



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	✓		✓	
Know what you pay upfront	✓ ^{1,2}			
Order labs and diagnostics			✓	✓
Short wait times	✓	✓	✓ ³	
Treat non-emergencies like UTI, allergies, upset stomach, rashes	✓	✓	✓	✓
Visit by phone or video anywhere within the United States	✓			

(continued)

Teladoc telehealth

Health Net* and Community Health Plan of Imperial Valley have 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: Medi-Cal – Ages 18 and older.
- 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™,4 or the Apple Store®. No sign-in code is required.
- 2** Visit the Teladoc website at 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 savings¹
- 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.

¹Teladoc 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.

²Community Health Plan of Imperial Valley members do not incur copays/cost-share for this service.

³Average 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, bit.ly/ERWaitTime.

⁴Google Play and the Google Play logo are trademarks of Google LLC.

Community Health Plan of Imperial Valley ("CHPIV") is the Local Health Authority (LHA) in Imperial County, providing services to Medi-Cal enrollees in Imperial County. CHPIV contracts with Health Net Community Solutions, Inc. to arrange health care services to CHPIV members. *Health Net Community Solutions, Inc. is a subsidiary of Health Net, LLC and Centene Corporation. Health Net is a registered service mark of Health Net, LLC. All other identified trademarks/service marks remain the property of their respective companies. All rights reserved.



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:

833-236-4141

Behavioral Health providers:
844-966-0298