



# Help Members Learn Where to Get the Care They Need

## MEMBERS HAVE MANY OPTIONS FOR SAME-DAY CARE OUTSIDE OF THE ER

It's important to get patients in for an appointment with their primary care physician (PCP) for proactive wellness, condition management and care. When a member's PCP is not available for immediate care, knowing the best option to get same-day health care services can save time, travel and unnecessary cost.

The guidelines below can help members make the right choice when they need same-day health care services.

Compare needs	 Available from the comfort of member's home		 Options outside of member's home	
	Teladoc Health	Nurse Advice Line	Urgent Care (centers)	Emergency Room (ER)
24/7 access	✓	✓		✓
Behavioral health	✓		✓	✓
Can treat serious conditions (e.g. fractures, stitches, allergic reactions, asthma attacks)			✓	✓
Can triage to ER	✓	✓	✓	
Emergency needs				✓
Get prescriptions when medically needed	✓ <sup>1</sup>		✓	
Know what you pay upfront	✓			
Order labs and diagnostics			✓ <sup>2</sup>	✓
Short wait times	✓	✓	✓	
Treat non-emergencies like UTI, allergies, upset stomach, rashes	✓	✓	✓	✓
Visit by phone or video anywhere within the United States	✓			

(continued)

## Teladoc telehealth

Wellcare has teamed up with **Teladoc Health** to offer more access to **telehealth services** through Teladoc.

Members can use Teladoc to get the care they need when their PCP is not available. General medical appointments are available 24/7. This includes:

- Pediatrics
- Urgent care
- Women's health and more

Therapy, counseling, psychiatry and behavioral health counseling appointments with board-certified physicians are also available seven days a week from 7 a.m.–9 p.m. local time.

- Behavioral health counseling.
- Psychiatry: All lines of business – Ages 18 and older.
- No age requirements for general medical services.

Members can book their first appointment in **one of three ways**:

- 1** Download the Teladoc App in the Google Play™,<sup>3</sup> or the Apple Store®. No sign-in code is required.
- 2** Visit the Teladoc website at [www.teladoc.com](http://www.teladoc.com). No sign-in code is required.
- 3** Call Teladoc at 800-TELADOC (800-835-2362).

## Urgent care centers

For non-life-threatening concerns, urgent care centers are convenient, cost less than an ER visit and are staffed by doctors. Members can get same-day care for non-emergency illnesses or injuries. Some urgent care centers now provide X-rays and lab tests as well. Urgent care benefits include:

- After-hours care
- No appointment required
- Cost savings<sup>1</sup>
- Typically, shorter wait times than ER

## Nurse Advice Line

Reach out to a registered nurse – 24 hours a day – and get instant support. Members can call the number on their member ID card and get answers to questions about:

- Bug bites, stings and more
- Minor burns
- Cold and flu symptoms
- Minor illness and injury

**For office use only. Do NOT post in a patient area.**



### Don't forget!

After a member visits with a Teladoc care provider, urgent care center, nurse or ER, the member must contact their PCP, so their follow-up care can be managed.

Members can elect to have Teladoc care records forwarded to their PCP.

### More information

If you have questions regarding telehealth services for members, please contact Provider Services Center at:

Medicare (CA Wellcare):  
**866-999-3945**

<sup>1</sup>Teladoc appointments are available at no cost to most members, but some members may have a copay/cost share. Members can refer to their health coverage document for more information.

<sup>2</sup>Average wait time for ER in the US is 5 ½ hours. Information varies by location. See resource: [As ER Wait Times Grow, More Patients Leave Against Medical Advice](https://bit.ly/ERWaitTime), [bit.ly/ERWaitTime](https://bit.ly/ERWaitTime).

<sup>3</sup>Google Play and the Google Play logo are trademarks of Google LLC.