

Know where to get care

Review your care options in advance so you can make informed decisions about where to go for treatment when needed.



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. Conditions to visit the doctor's office for: minor headache, possible sprain, strain, nausea, vomiting, diarrhea, bumps, cuts, scrapes, cough, sore throat, congestion, urinary burning.



Virtual visit (Telehealth)

Begin your care with your primary doctor or behavioral health specialist, who may offer virtual visits via phone or video chat.* If virtual visits aren't available, check with your health plan for other telehealth options.

Conditions to use a virtual visit for: minor headache, possible sprain, strain, nausea, vomiting, diarrhea, bumps, cuts, scrapes, cough, sore throat, congestion, urinary burning.



Retail clinic

When you can't see your doctor, visit an in-network retail clinic at stores like CVS®, Target®, Kroger® or Walgreens® for minor issues such as colds, earaches or sore throats.

Conditions to visit a retail clinic for: minor headache, bumps, cuts, scrapes, cough, sore throat, congestion, urinary burning.



Urgent care center

If your doctor isn't available for a minor illness or injury, urgent care centers offer shorter wait times, extended hours, and onsite X-ray and lab services.

Conditions to visit an urgent care center for: minor headache, possible sprain, strain, nausea, vomiting, diarrhea, bumps, cuts, scrapes, cough, sore throat, congestion, urinary burning.



MyHumana and MyHumana mobile app

You can use Humana's Find Care tool to search for an in-network provider near you by going to your.humana.com/ncshp or by using the MyHumana mobile app on your mobile device.



Emergency room (ER)

Go to the ER for life or limb threatening emergencies such as uncontrolled bleeding, chest pain, trouble breathing, or signs of a stroke.

Conditions to go to the ER for:

- 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

*Standard data rates may apply.

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

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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