

Primary Care Network (PCN)

Updated: July 2014

PCN

Primary Care Network

Welcome to the Primary Care Network (PCN). PCN is a health plan offered by the Utah department of Health for adults between the ages of 19 and 64. PCN focuses on preventative care and keeping you healthy.

PCN covers most services you receive from a primary care provider in their office, during regular business hours.

You can get services from a primary care provider that accepts PCN. Services include routine doctor visits, screenings, up to four prescriptions a month, dental services, etc.



Interpretive Services



If you are deaf or hearing impaired, or if you speak another language, your provider may get an interpreter for you.

Your provider must use a service that has a contract with Medicaid. Your provider may call the Medicaid Information Line at 1 (800) 662-9651 for more information or call one of the following contracted agencies:

Linguistica International
(801)262-4550

CommGap International
(801) 944-4049

Find more information online <https://medicaid.utah.gov>

Primary Care Provider



We recommend that you have a primary care provider. This is your ‘main’ or ‘family’ doctor who you would see on a regular basis if you were sick, needed medical advice or a routine exam.

The following types of primary care providers are covered by PCN:

- Family Practice
- General Practice
- Nurse Practitioner
- Internal Medicine
- Physician Assistant

Other Providers



The following providers may also give covered services:

- Dentist - cleanings, fillings, etc.
- Obstetrician/Gynecologist - annual exams
- Optometrist - eye exam
- Diabetes Educator

Benefit Information

PCN covers most services given by a primary care provider during regular business hours.

- Visits to a primary care provider
- Up to four prescriptions each month
- Dental exams, cleanings, fillings, x-rays and extractions
- Immunizations and diabetic supplies
- Screenings (not all screenings are covered)
- Eye exam (one exam per year), no glasses or contacts
- Routine Lab services and x-rays
- Emergency room visits (with approved discharge diagnosis)
- Ambulance
- Birth control
- Medical equipment and supplies



Services That Are Not Covered

Not all screenings and services are covered. Services that are not covered include:

- Eyeglasses and contact lenses
- MRI, CT scans
- Mental health services
- Outpatient hospital services
- Inpatient hospital
- Specialty care
- Pregnancy related services
- Physical and occupational therapy
- Chiropractic services
- Urgent care clinic services (such as InstaCare)
- Most emergency room visits



Finding a Provider or Dentist



If you already have a primary care provider or dentist, ask if he or she accepts PCN. Otherwise, you may choose one from the PCN Provider List. The most current list is online. The options below will help you find clinics, providers and dentists near you.

- Visit <http://health.utah.gov/pcn/find.html>
- Call 1 (888) 222-2542
- Find a provider or dentist in the phone book and ask if they accept PCN

Out-of-Pocket Maximum



You will not have to pay more than \$3 for each covered prescription or over-the-counter medication. Prescriptions and over-the-counter medication is limited to a total of four each month.

Co-payments are counted from January 1 through December 31 each year.

You will pay \$100 per year co-payments for covered services with a primary care provider.

Once you reach the out-of-pocket maximum, you will not have to pay co-payments until January 1.

You must pay for services not covered by PCN. Those expenses do not count toward the maximum out-of-pocket amount.

The logo consists of the letters "PCN" in a white, serif font, centered within a yellow square that has a subtle gradient and a drop shadow effect.

PCN

Your PCN Card



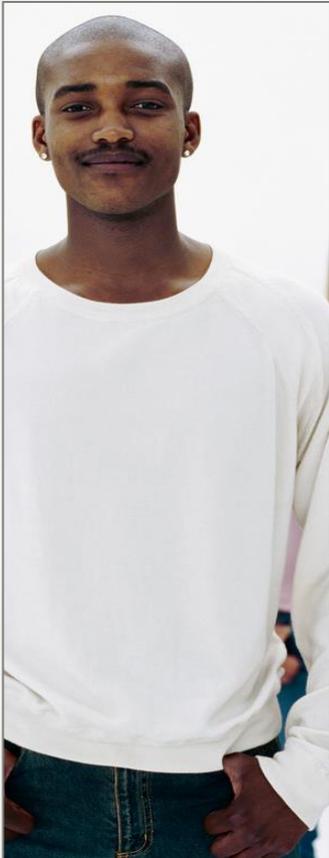
When you become eligible for PCN, you will receive a wallet-sized card. The card says, 'Utah Department of Health, Medicaid,' this is your PCN card. The card shows that you are, or have been, eligible for a medical program with the State of Utah.

Show your card before you get any services. Your provider's office may ask to see your photo ID with your card.

Please do not lose or damage your card. If you do need to replace your card, contact the Department of Workforce Services at 1 (866) 435-7414 or online www.jobs.utah.gov.

PCN

PCN Card Example



This card does not guarantee coverage.

NAME:
ID:
DOB:

VERIFY THE MEDICAID MEMBER'S IDENTITY WITH PHOTO ID. USE OF THIS CARD BY ANY PERSON OTHER THAN THE MEDICAID MEMBER IS FRAUDULENT.

Medicaid Members:

- Show this card with photo ID before getting 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

Benefit Summary



Benefit	Co-payment
Dental	No co-pay
Emergency Room	No co-pay for covered visits
Family Planning	No co-pay
Lab, Medical Equipment & Supplies	No co-pay
Immunizations	No co-pay
Offices visits	\$3.00
Pharmacy	\$3.00 co-pay per prescription, limited to four per month
Transportation (Emergency only transportation)	No co-pay for emergency transportation
Vision Services (annual eye exam)	Optometrist no co-pay Ophthalmologist \$3.00
X-ray	No co-pay

Your Rights



You have the right to medical care regardless of your race, nationality, disability, sex, religion, color or age. If your PCN enrollment has been denied and you feel it is unjust, you have the right to:

- Talk to your eligibility worker
- Talk to your eligibility worker's supervisor
- Request a fair hearing with a Hearing Officer
- Bring your own legal representation to the fair hearing

In addition to those rights, you also have the right to privacy as described in the Health Insurance Portability and Accountability Act (HIPPA).

<http://health.utah.gov/hippa>

PCN

Additional Information



PCN Benefits are online at:

[Utah Medical Benefits](#)

The PCN Member Guide can be found online:

[PCN Member Guide - English 2014](#)

Call a Health Program Representative (HPR):

1 (866) 608-9422