



Greetings,

Get the Right Care ... Know Your Options!

If you are sick or hurt, your Primary Medical Provider (PMP) can meet most of your needs. They can sometimes see you the same day. Since your PMP knows you and your medical history, you'll get the best care.

If you're not able to make an appointment with your provider as soon as you want, you can:

1. Call the NurseLine at 1-866-801-4407. They can answer your questions and are available 24/7 every day of the year.
2. You can also use the Dr. Chat app from home or on the go. You can find out more at UHCDocorChat.com or by calling Member Services at 1-800-832-4643.

The next best place to get non-emergent care is an urgent care center. Urgent care centers are in your area and can help you when your PMP is not available. An urgent care center is quicker and smaller than an emergency department. After the visit, ask the urgent care staff to send your records to your PMP.

Your UnitedHealthcare website at <https://www.uhccp.com/indiana> has a list of urgent care centers for you to choose from. Other member materials are there, too.

If you have questions, call Member Services at 1-800-832-4643. TTY users may dial 711. We are available Monday-Friday, 8 am to 8 pm Eastern time.

Sincerely,

UnitedHealthcare Community Plan of Indiana

UnitedHealthcare Community Plan of Indiana complies with applicable federal civil rights laws and does not discriminate, exclude people, or treat them differently on the basis of race, color, national origin, age, disability, religion, or sex. Services to help you communicate with us are provided at no cost to members, such as other languages or large print. Or you can ask for an interpreter. To ask for help, please call Member Services at 1-800-832-4643, TTY 711, 8 am – 8 pm ET, Monday – Friday.

UnitedHealthcare Community Plan of Indiana cumple con las leyes federales de derechos civiles aplicables y no discrimina, excluye ni trata a las personas de forma diferente por raza, color, nacionalidad, edad, discapacidad, religión o sexo. Se proporcionan servicios para ayudarle a comunicarse con nosotros, tales como otros idiomas o letra grande, sin costo para los miembros. O bien, puede solicitar un intérprete. Para pedir ayuda, por favor llame a Servicios para Miembros al 1-800-832-4643, TTY 711, de 8 am a 8 pm ET, de lunes a viernes.