

2023 Utah Medicaid Statewide Provider Training Contact Information and Reference Links

Contact Us

Claims Team:

Emilie Stahl estahl@utah.gov

Amber Gourley agourley@utah.gov

Justin Olesen jolesen@utah.gov

Tiffani Schouten tiffanischouten@utah.gov

Dental Managed Care: Jennifer Wisner jwisner@utah.gov

ACO and HOME Plans: Trevor Smith trevorsmith@utah.gov

Prepaid Mental Health Plans (PMHP): medicaidbh@utah.gov

Provider Enrollment: Providerenroll@utah.gov, 801-538-6155, opt 3, opt 4

Medical Policy: dmhfmedicalpolicy@utah.gov

Pharmacy Program: medicaidpharmacy@uah.gov, 801-538-6155, opt 3, opt 3, opt 2

Prior Authorization: medicaidcriteria@utah.gov, 801-538-6155, opt 3, opt 3, choose program

Resident Assessment/Long Term Care: residentassessment@utah.gov

Utah Office of Inspector General: Elise Napper enapper@utah.gov

Reference Links

PRISM Reference Guide Submitting Payment Information for Medicare or Other Insurance (for both Direct Data Entry and Electronic Claims):

https://medicaid.utah.gov/Documents/pdfs/PRISM-Reference-Guide_Submitting-Payment-Information.pdf

Claim Denial Codes List:

<https://medicaid.utah.gov/Documents/pdfs/ClaimDenialCodes.pdf>

Remittance Advice Request Form and Other Utah Medicaid Forms:

<https://medicaid.utah.gov/utah-medicaid-forms/>

Medicaid Information Bulletin (MIB & Provider Manuals):

<https://medicaid.utah.gov/utah-medicaid-official-publications/>

Reference Links Continued

Current 2023 PRISM SPOTs/ Release Notes:

[https://medicaid.utah.gov/Documents/pdfs/2023%20PRISM%20Release%20Notes%20\(updated%208.24.2023\).pdf](https://medicaid.utah.gov/Documents/pdfs/2023%20PRISM%20Release%20Notes%20(updated%208.24.2023).pdf)

Future PRISM Release Notes:

[https://medicaid.utah.gov/Documents/pdfs/Future%20Proposed%20PRISM%20Release%20Notes%20\(updated%2008.07.2023\).pdf](https://medicaid.utah.gov/Documents/pdfs/Future%20Proposed%20PRISM%20Release%20Notes%20(updated%2008.07.2023).pdf)

PRISM FAQs & Guides: <https://medicaid.utah.gov/prism-faq/>

Medicaid Enrollment Data: <https://medicaid.utah.gov/administration-publications/>

NPPES NPI Registry: <https://npiregistry.cms.hhs.gov/search>

Utah Office of Inspector General: Report suspected fraud, waste, or abuse at 855-403-7283, mpi@utah.gov, or <https://oig.utah.gov/>