

2023 Medicaid Statewide Provider Training

DIH Introduction from Medicaid Director
Jennifer Strohecker



Utah Department of
Health & Human Services
Integrated Healthcare

The Utah Department of Health and Human Services (DHHS) is designated by the Centers for Medicare and Medicaid Services (CMS) as the “Single State Agency” to administer and supervise the administration of the State’s Medicaid program.

The Division of Integrated Healthcare (DIH), within the DHHS, is responsible for implementing, organizing, and maintaining the Medicaid program and the Children’s Health Insurance Program (CHIP).

Division of Integrated Healthcare

DHHS Vision Statement

The Utah Department of Health and Human Services will advocate for, support, and serve all individuals and communities in Utah. We will ensure all Utahns have fair and equitable opportunities to live safe and healthy lives. We will achieve this through effective policy and a seamless system of services and programs.

DIH Result Statement

All Utahns have equitable access to timely, evidence based, and cost-effective healthcare services and supports that meet individual needs, are integrated, and outcome driven.

- Individuals are able to attain their full health potential regardless of social position or other socially determined circumstances (equity)
- Individuals are able to improve their health and quality of life through access to evidence based, preventive or treatment interventions
- Individuals are able to participate in “whole patient care” through integrated models that support physical and behavioral health needs
- Where appropriate, transition fee for service payments to value based reimbursement methodologies

DIH Experience of the Result

DHHS Strategies

Strategy 1: Ensure quality care, services and programs are accessible where and when they're needed

Strategy 2: Foster safe and supportive environments

Strategy 3: Improve health outcomes, both physical and mental

Strategy 4: Create a high-quality and efficient department

Strategy 5: Build public trust in DHHS

DIH Strategies

Strategy 1: Improve integration of physical and behavioral health services

Strategy 2: Adhere to federal requirements

Strategy 3: Establish a culture of quality improvement

Strategy 4: Engage in preventive activities

Strategy 5: Improve staff engagement



500,000+
members

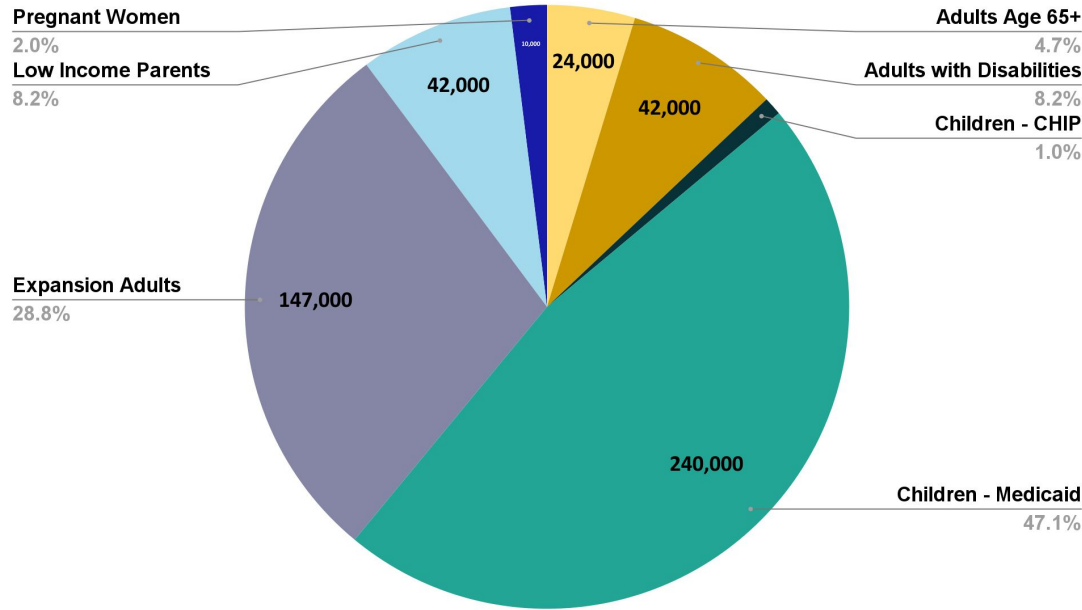


\$4.48 Billion
(SFY22)
expenditures



316
employees

Members by Category of Assistance, April 2023



Total enrollment as of April 2023:

510,000 individuals (due to continuous enrollment requirement of the public health emergency)

1 in 6 Utahns are covered by Medicaid

Medicaid Milestones

FY 2023
Unwinding of the
continuous enrollment
requirement

FY 2023
Launch of the
PRISM system

FY 2024
ACO and hospital value based
reimbursements

New Medicaid Card

On May 1, 2023, DHHS began issuing a new Medicaid card to newly enrolled members. The new Medicaid card will eventually replace the existing UDOH Medicaid card.

New

FRONT:



BACK:

Medicaid Members:

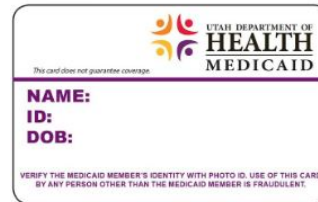
- Show this card with photo ID before you get medical care
- For information about your Medicaid benefits or claims, call toll-free 1-844-238-3091
- To verify your Medicaid eligibility, visit mybenefits.utah.gov
- For changes affecting your eligibility, visit jobs.utah.gov/mycase or call 1-866-435-7414
- If you have other insurance, report changes to ORS at 801-536-8798

Medicaid Providers:

- Most members are enrolled in a health plan
- To verify eligibility, health plan enrollment, coverage dates, and covered benefits, call AccessNow at 1-800-662-9651 or visit medicaid.utah.gov/eligibility

Existing

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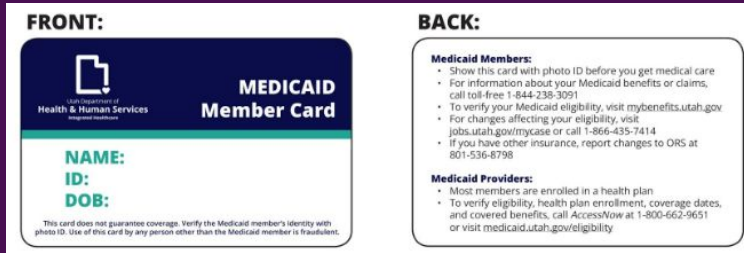
Please accept both the DHHS and the UDOH Medicaid cards.

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UDOH Existing Medicaid Card

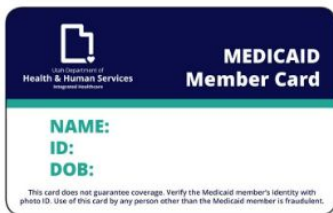
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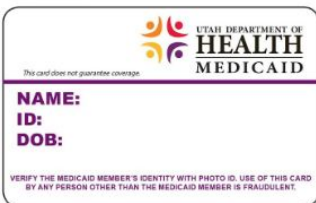
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