

# Know where to get care

When you have to make a healthcare decision, make sure you're ready. Review some of the choices of care that are available so you can decide where to go the next time you need treatment.



## Doctor's office

Take advantage of the relationship you have with your doctor. Calling your doctor's office during business hours may be your best option for treatment in nonemergency situations.



## Virtual visit (Telehealth)

Your healthcare should always begin with your primary care doctor or behavioral health specialist. Your primary care provider and your specialist may offer virtual visits as another convenient way to be treated by your care team. Virtual visits connect you with your provider via telephone or video chat using your phone, tablet or laptop.\* They may allow you to get help with chronic condition management, follow-up care after an in-office visit, medication reviews and refills, and much more, just like an in-office visit.

If your primary care doctor doesn't offer virtual visits, check with your health plan to see what national telehealth options are available for you.



## Retail clinic

When you can't see your doctor, a retail clinic may help you with minor problems like a cold, earache or sore throat. Retail clinics are conveniently located in retail stores, like CVS®, Target®, Kroger® and Walgreens. Check to see which retail clinics are available in your network.



## Urgent care center

When you have a minor illness or injury and your doctor isn't available, you might consider going to an urgent care center. Waiting periods are usually shorter than in an emergency room. Many centers have X-ray and lab services and are open in the evenings and on weekends.†



## Emergency room (ER)

Visit an ER for a serious medical situation that might represent a threat to your life or limbs. It's generally appropriate for situations like uncontrolled bleeding, chest pain, difficulty breathing and possible stroke.



## MyHumana and MyHumana mobile app

You can use Humana's Find a Doctor tool to search for an in-network provider near you by going to [Humana.com](https://www.humana.com) or by using the MyHumana mobile app on your mobile device.

\*Standard data rates may apply.

†Consult with your nearest urgent care center to confirm services.

# Where to seek medical care

Condition	Doctor's office	Virtual visits	Retail health clinic	Urgent care center
Minor headache	✓	✓	✓	✓
Possible sprain, strain	✓	✓		✓
Nausea, vomiting, diarrhea	✓	✓		✓
Bumps, cuts, scrapes	✓	✓	✓	✓
Cough, sore throat, congestion	✓	✓	✓	✓
Urinary burning	✓	✓	✓	✓



## Emergency room

Generally, you should call 911 or go to the emergency room for the following type of symptoms or any symptom that you feel may represent a threat to your life or limbs.

- Sudden or unexplained loss of consciousness
- Signs of a heart attack, such as sudden/severe chest pain or pressure
- Signs of a stroke, such as numbness of the face, arm or leg on one side of the body; difficulty talking; sudden loss of vision
- Severe shortness of breath
- High fever with stiff neck, mental confusion and/or difficulty breathing
- Coughing up or vomiting blood
- Cut or wound that won't stop bleeding
- Possible broken bones
- Poisoning
- Stab wounds
- Sudden, severe abdominal pain
- Suicidal feelings
- Partial or total amputation of a limb

Limitations on telehealth services, also referred to as virtual visits or telemedicine, vary by state. These services are not a substitute for emergency care and are not intended to replace your primary care provider or other providers in your network. Any descriptions of when to use telehealth services is for informational purposes only and should not be construed as medical advice. Please refer to your evidence of coverage for additional details on what your plan may cover or other rules that may apply.

This information is provided for educational purposes only. It is not to be used for medical advice, diagnosis or treatment. Consult your healthcare provider if you have questions or concerns.

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- The following department has been designated to handle inquiries regarding Humana's non-discrimination policies: Discrimination Grievances, P.O. Box 14618, Lexington, KY 40512-4618. If you need help filing a grievance, call the number on your ID card or if you use a TTY, call 711.

### Auxiliary aids and services, free of charge, are available to you.

#### Please call the number on your ID card. If you use a TTY, call 711.

Humana provides free auxiliary aids and services, such as qualified sign language interpreters, video remote interpretation, and written information in other formats to people with disabilities when such auxiliary aids and services are necessary to ensure an equal opportunity to participate.

**This information is available for free in other languages. Please call our customer service number at 877-320-1235 (TTY: 711). Hours of operation: 8 a.m. – 8 p.m. Eastern time.**

**Español (Spanish):** Llame al número indicado para recibir servicios gratuitos de asistencia lingüística. **877-320-1235 (TTY: 711)**. Horas de operación: 8 a.m. a 8 p.m. hora del este.

**繁體中文 (Chinese):** 本資訊也有其他語言版本可供免費索取。請致電客戶服務部：**877-320-1235 (聽障專線：711)**。辦公時間：東部時間上午 8 時至晚上 8 時。

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