

Utah Medicaid Interactive Voice Response (IVR) May 2024

(801) 538-6155
(Salt Lake City area)

OR

(800) 662-9651
(Outside Salt Lake, Idaho, Wyoming, Colorado, New Mexico, Arizona and Nevada)

OR

(801) 538-6155
(Other States not listed above)

M A I N M E N U

1 Verify Eligibility → **ELIGIBILITY MENU**
1 Medicaid.utah.gov/eligibility

2 Member → **CLIENT MENU**

1 Restriction	2 CSU Benefits	3 Buyout	4 Cert Creditable Coverage	5 Rx & All Other Claims	6 Health Plan or HPR	7 Report Misuse PIU
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1 HPRs	1 Health Plan 2 Transportation	1 Pharmacy Claims	2 All other claims
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1 Last Name begins with A-G 2 Last Name begins with H-O 2 Last Name begins with P-Z

TRANSPORTATION MENU

1 CSU	2 Schedule Non-Emerg Non-Flex	3 Schedule FlexTrans
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3 Provider → **PROVIDER MENU**

1 Transportation	2 Medical, Dental, Inst & Rx Claims	3 Prior Authorization	4 Provider Enrollment	5 EDI Billing	6 Restriction	7 Report Misuse	8 Custody Medical	9 I.H.S. & J.J.S.
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1 Pharmacy Claims	2 All other Claims	1 CSU	2 Prior Authorization	3 Provider Enrollment	4&5 EDI Email
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PRIOR AUTHORIZATION MENU

0 Questions on Code coverage or if Prior Auth is required	1 Dental, Orthodontia, Vision & Audiology	2 Pharmacy	3 Nursing Facility Resident Assess or 10A Form Questions	4 Autism Related Services	5 Wheelchair, Imaging, Surgery, & Outpatient Therapy	6 Substance Use Disorder Treatment & Inpatient Psychiatric Admissions	7 Durable Medical Equipment	8 Personal Care Svcs, Genetic Test, Private Duty Nurse & Home Health	9 All Other PAs
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1 Rx Claims	2 Rx PA	1 Jake	2 Kristen	3 Erin	4 Louis	5 Steve	6 Diana
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4 MCO → **MCC WAIVER & TECH DEPENDENT WAIVER**
1 Medically Complex Children Waiver & Technology Dependent

5 Medically Complex Children Waiver → **NC WAIVER**
1 New Choices Waiver

6 New Choices Waiver → **RESTRICTION**
Restriction

8 Restriction → **HPR**
Health Program Representative

MCO MENU

1 Address & Phone Numbers	2 Health Plan Enrollment & Changes
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1 Select Health	2 Molina	3 Healthy U	4 Health Choice	1 HPRs
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