

## Getting The Right Care At The Right Place

UnitedHealthcare has the nation's largest single proprietary network with over 630,000 doctors and health care professionals and over 5,000 hospitals. Our pharmacy network includes all the major national and regional pharmacy chains and most independent local pharmacies.

**Finding a physician** – Use [www.mynhp.com](http://www.mynhp.com) and click on the **Provider Search** tab on the member page. Here you can find information on network physicians who can meet your needs for primary care and specialty care. Hospitals and other health care facilities can also be found here. Choosing a physician and facility from our network will provide you with maximum benefits from your health plan.

Check your plan coverage before selecting a physician or hospital. If you are not able to view our online directory, you can call the toll-free member phone number on the back of your ID card and a CCP will provide the information you need or send you a printed copy of a network provider directory.

### **Obtaining routine or primary care, urgent care or emergency care**

Where to go for medical services depends on your health care needs. Your plan includes coverage for various types of care. If you are not sure what type of care you need, use the guidelines below or if included with your plan, call the toll-free **Care24®** or **NurseLineSM** number on your ID card. Nurses are available 24 hours a day and can help you find the care you need.

For **routine or primary/preventive care**, it is best to go to your own doctor's office. It's important to establish a relationship with a primary care doctor who knows your health history and that you can call when you need care. For help finding a primary care physician, search our online provider directory or call the member phone number on the back of your ID card.

For **hospital care**, talk with your doctor to determine which hospital is best for your medical/surgical needs. Your benefit plan may require you or your physician to notify UnitedHealthcare of a hospital admission.

For **care after hours**, first call your primary care doctor. Network doctors and clinics provide either an answering service or a detailed voice-mail message that gives instructions for how to get care after hours.

**Is it urgent?** If you need care quickly—but it's not an emergency—and your primary doctor is not available, consider going to an urgent care center. A visit to urgent care typically costs less than going to a hospital emergency room. Urgent care centers offer treatment for non-life threatening injuries or illnesses such as:

- Sprains and strains

- Minor broken bones
- Mild asthma attacks
- Minor infections
- Small cuts
- Sore throats
- Rashes

**In an emergency, call 911 or go to the nearest emergency room, whether at home or out of town.** Typically, an emergency is when injuries or symptoms are life-threatening or severe enough that immediate medical attention is needed.

This includes:

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

Please see your Member Handbook/GSA or contract for a complete definition of what we consider a medical emergency.

### **Finding care if you are out of town or state**

Call the member phone number on the back of your ID card to find physicians and health care facilities near your location, and to learn if any restrictions apply. Or, if your plan includes **Care24** or **NurseLine**, you can contact the toll-free, 24-hour help line for help finding the care you need.