hospital, 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. Your follow-up visits will be in the HOME clinic after you leave the hospital.

On the next page you will see “preferred hospitals” that are directly connected with the HOME clinic. If you are not able to get to our preferred hospitals, you can go to a hospital under “other contracted hospitals.” These are non-HOME hospitals but know about the HOME clinic. All admissions to non-HOME hospitals need authorization. Make sure to show ALL hospitals your Medicaid card so they know you are with HOME. The hospital will call the HOME clinic to talk about admitting you. If necessary, they will call us after you are admitted.
MENTAL HEALTH IN THE HOSPITAL

If you think you need to go to the hospital for mental health care, call UNI at 801.583.2500. Tell the operator that you are a HOME patient and they will have a doctor call you back. The HOME program must pre-approve hospital services, but if you are in a mental health emergency, go to any hospital emergency room.

The U of U Hospital and University Neuropsychiatric Institute (UNI) are HOME’s contracted hospitals. If a different hospital treats your mental health emergency and wants to admit you to the hospital, the hospital MUST call us for approval. We may have you stay at that hospital or we may transfer you.

Remember, the HOME Program must pre-approve hospital services. It is important to let the hospital know the HOME Program is your Medicaid mental health provider, so they can call us if they want to admit you. Hospitals may call our on-call number at 801.583.2500 and ask to speak with the HOME psychiatrist on call.

POST STABILIZATION SERVICES

HOME will ask the doctor treating you when they feel you are safe to be transferred to a preferred hospital or discharged. HOME will cover the services you receive whether the services are in network or not. The HOME clinic will want to see you within 7 days following an emergency room or hospital discharge.
MENTAL HEALTH AWAY FROM HOME

If you are outside of Utah and need mental health assistance, go to the nearest hospital and ask for help. Be sure to let the hospital know you have the HOME Program as your Medicaid provider. It is the hospital’s job to call us when they admit you to ensure that they have the necessary approval.

Out-of-area hospitals may call 1.800.824.2073.

PREFERRED HOSPITALS

<table>
<thead>
<tr>
<th>City Location</th>
<th>Clinic Name &amp; Address</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>SALT LAKE CITY</td>
<td>Huntsman Cancer Institute 1950 E Circle of Hope</td>
<td>801.585.0303</td>
</tr>
<tr>
<td></td>
<td>Primary Children’s Hospital 100 North Medical Drive</td>
<td>801.662.1000</td>
</tr>
<tr>
<td></td>
<td>University Hospital 50 North Medical Drive</td>
<td>801.581.2121</td>
</tr>
<tr>
<td></td>
<td>University Neuropsychiatric Institute 501 Chipeta Way</td>
<td>801.583.2500</td>
</tr>
</tbody>
</table>

OTHER CONTRACTED HOSPITALS

<table>
<thead>
<tr>
<th>City Location</th>
<th>Clinic Name &amp; Address</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>AMERICAN FORK</td>
<td>American Fork Hospital 170 N 1100 E</td>
<td>801.855.3300</td>
</tr>
<tr>
<td>BOUNTIFUL</td>
<td>Lake View Hospital 630 E Medical Dr.</td>
<td>801.292.6231</td>
</tr>
<tr>
<td>City Location</td>
<td>Clinic Name &amp; Address</td>
<td>Phone Number</td>
</tr>
<tr>
<td>-----------------</td>
<td>-----------------------------------------------------------</td>
<td>--------------</td>
</tr>
<tr>
<td>BRIGHAM CITY</td>
<td>Brigham City Community Hospital 950 Medical Dr.</td>
<td>435.734.9471</td>
</tr>
<tr>
<td>CEDAR CITY</td>
<td>Valley View Medical Center 1303 N Main Street</td>
<td>435.868.5000</td>
</tr>
<tr>
<td>DELTA</td>
<td>Delta Community Medical Center 128 White Sage Ave.</td>
<td>435.864.5591</td>
</tr>
<tr>
<td>FILLMORE</td>
<td>Fillmore Community Medical Center 674 S Highway 99</td>
<td>435.743.5591</td>
</tr>
<tr>
<td>HEBER CITY</td>
<td>Heber Valley Medical Center 1485 S Highway 40</td>
<td>435.654.2500</td>
</tr>
<tr>
<td>LAYTON</td>
<td>Davis Hospital and Medical Center 1600 W Antelope Dr.</td>
<td>801.807.1000</td>
</tr>
<tr>
<td>LOGAN</td>
<td>Logan Regional Hospital 500 East 1400 North</td>
<td>435.716.1000</td>
</tr>
<tr>
<td>MT. PLEASANT</td>
<td>Sanpete Valley Hospital 1100 S Medical Drive</td>
<td>435.462.2441</td>
</tr>
<tr>
<td>MURRAY</td>
<td>Intermountain Medical Center 5121 S Cottonwood Street</td>
<td>801.507.7000</td>
</tr>
<tr>
<td></td>
<td>The Orthopedic Specialty Hospital (TOSH) 5848 Fashion Blvd</td>
<td>801.314.4100</td>
</tr>
<tr>
<td>OGDEN</td>
<td>McKay-Dee Hospital 4401 Harrison Blvd</td>
<td>801.627.2800</td>
</tr>
<tr>
<td></td>
<td>Ogden Regional Medical Center 5475 South 500 East</td>
<td>801.479.2111</td>
</tr>
<tr>
<td>City Location</td>
<td>Clinic Name &amp; Address</td>
<td>Phone Number</td>
</tr>
<tr>
<td>---------------</td>
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<td>--------------</td>
</tr>
<tr>
<td>OREM</td>
<td>Orem Community Hospital 331 North 400 West</td>
<td>801.224.4080</td>
</tr>
<tr>
<td></td>
<td>Timpanogos Regional Hospital 750 West 800 North</td>
<td>801.714.6000</td>
</tr>
<tr>
<td>PARK CITY</td>
<td>Park City Medical Center 900 Round Valley Dr</td>
<td>435.658.7000</td>
</tr>
<tr>
<td>PAYSON</td>
<td>Mountain View Hospital 1000 East 100 North</td>
<td>801.465.7000</td>
</tr>
<tr>
<td>PROVO</td>
<td>Utah Valley Regional Medical Center 1034 North 500 West</td>
<td>801.357.7850</td>
</tr>
<tr>
<td>RICHFIELD</td>
<td>Sevier Valley Medical Center 1000 North Main</td>
<td>435.893.4100</td>
</tr>
<tr>
<td>RIVERTON</td>
<td>Riverton Hospital 3741 W 12600 S</td>
<td>801.285.4000</td>
</tr>
<tr>
<td></td>
<td>LDS Hospital C Street &amp; 8th Avenue</td>
<td>801.408.1100</td>
</tr>
<tr>
<td></td>
<td>Pioneer Valley Hospital 3460 Pioneer Parkway</td>
<td>801.964.3100</td>
</tr>
<tr>
<td>SALT LAKE CITY</td>
<td>Shriners Hospital North Virginia Street</td>
<td>801.536.3500</td>
</tr>
<tr>
<td></td>
<td>Salt Lake Regional Hospital 1050 E South Temple</td>
<td>801.350.4111</td>
</tr>
<tr>
<td></td>
<td>St. Mark’s Hospital 1200 East 3900 South</td>
<td>801.268.7111</td>
</tr>
<tr>
<td>SANDY</td>
<td>Alta View Hospital 9660 South 1300 East</td>
<td>801.501.2600</td>
</tr>
<tr>
<td>City Location</td>
<td>Clinic Name &amp; Address</td>
<td>Phone Number</td>
</tr>
<tr>
<td>-----------------</td>
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<td>---------------</td>
</tr>
<tr>
<td>ST. GEORGE</td>
<td>Dixie Regional Medical Center 1380 E Medical Center Drive</td>
<td>435.251.1000</td>
</tr>
<tr>
<td>TOOELE</td>
<td>Mountain West Medical Center 2055 N Main Street</td>
<td>435.843.3600</td>
</tr>
<tr>
<td>TREMONTON</td>
<td>Bear River Valley Hospital 905 North 1000 West</td>
<td>435.207.4500</td>
</tr>
<tr>
<td>WEST JORDAN</td>
<td>Jordan Valley Hospital 3580 W 9000 S</td>
<td>801.561.8888</td>
</tr>
<tr>
<td>WEST VALLEY CITY</td>
<td>Jordan Valley Medical Center-West Valley Campus 3460 Pioneer Parkway</td>
<td>801.964.3100</td>
</tr>
</tbody>
</table>
## COVERED SERVICES

<table>
<thead>
<tr>
<th>BENEFIT</th>
<th>TRADITIONAL MEDICAID PLAN</th>
</tr>
</thead>
<tbody>
<tr>
<td>ABORTION</td>
<td>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 this in writing.</td>
</tr>
<tr>
<td>COSMETIC/EXPERIMENTAL CARE</td>
<td>Not Covered</td>
</tr>
<tr>
<td>DENTAL</td>
<td>Not Covered</td>
</tr>
<tr>
<td></td>
<td>May be covered by general Medicaid program. Call the Medicaid hotline at <strong>801.538.6155</strong> or <strong>1.800.662.9651</strong>.</td>
</tr>
<tr>
<td>DIABETES SELF-MANAGEMENT TRAINING</td>
<td>Covered</td>
</tr>
</tbody>
</table>
| DOCTOR VISITS                 | No copay required  
  • Check-ups and yearly exams  
  • Pre-natal care, family planning and birth control  
  • Pap tests  
  • Well-child visits through the CHEC program (birth to age 21)  
  • Follow-up care  
  • Allergy testing and injections  
  • Immunizations |
<table>
<thead>
<tr>
<th>Service</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>EMERGENCY ROOM</td>
<td>Covered at any hospital emergency room.</td>
</tr>
<tr>
<td>END STAGE RENAL DISEASE—DIALYSIS</td>
<td>Covered</td>
</tr>
<tr>
<td>FAMILY PLANNING SERVICES</td>
<td>HOME covers family planning services including information, counseling, and treatments for birth control such as vasectomies, tubal ligations, sterilizations, removal of Norplant, and related exams. The general Medicaid Program pays for birth control methods that require a prescription. Call Medicaid at 801.538.6155 or 1.800.662.9651. Infertility drugs and procedures are not covered.</td>
</tr>
<tr>
<td>HEALTH CARE FOR CHILDREN (CHEC)</td>
<td>Covered</td>
</tr>
<tr>
<td>HOME HEALTH CARE</td>
<td>Covered</td>
</tr>
<tr>
<td>HOSPICE CARE</td>
<td>Covered for patients with 6 months or less to live.</td>
</tr>
<tr>
<td>HOSPITAL CARE</td>
<td>If you are going to a hospital for a planned stay, like a surgery or delivering a baby, you can choose any Utah hospital that is in the UUHP network. All of your doctors must be UUHP doctors; this includes any doctor who cares for you after your hospital stay.</td>
</tr>
<tr>
<td>---</td>
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</tr>
<tr>
<td>• Inpatient and outpatient surgery</td>
<td>• Inpatient and outpatient surgery</td>
</tr>
<tr>
<td>• Hospital room</td>
<td>• Hospital room</td>
</tr>
<tr>
<td>• Provider visits in the hospital</td>
<td>• Provider visits in the hospital</td>
</tr>
<tr>
<td>• Medicines in the hospital</td>
<td>• Medicines in the hospital</td>
</tr>
<tr>
<td>• Follow-up care</td>
<td>• Follow-up care</td>
</tr>
<tr>
<td>• Medical treatment for drug or alcohol problems</td>
<td>• Medical treatment for drug or alcohol problems</td>
</tr>
<tr>
<td>• Dialysis treatments</td>
<td>• Dialysis treatments</td>
</tr>
<tr>
<td>• Labor and delivery</td>
<td>• Labor and delivery</td>
</tr>
<tr>
<td>• Personal care items such as shampoo, toothbrush, etc. are not covered by HOME or the general Medicaid program</td>
<td>• Personal care items such as shampoo, toothbrush, etc. are not covered by HOME or the general Medicaid program</td>
</tr>
</tbody>
</table>
**INTERPRETIVE SERVICES**
Are available through the University. Let HOME know if you would like interpretive services and we will arrange them for you. Let them know that you have an appointment with the HOME clinic so we can provide this service for you.

**LAB AND X-RAYS**
Covered

**LONG TERM CARE**
May be covered by HOME if the stay will be less than 30 days. Covered by general Medicaid program. Call the Medicaid hotline at **801.538.6155** or **1.800.662.9651**.

**MEDICAL SUPPLIES AND EQUIPMENT AND ARTIFICIAL LIMBS**
Covered. Prior Authorization required
| MENTAL HEALTH CARE | Covered by HOME:  
|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|
|                    | - Psychiatric evaluations and diagnostic interviews  
|                    | - Mental health assessment by non-mental health therapist  
|                    | - Psychological testing  
|                    | - Individual therapy  
|                    | - Group psychotherapy  
|                    | - Individual therapy with medication management  
|                    | - Family psychotherapy with patient present  
|                    | - Family psychotherapy without patient present  
|                    | - Medication management  
|                    | - Individual skills development  
|                    | - Case management services  
| ORGAN TRANSPLANTS  | Kidney, liver, cornea, bone marrow, heart, intestine, lung, pancreas, small bowel, plus combinations of above.  
| PHARMACY           | Not covered by HOME.  
|                    | Covered by the general Medicaid Program. Call the Medicaid hotline at **801.538.6155** or **1.800.662.9651**.  

<table>
<thead>
<tr>
<th>Service</th>
<th>Coverage Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>PHYSICAL THERAPY (PT)</td>
<td>Covered</td>
</tr>
<tr>
<td>OCCUPATIONAL THERAPY (OT)</td>
<td>Chiropractic services are covered for children and pregnant women only through the general Medicaid program.</td>
</tr>
<tr>
<td>CHIROPRACTIC SERVICES</td>
<td>Chiropractic services are covered for children and pregnant women only through the general Medicaid program.</td>
</tr>
<tr>
<td>PODIATRY CARE</td>
<td>Covered only for children with referrals. There are limited benefits for adults.</td>
</tr>
<tr>
<td>PRIVATE DUTY NURSING</td>
<td>Care by licensed nurses for ventilator-dependent children.</td>
</tr>
<tr>
<td>SECOND OPINION</td>
<td>Covered</td>
</tr>
<tr>
<td></td>
<td>This can be done with any HOME or UUHP provider or outside network provider if necessary.</td>
</tr>
<tr>
<td>SPEECH AND HEARING CARE</td>
<td>Audiology &amp; hearing services including hearing aids &amp; batteries are covered for children and pregnant women only.</td>
</tr>
<tr>
<td>TRANSPORTATION</td>
<td>Covered by the HOME Program when the service has been authorized. Call HOME at 801.585.1960 to see how we can help.</td>
</tr>
<tr>
<td></td>
<td>Ambulance (ground and air) covered for medical emergencies.</td>
</tr>
<tr>
<td>&quot;U BABYCARE&quot; PROGRAM</td>
<td>Covered</td>
</tr>
<tr>
<td>---------------------</td>
<td>---------</td>
</tr>
</tbody>
</table>
| **VISION CARE**     | Eye exams and eyeglasses:  
  • Covered—only for children up to age 21 and pregnant women.  
Eye exams and care for medical problems of the eye:  
  • Eye exams and care to find and treat medical problems (like problems from diabetes) are covered for all members. |
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!
PERSONAL INFORMATION

This HOME member handbook belongs to:

__________________________________________________________

My case manager:

__________________________________________________________

My case manager’s phone number:

__________________________________________________________
Directions from Foothill Dr:

- Take Foothill Dr [UT-186] to Wakara Way
- Turn right on Wakara Way—go 0.2 miles
- Turn right on Komas Dr—go 0.1 miles
- Entrance & parking west side of 650 Komas
- Enter and take elevator to 2nd floor
- Turn right out of elevator for Neurobehavior HOME Clinic
Our mission is to optimize the quality of life of the people we serve by providing excellent, compassionate, and integrated health services throughout the life span.