

# Know Where to Go for Care



**NEED HELP?**  
Call 9-1-1 if you have  
an emergency or life-  
threatening situation.

**Although you can get health care many different places, including the emergency department, it's best for you to get routine care and recommended preventive services from a primary care provider.**

There are some big differences between visits to your primary care provider and visits to the emergency department, such as cost, time spent waiting for care, and follow up.

The table on the other side of this page helps you see the many ways in which going to your primary care provider is different from going to the emergency department.



You can find primary care providers in offices, clinics, and health centers nationwide. Depending on your coverage and personal circumstances, you might find a primary care provider in:

- Federally Qualified Health Centers **(LIKE AUNT MARTHA'S!)**
- Private medical groups and practices
- Community clinics and free clinics
- School-based health centers

Primary care providers work with patients every day to ensure they get the right preventive services, manage their chronic conditions, and improve their health and well-being. Some places may offer services and supports that vary based on the needs of the community they serve, like community-based services and supports, mental health, dental, vision services, transportation, and language interpretation.

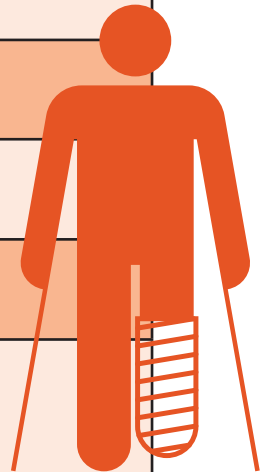
## KNOW BEFORE YOU GO

Not all types of providers and facilities take all insurance plans or types of coverage. Call the office before you go to make sure they see patients with your coverage.



## Differences Between Your Provider's Office and the Emergency Department

Primary Care Provider	Emergency Department
You'll <b>pay your primary care copay</b> , if you have one. This may cost you between \$0 and \$50.	You'll likely <b>pay a copay, co-insurance, and have to meet your deductible</b> before your health plan pays for your costs, especially if it's not an emergency. Your copay may be between \$50 and \$150.
You go when you <b>feel sick and when you feel well</b> .	You should only go when you're <b>injured or very sick</b> .
You <b>call ahead</b> to make an appointment.	You <b>show up when you need to and wait</b> until they can get to you.
You may have a short wait to be called after you arrive but you will generally <b>be seen around your appointment time</b> .	You may <b>wait for several hours</b> before you're seen if it's not an emergency.
You'll usually see the <b>same provider each time</b> .	You'll see the <b>provider who is working that day</b> .
Your provider <b>will</b> usually have access to your health record.	The provider who sees you probably <b>won't</b> have access to your health records.
Your provider works with you to <b>monitor your chronic conditions</b> and helps you improve your overall health.	The provider <b>may not know what chronic conditions you have</b> .
Your provider will <b>check other areas of your health</b> , not just the problem that brought you in that day.	The provider <b>will only check the urgent problem</b> you came in to treat but might not ask about other concerns.
If you need to see other providers or manage your care, <b>your provider can help you make a plan</b> , get your medicines, and schedule your recommended follow-up visits or find specialists.	When your visit is over you will be <b>discharged with instructions to follow up</b> with your primary care provider and/or specialist. There may not be any follow-up support.
In some areas, you may be able to go to an <b>Urgent Care Center</b> . If Urgent Care is available in your area, call your health plan before you go to find out how much you will have to pay.	



**If you have been given instructions to follow-up with your Aunt Martha's provider following an ED visit or hospital stay, call our Care Coordination Department at (844) 346-9977.**