



Knowing where to get care. That matters.

When you feel unwell, it can be confusing to know where to get care. If possible, you should always start with your primary care provider (PCP). It's also important to know your other options if your PCP is not available. Use this guide to help you get the right care as quickly as possible.

In a true emergency, always call 911 or go to the emergency room (ER).

Situation	Care option
Not sure where to go?	 NurseLine Call NurseLine at 1-877-370-4009 , TTY 711 to talk with a nurse 24/7 who can help.
Have a non-emergency health issue or need preventive care?	 Primary care provider (PCP) See your doctor. They know your health history and can refer you to a specialist, if needed.
Have a non-emergency health issue and your PCP isn't available?	 Convenience care clinic Go to a convenience care clinic, available in larger retail stores, drugstores and grocery stores. Or try a virtual visit at uhcdoctorchat.com
Need non-emergency care quickly?	 Urgent care Try urgent care. No need to make an appointment and the wait is generally much shorter than the emergency room.
Have a serious medical issue?	 Emergency room Go to a hospital emergency room. Or call 911 for a medical crisis or 988 for a mental health crisis.

See next page for care options based on condition

Here are some common reasons why you may need care – and options for where to get it

If you're still not sure where to go, please call NurseLine anytime, toll-free at 1-877-370-4009, TTY 711.

Primary care provider (PCP)

- Basic labs/ immunizations
- Chronic disease management (asthma, diabetes, high blood pressure)
- Family planning and STI (sexually transmitted infection) testing
- New concerns and illnesses
- Preventive care
- Sports physicals
- Well child checks and physical exams

Convenience care clinic or virtual care

- Allergies
- Behavioral health
- Bladder infection
- Bronchitis
- Cold/flu
- Diarrhea
- Earache
- Migraine/headaches
- Mild rashes
- New non-emergency health concerns
- Pink eye
- Sore throat

Urgent care

- Animal and insect bites
- Mild asthma symptoms
- Minor burns
- Minor cuts that may need stitches
- Sprains and strains
- Vomiting

Emergency room

- Broken bones
- Difficulty breathing
- Difficulty speaking or walking
- Fainting or feeling dizzy or weak
- Pain or pressure in the chest or abdomen
- Sudden or severe pain
- Uncontrollable bleeding

Mental health crisis center

- Thoughts of suicide or self-harm
- Thoughts of harming someone else
- Feeling an extreme sense of hopelessness or despair
- Other symptoms of a mental or emotional crisis

There for what matters

Questions about your plan benefits? Need help scheduling an appointment or getting a ride to the visit? We're here to help. Please call Member Services toll-free at **1-877-743-8731**, TTY **711**. You can also chat with us through **myuhc.com/communityplan** or the **UnitedHealthcare app**.



UnitedHealthcare does not discriminate on the basis of sex, age, race, color, gender, gender identity, disability or national origin in health programs and activities.

We provide free services to help you communicate with us. Such as, letters in other languages or large print. Or, you can ask for an interpreter. To ask for help, please call the toll-free member phone number at 1-877-743-8731, TTY 711, 7:30 a.m.–5:30 p.m. CT, Monday–Friday (and 7:30 a.m.–8 p.m. CT on Wednesday). We are also available 8 a.m.–5 p.m. CT the first Saturday and Sunday of each month.

ATENCIÓN: Si habla español, hay servicios de asistencia de idiomas, sin cargo, a su disposición. Llame al número de teléfono gratuito que aparece en su tarjeta de identificación.

LƯU Ý: Nếu quý vị nói tiếng Việt, có dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Gọi số điện thoại miễn phí trên thẻ nhân dạng của quý vị.