Looking for help?

We recognize that you may be facing uncertainty at this time. If you feel worried, there are resources available! If you or your family need help with food, housing, and more, dial 2-1-1 24 hours a day, 7 days a week, or visit 211utah.org.

2-1-1 is a free, confidential referral information helpline that connects people from all communities and ages to information about social services and community resources. Members can call, email, text, live chat (from website), or download a mobile 2-1-1 app to get help with:

- Housing
- Food
- Prescriptions
- Health services
- Transportation
- Income support
- Disaster support

There are many additional resources available to assist with your needs

FOOD:
Utah Food Bank: utahfoodbank.org (801-978-2452)
Supplemental Nutrition Assistance Program (SNAP): jobs.utah.gov
Utahns Against Hunger: uah.org

HOUSING:
Utah Community Action (UCA): utahca.org/housing-case-management (801-359-2444)
Housing and Urban Development: hud.gov/states/utah
Low Income Housing: lowincomehousing.us/UT.html

EMPLOYMENT SERVICES:
Utah Department of Workforce Services: jobs.utah.gov (801-526-4400)
Utah Department of Health: coronavirus.utah.gov/business (800-456-7707)

Care Management—get support for your care needs.

Our care managers are registered nurses or licensed mental health workers who know the medical system and health insurance. Here are some services they provide every day at no extra cost:

- Answer questions about symptoms and health issues
- Explain medications
- Coordinate care with different providers
- Find online and community resources
- Provide health education materials
- Help make appointments

For more information, call 800-442-5305 Option 2 weekdays, from 8:00 a.m. to 5:00 p.m. TTY users, please call 711.
Mental health assistance is available

Mental health services are resources for those seeking help with mental health challenges and substance-use disorders. When considering your health needs, you first need to determine what type of Medicaid plan you have. For Integrated members, mental health benefits are covered by your Community Care plan. For Legacy members, you will need to contact the Prepaid Mental Health Plan for services.

**AS AN INTEGRATED MEMBER:**

You have access to all in-network licensed mental health and substance use workers—that means all Intermountain and contracted, in-network professionals. We can help connect you to care and make sense of your benefits. Call us at 855-442-3234. You may also refer to the SelectHealth Integrated Care Handbook at selecthealth.org/plans/medicaid.

**AS A LEGACY MEMBER:**

Legacy members will need to contact the Prepaid Mental Health Plan for services. You’ll need to contact the service provider for your area. Please take a look at the chart on the next page to find out where to get care. If you are still unsure about your plan or who to contact, please call Member Services at 855-442-3234 or the Department of Workforce Services (DWS) at 866-435-7414. You may also refer to the Medicaid Handbook at selecthealth.org/plans/medicaid.

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**Care during COVID**

Even during these times of uncertainty, you still need to take care of you. Your regular, scheduled care and other doctor visits are important for your health—now more than ever. And remember, if your visit is preventive, it is covered at no extra cost to you.

Most offices have options to keep you safe during your visit:

**Virtual visits** via a device like a smartphone, tablet, or computer using an app like Webex or Facetime.

> Need care right away? Try using Intermountain Connect Care®. Download the app or visit intermountainconnectcare.org.

**In-person visits** with social distancing guidelines. Your doctor may have special hours when they see only healthy patients.

**Rescheduled in-person visits** for later in the year.

**Not sure what to do?** Call Intermountain Health Answers at 844-501-6600 to talk to a registered nurse for free 24/7.

**Help and information about COVID.** Call Utah Department of Health at 800-456-7707 or visit coronavirus.utah.gov.

Need help finding a doctor? Call Member Advocates at 800-515-2220. They can help you find the right doctor for your needs and schedule an appointment.
<table>
<thead>
<tr>
<th>COUNTY</th>
<th>INPATIENT &amp; OUTPATIENT MENTAL HEALTH SERVICES</th>
<th>OUTPATIENT ALCOHOL AND DRUG TREATMENT</th>
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<tr>
<td>Box Elder, Cache, Rich</td>
<td>Bear River Mental Health 800-620-9949; 435-752-0750</td>
<td>Fee for Service Network (any Medicaid provider), including Bear River Health Department 435-792-6500</td>
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<tr>
<td>Beaver, Garfield, Kane, Iron, Washington</td>
<td>Southwest Behavioral Health Center 800-574-6763; 435-634-5600 (hospital prior authorization: 435-705-1388)</td>
<td>Southwest Behavioral Health Center 800-574-6763; 435-634-5600</td>
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<tr>
<td>San Juan</td>
<td>San Juan Counseling 888-833-2992; 435-678-2992</td>
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<tr>
<td>Davis</td>
<td>Davis Behavioral Health 844-305-4782; 801-773-7060</td>
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<tr>
<td>Piute, Juab, Wayne, Millard, Sanpete, Sevier</td>
<td>Central Utah Counseling Center 800-523-7412; 435-283-8400; 877-469-2822</td>
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<tr>
<td>Salt Lake</td>
<td>Salt Lake County Division of Behavioral Health Services/Optum SL Co. 385-468-4707; Optum 877-370-8953</td>
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<tr>
<td>Summit</td>
<td>Healthy U Behavioral 833-981-0212; 801-213-4104</td>
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<tr>
<td>Tooele</td>
<td>Valley Behavioral Health 888-949-4864; 435-843-3520</td>
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<tr>
<td>Utah</td>
<td>Wasatch Mental Health 866-366-7987; 801-373-4760; (prior approvals: 801-373-7393)</td>
<td>Utah County Department of Drug &amp; Alcohol Prevention &amp; Treatment 844-773-7128; 801-851-7128</td>
</tr>
<tr>
<td>Wasatch</td>
<td>Fee for Service Network (Any Medicaid provider) including Wasatch County Family Clinic/Wasatch Mental Health 435-654-3003</td>
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Medicaid/CHIP network merger

We have combined our Medicaid and CHIP networks as of January 1, 2020. This will help us maintain continuity of care and protect members transitioning between plans.

SelectHealth has added most providers who have been seeing CHIP members historically to the Medicaid network. SelectHealth continues to look at areas where limited access is available to try and provide options for all members to see an appropriate provider.