

# SUMMARY OF IMPORTANT INFORMATION

## MANAGING YOUR CASE



Available 24/7 at [jobs.utah.gov/myCase](http://jobs.utah.gov/myCase)

**myCase is a one-stop, online shop, where you can: track your case, access forms, view notices and receive answers to questions.**

## VERIFICATIONS

To prevent delays in processing your case, turn in ALL requested verifications as soon as possible.

- Fax - 877-313-4717; or
- Mail - PO Box 143245, SLC, UT 84114-3250; or
- Drop off at your local office (visit [jobs.utah.gov](http://jobs.utah.gov) for locations near you)

## TIME FRAMES

- Paperwork and verifications are processed in the order they are received.
- Paperwork is imaged within 48 business hours after it is received. The worker is then notified of the paperwork and it will generally be processed within 12 days.
- Verifications are normally processed within 14 days of submission.
- Your *myCase* account will show the verifications that have been received, as well as information still needed. You can also use *myCase* to view decisions made on programs you have applied for.
- A decision about your application will be made no later than 30 days from the date of application. Some medical benefit decisions may take longer.

## UTAH HORIZON CARD EBT BASIC INSTRUCTIONS

Call the Utah Horizon Card helpdesk at (800) 997-4444 if:

- You need to activate or change your PIN
- You need to check your balance
- You have questions on how to use your card
- The ATM does not give you the correct amount
- You need a replacement card because the card has been lost, stolen or is no longer working. The replacement card will be mailed to you.

*The Horizon Card Helpdesk is available 24 hours a day, 7 days a week.*

## UTAH MEDICAID CARDS

A medical card will be mailed upon approval.

- Take your medical card to all appointments.
- Do NOT throw away your medical card; you will use this card as long as you are eligible for medical assistance.
- Contact eligibility at 801-526-0950 or toll free 1-866-435-7414 to order a new card.
- Some medical programs do not receive a medical card.

## CONTACT US

- *myCase* Chat at [jobs.utah.gov/myCase](http://jobs.utah.gov/myCase)
- Toll free 1-866-435-7414
- Salt Lake Valley 801-526-0950