



KNOW WHERE TO GO

Keep this guide for reference when you or a loved one are sick or injured.

WHEN TO VISIT YOUR PRIMARY CARE PHYSICIAN (PCP)

Seek care from your PCP whenever possible

– they understand your medical history and can set you up with a specialist if needed.

Common uses include:

- Preventive services and vaccinations
- Ongoing medical care for a chronic condition
- Medical problems or symptoms that are not an immediate, serious threat to your health or life, like strep throat, cold/flu or allergies



FREE annual in-network check-ups
\$15 co-pay for other in-network visits



FREE for primary care

WHEN TO USE TELEHEALTH

As a Compass Rose Health Plan member, **you have access to our virtual telehealth service**, Doctor On Demand, which is available 24/7. In addition, you may use telehealth services offered by your in-network PCP.

Common uses include:

- Cold / Flu
- Fever
- Sore Throat
- Allergies
- Diarrhea / Vomiting
- Rashes
- Urinary Tract Infections

WHEN TO GO TO URGENT CARE

If you cannot reach your doctor or need care outside of office hours, urgent care centers can provide outpatient care for a wide range of conditions.

Common uses include:

- Cold / Flu
- Sore throat
- Infection
- Rashes
- Sprains and strains
- Minor broken bones or cuts
- Mild asthma attack
- Earaches



\$50 co-pay in-network



\$200 co-pay

WHEN TO GO TO THE EMERGENCY ROOM

If you have an urgent, acute or life-threatening condition, call 911 or go to the emergency room right away. Otherwise, one of the other care options may save you time and money.

Common uses include:

- Sudden change in vision
- Sudden weakness or trouble talking
- Large, open wounds
- Difficulty breathing
- Severe head injury
- Heavy bleeding
- Spinal injuries
- Chest pain
- Major burns
- Major broken bones

LEARN MORE

Find network physicians, urgent care centers and other care in your area at compassrosebenefits.com/UHC.

If you have additional questions about the health plan or your care options, call us toll-free at **(888) 438-9135**, 8am to 8pm, EST.