

Constituent Affairs

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

Constituent Affairs Specialist Tracy Barkley

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- **Answer eligibility and benefit questions**
 - **Connect people to resources**
 - **Resolve complaints/concerns timely**
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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.
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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 jobs.utah.gov/mycase	Apply for Medicaid and CHIP. Report changes in address, income, household circumstances, etc.
Office of Recovery Services, Medicaid Recovery Team	1-801-536-8798 orswebbmc@utah.gov	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	Mybenefits.utah.gov	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	https://medicaid.utah.gov/medicaid-members/ https://chip.health.utah.gov/faqs/	Questions regarding benefits, help finding a provider or request a care manager
Take Care Utah	801-433-2299 takecareutah.org	For assistance with applying for Medicaid/CHIP

Thank you!

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