

# Constituent Affairs

---

**Division of Integrated Healthcare  
Office of Eligibility Policy  
Medicaid/CHIP**

# **Constituent Affairs Specialist Tracy Barkley**

801-538-6417

1-877-291-5583

[medicaidmemberfeedback@utah.gov](mailto:medicaidmemberfeedback@utah.gov)

- **Answer eligibility and benefit questions**
  - **Connect people to resources**
  - **Resolve complaints/concerns timely**
-

# Goals

- Answer questions and address issues timely while providing quality customer service to all individuals.
  - Answer the phone promptly.
  - Return a voice message within 1 business day.
  - Provide redirection to the correct area.
  - Identify and triage concern and/or complaint.
  - Ensure resolution was provided.
- 

Receive approximately 170 calls per month (over the past 6.5 years).

Return voice messages within 1 business day, 99% of the time (over past 4 years).

Track calls/contacts through to resolution.

- Division goal is 90% are resolved within 5 business days, 100% resolved within 30 business days (complex cases).

# Escalated Complaints and Concerns

Member denied eligibility and does not understand denial.

Member frustrated with application process.

Member does not understand eligibility policy.

Complaint with Medicaid/ CHIP eligibility policy.

Complaint regarding finding a provider.

Member cannot obtain services.

Provider cannot get paid claim.

Grievance with Health Plan or PMHP.

# Frequently asked questions

**that may need  
to be redirected...**

---

- What is the status of my application?
- What is my spenddown amount?
- When is my review due?
- What is my eligibility status?
- What is my Medicaid ID #?
- What is my Medicaid/CHIP health plan?
- What provider can I see?

# Who to Contact?

Department of Workforce Services (DWS)	1-866-435-7414, option #3 <a href="https://jobs.utah.gov/mycase">jobs.utah.gov/mycase</a>	Apply for Medicaid and CHIP. Report changes in address, income, household circumstances, etc.
Office of Recovery Services, Medicaid Recovery Team	1-801-536-8798 <a href="mailto:orswebbmc@utah.gov">orswebbmc@utah.gov</a>	Report other health insurance start and end dates
Health Program Representative (HPR)	1-866-608-9422	Request new member orientation, help selecting a Medicaid/CHIP health plan, UTA transit card
DHHS mybenefits	<a href="https://mybenefits.utah.gov">Mybenefits.utah.gov</a>	To check eligibility, health plan enrolled in, order UTA transit card for non-emergency medical transportation (if eligible)
Member's Medicaid Health Plan Member's CHIP Health Plan	<a href="https://medicaid.utah.gov/medicaid-members/">https://medicaid.utah.gov/medicaid-members/</a> <a href="https://chip.health.utah.gov/faqs/">https://chip.health.utah.gov/faqs/</a>	Questions regarding benefits, help finding a provider or request a care manager
Take Care Utah	801-433-2299 <a href="https://takecareutah.org">takecareutah.org</a>	For assistance with applying for Medicaid/CHIP

**Thank you!**

**Tracy Barkley**

Constituent Affairs Specialist

**801-538-6417**

**1-877-291-5583**

**[medicaidmemberfeedback@utah.gov](mailto:medicaidmemberfeedback@utah.gov)**