

New Medicaid Member Card

frequently asked questions for members

What will be different about the new Medicaid member card?

Starting May 1, 2023, the Medicaid member card will have a new look. Only newly enrolled Medicaid members will get the new card. Existing members will continue using their old Utah Department of Health (UDOH) Medicaid card. You will use your Medicaid card each month you qualify for Medicaid. Every member in your household will have their own card.

What information is on the new card?

The wallet-sized cards will have the same information as the previous UDOH cards. Your card has your name, Medicaid ID number, and date of birth. The back of the card has helpful contact information and websites.

What if my card gets lost or damaged?

Contact the Department of Workforce Services at 1-866-435-7414 for a new card.

How do I use my new card?

Show your Medicaid card BEFORE you get medical care from a doctor, hospital, pharmacy, or other provider. If you have a health plan, your plan may also send you a separate member card. Show both your Medicaid card and health plan card to each medical provider.

What type of ID do I have to show my provider?

You can use a government issued photo ID (like your driver's license). It is up to your doctor's office to tell you what other ID they will accept. This is to make sure someone else doesn't use your Medicaid card to get health care services.

How will my doctor's office or pharmacy know my health/dental plan, co-payments or benefits?

Providers have a website to view this information online. A web address for your provider is on the back of your new card.

Will my new card work now?

Yes, if you are eligible for Medicaid your new card will work now. If your case was closed or denied by the Department of Workforce Services and you have questions, call 1-866-435-7414.

How will I know what health or dental plans I have, what my co-pays are and other important information?

You can visit the [MyBenefits website](#) and view information about your eligibility status, health or dental plans, and co-pays. You will also get a Benefit Letter in July with all of your plan information. When there are changes, we will send you a new Benefit Letter. Please keep this letter for your records.

What if I have questions about my benefits or health plans?

Call a Medicaid Health Program Representative (HPR) at 1-866-608-9422 for questions or concerns about your health, dental, or behavioral health plan or benefits.

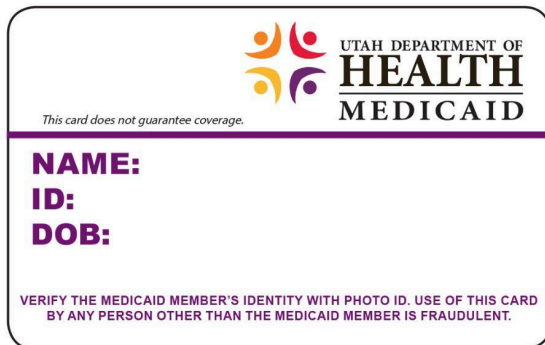
What if I receive a bill from a medical provider?

If you receive a bill from a medical provider, you can talk to the provider about the bill. If you still have a question, call Medicaid Information at 801-538-6155 or toll-free at 1-800-662-9651.

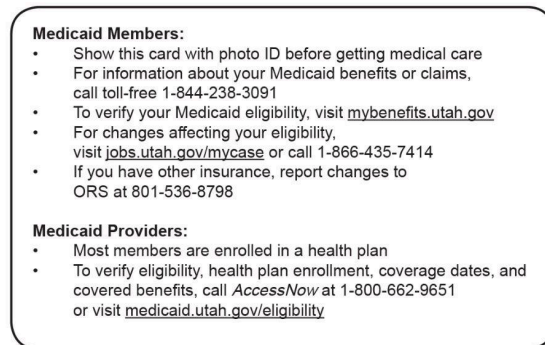
What is the difference between the old UDOH and new DHHS Medicaid cards?

Only newly enrolled Medicaid members will get the new DHHS Medicaid card. Existing members will keep using their old UDOH Medicaid card. Providers will accept both DHHS and UDOH Medicaid cards. Here is a sample of the existing Medicaid card.

FRONT:

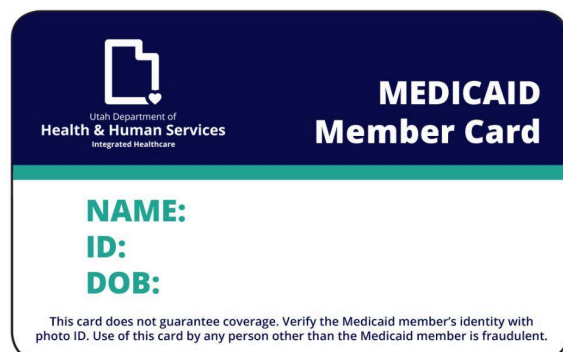


BACK:



Here is a sample of the new DHHS Medicaid card.

FRONT:



BACK:

