

MotivHealth Q&A

Network (Doctors/Hospitals)

- We highly recommend you ask if they are Contracted/In-Network with the Network in your location before you setup an appointment or outpatient services. For **Utah residents**: Motiv/Health Utah Network in Utah and Cigna Nationwide. **Arizona residents**: Bluecross Blue Shield of Arizona in Arizona, Motiv/Health Utah in Utah and Cigna Nationwide. **Nevada residents**: Cigna Network in Nevada and Nationwide. Your MotivHealth ID cards will give you the Networks available to you and you can search provider when you log into your MotivHealth Account.
- In Southern Utah you will continue to be able to have outpatient **procedures** done at some locations other than St. George Regional Medical Center which can be a way for you to decrease your costs. In Las Vegas you will have great savings opportunities by going to imaging and surgical centers for services for procedures. Remember to call MotivHealth **before scans, colonoscopies and surgery's** to get the best savings and don't forget to ask about Smart Pay Incentives where you may get money put in your HSA!
- In Southern Utah all IHC Facilities are covered i.e.: St. George Regional Hospital, Valley View Hospital and InstaCare Facilities. In Mesquite, Mesa View Regional is covered. In Kingman, Kingman Regional Medical is covered. In Moab, Moab Regional is covered. Some Hospitals covered in Las Vegas are: Centennial Hills, North Vista, Desert Springs. (See LV Hospital Network Map for list).
- MotivHealth's In-Network Hospitals in Northern Utah along the Wasatch Front are typically the NON-IHC hospitals i.e.: Intermountain Medical Center in Murray, LDS, Utah Valley Regional. etc and any IHC InstaCare Facilities. Log onto MotivHealth's website (motivhealth.com) for a complete and updated provider list.
- MotivHealth covers **Urgent Care facilities in Northern Utah** and **IHC InstaCare facilities in Southern Utah**. For Nevada Residents there are several Urgent Care facilities In-Network, check Cigna Network to verify.

Deductibles

- The deductible goes from January 1st – December 31st even though our plan year is from May 1st – April 30th. Each January the deductible will start over.

Preventative Care

- To see Preventative items covered you can refer to the Benefits Website or Healthcare.gov to review preventative services.

Prescriptions

- Each health carrier may have a slightly different list of preferred drugs. If you have a prescription that is not on MotivHealth's preferred list they may have you try different prescriptions that are on their list. You can go view their list of prescriptions on the benefits website, or contact MotivHealth's prescription team (385-247-1030) if you have any questions.
- MotivHealth has many resources for those who have prescriptions that cost \$200 or more per month. If this applies to you, please reach out to MotivHealth to see how they can help.

My Online Services

- MotivHealth has Online Services where you can login and see your claims, EOB's (Explanation of Benefits), pharmacy information, search providers, look at your HSA balance, etc.
- They do not have a mobile app, but you can save the website as an app on your phone. You will want to use a web browser on your cell phone to get to www.motivhealth.com and then save that page as an app on your phone. See MotivHealth's website for a video tutorial.

Other

- We would highly recommend that you view the Video's on the Benefits Website to learn more about MotivHealth and your benefits. Also MotivUniversity created by MotivHealth on their website is a great course to help you learn about MotivHealth and great ways to save money while accessing healthcare services!!