

Medicaid Information: Phone Menu Options

Providers and Medicaid members can access information efficiently by using the telephone menu options on the Medicaid Information Line.

Medicaid Information Line

From the Salt Lake area, call: **801-538-6155**

Outside Salt Lake City area, Idaho, Wyoming, Colorado, New Mexico, Arizona, and Nevada, call toll-free: **1-800-662-9651**

From any other states not listed above, please call: **1-801-538-6155**

There are nine options on the **Main Medicaid Information Menu**. These are listed in the column to the right.

Telephone Menu Options

Options marked with a 📞 in the list below are for Medicaid providers. Option 7 is strictly for Medicaid members use only.

- 📞 **1 Verify member eligibility**
- 📞 **2 Member**
- 📞 **3 Provider**
- 📞 **4 Health Plan Information**
- 📞 **5 Medically Complex Children Waiver**
- 📞 **6 New Choices Waiver**
- 7 Spanish (Member Menu only)**
- 📞 **8 Restriction**
- 📞 **9 Health Program Representative**

Medicaid Providers: Telephone Menu Options 1, 2 & 3 have nested menus. Each nested menu is described below:

- 📞 **1 Verify Member Eligibility**
 - Press 1 For on-line Member Eligibility Verification – visit medicaid.utah.gov/eligibility
 - Press 2 For a Member Eligibility Verification agent (during business hours)
- 📞 **2 Member**
 - Press 1 Restriction
 - Press 2 CSU – member benefits like transportation & health plan
 - Press 3 Buyout
 - Press 4 Certificate of Creditable Coverage
 - Press 5 All claims including Pharmacy
 - Press 6 Health Plan or HPR
 - Press 7 Report fraud or misuse of services
- 📞 **3 Health Care Provider**
 - Press 1 Transportation Team for prior approval for non-emergency transportation.
 - Press 2 Customer Service Representative
 - Press 3 Prior Authorization Unit for prior authorization requests and approvals.
 - Press 4 Provider Enrollment Team for enrollment questions on recertification, changes to billing address, or EFT (direct deposit).
 - Press 5 EDI Billing Team for technical support with all electronic transactions including electronic claims submission, eligibility inquiry & electronic remittance advice.
 - Press 6 Restriction Team for assistance with services for restricted members.
 - Press 7 Program Integrity Team for reporting fraud or misuse of services.
 - Press 8 Custody Medical Care
 - Press 9 Indian Health Services and Juvenile Justice Services
- 📞 **4 Managed Care Organization**
 - Press 1 Address & Phone Numbers
 - Press 2 Health Plan Enrollment & Changes
- 📞 **5 Medically Complex Children Waiver (MCCW)**
- 📞 **6 New Choices Waiver (NCW)**
- 7 Spanish – Member Menu**
- 📞 **8 Restriction**
- 📞 **9 Health Program Representative**

Hours of Operation

Medicaid Customer Service		HPR, Restriction, Rx Prior Auth		Prior Authorization	
Monday	8:00 A.M. – 5:00 P.M.	Monday	8:00 A.M. - 5:00 P.M.	Monday	8:00 A.M. - 5:00 P.M.
Tuesday	11:00 A.M. – 5:00 P.M.	Tuesday	8:00 A.M. - 5:00 P.M.	Tuesday	11:00 A.M. - 5:00 P.M.
Wednesday	8:00 A.M. – 5:00 P.M.	Wednesday	8:00 A.M. - 5:00 P.M.	Wednesday	8:00 A.M. - 5:00 P.M.
Thursday	8:00 A.M. – 5:00 P.M.	Thursday	8:00 A.M. - 5:00 P.M.	Thursday	8:00 A.M. - 5:00 P.M.
Friday	8:00 A.M. – 5:00 P.M.	Friday	8:00 A.M. - 5:00 P.M.	Friday	8:00 A.M. - 5:00 P.M.

NOTE: Our office is closed on all State and Federal holidays.

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