

Your health information.

MY DOCTOR AND MEDICAL HOME

Name: _____

Address: _____

Phone: _____

MY URGENT CARE CENTER

Name: _____

Address: _____

Phone: _____

MY HOSPITAL

Name: _____

Address: _____

Phone: _____

We're here for you.

We're working to make it easier for you to get the health care coverage you need.



Not sure if it is an emergency?
NurseLineSM is open to help
24 hours a day, 7 days a week.
Call **1-855-575-0136, TTY 711.**



If you ever have questions,
call Member Services at
1-877-542-9238, TTY 711,
Monday through Friday,
8 a.m. to 6 p.m.



UHCCommunityPlan.com



Deciding
when it's an
EMERGENCY.



**Keep this with you, or in a
place where you can find it
quickly when you need it.**



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You can call NurseLineSM to determine if it is an **EMERGENCY**.



Each year, 120 million people visit the emergency room. Many could have received help faster by calling **NURSELINE**.

- NurseLine is available any time, even when your Primary Care Physician's office is closed.
- You can call NurseLine to determine if you need to go to the Urgent Care Center, the Emergency Room, or to schedule an appointment with your Primary Care Physician.
- Our nurses can also help with education and information on staying healthy.

 **24-Hour NurseLine:**
1-855-575-0136, TTY 711

YES: Hospital Emergency Room

In a life-threatening emergency, DIAL 911 IMMEDIATELY

An emergency is a sickness or injury that is sudden and puts your life in danger or can cause harm to you if not treated fast. **Examples of emergencies:**

- Signs of a heart attack or stroke
- Bleeding that won't stop
- Bad burns
- Losing consciousness
- Having trouble breathing
- Feeling like you might hurt yourself or someone else
- Problems with your pregnancy, like pain or bleeding



If you visit the emergency room, call your doctor as soon as you can after your visit so you can get follow-up care.

NO BUT STILL NEEDS ATTENTION NOW: Urgent Care Center

During business hours, call your doctor. Visit an Urgent Care Center if you have any of these minor problems and can't see your doctor:

- Allergies
- Sinus infection
- Ear pain
- Sprains or strain
- Sore throat
- Rash
- Headache
- Minor cuts or burns
- Fever
- Bladder infection
- Bruises
- Cough or cold

**For a list of Urgent Care Centers, call Member Services
1-877-542-9238, TTY 711, Monday through Friday, 8 a.m. to 6 p.m.**

NOT AN EMERGENCY: Your Primary Care Physician

- See your doctor for anything that isn't an emergency. This can include sickness and injuries or vaccinations.
- Your doctor knows your medical history and can give you care that is best for you.
- Check with your doctor to see if they have after-hours appointments.
- Call Member Services at **1-877-542-9238, TTY 711**, Monday through Friday, 8 a.m. to 6 p.m. if you need help finding a Primary Care Physician.