

WHEN YOU NEED MEDICAL CARE RIGHT AWAY – YOU HAVE OPTIONS

There's never a good time for an illness or injury. For those unexpected occurrences, Health Net wants you to know you have options when seeking appropriate medical care.

WHAT'S THE DIFFERENCE BETWEEN AN EMERGENCY AND URGENT CARE?

- **An emergency** is generally a sudden, serious and unexpected illness, injury or condition, including severe pain, which a reasonable person with an average knowledge of health and medicine would believe requires immediate medical attention. **In emergency situations, go to the nearest emergency room or call 911.**
- **Urgent care** is a situation that requires immediate medical attention, but is not life-threatening. Urgent care centers are staffed by physicians who are able to treat various injuries and illnesses.



Is it an **emergency** or an **urgent** situation?

Examples of emergency situations:	Examples of urgent situations:
<ul style="list-style-type: none"> • Broken bones • Shortness of breath • Chest pain • Uncontrolled bleeding • Fever over 104° 	<ul style="list-style-type: none"> • Cold or flu • Minor cuts or burns • Sore throat or earache • Neck/back pain or headache • Sprains • Urinary tract infections

HOW DO I ACCESS URGENT CARE SERVICES?¹

All members should contact their primary physician first. Many physician offices reserve same day appointment times for urgent care needs.

If you have an HMO plan, you must get authorization by your Physician Group and have services performed at an urgent care facility within a 30-mile radius of the Physician Group in order for the services to be covered. Note: If you are outside of your Physician Group service area, urgent care services do not require authorization.

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¹Refer to your Evidence of Coverage or Certificate of Insurance document for benefit and coverage information pertaining to urgent care and emergency services.

If you have an EPO plan and require urgently needed care, you may go directly to an urgent care center if your doctor is not available or for after-hours care.

After visiting an urgent care center or an emergency room, contact your primary care physician. He or she will provide or coordinate any necessary follow-up care.

DECISION POWERSM HEALTH COACHES

With Health Net you get more than health care coverage. You get Decision Power. Decision Power gives you access to Health Coaches who are trained professionals, such as nurses, respiratory therapists and dietitians. Available 24 hours a day, seven days a week, a Health Coach will help you understand your treatment options and provide useful information and decision-making support. Log in to www.healthnet.com/uc for more details.

To find an urgent care center, visit www.healthnet.com/uc or call your Physician Group at the phone number listed on your ID card.

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