

## Your health information.

### My PCP (Primary Care Provider):

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Phone: \_\_\_\_\_

### My urgent care center or Federally Qualified Health Center:

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Phone: \_\_\_\_\_

### My hospital:

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Phone: \_\_\_\_\_

### Notes:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## We're here for you.

We're working to make it easier for you to get the health care coverage you need.



Visit [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan)



UnitedHealthcare Dual Complete  
ONE Member Service Center  
**1-800-514-4911, TTY 711.** Hours are  
from 8am – 8pm, 7 days a week.

### Need transportation?

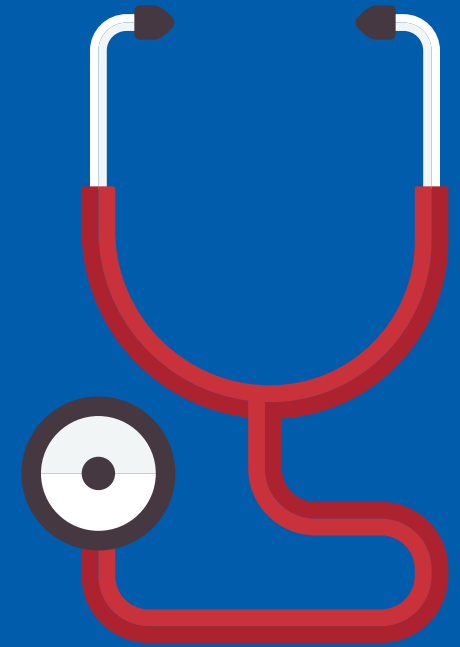
Get a ride or mileage reimbursement for medical and pharmacy visits.



Contact your Primary Care Provider  
or Care Manager to help arrange  
transportation, or LogistiCare at  
**1-866-527-9933, TTY 1-866-288-3133.**

Plans are insured through UnitedHealthcare Insurance Company or one of its affiliated companies, a Medicare Advantage organization with a Medicare contract and a contract with the State Medicaid Program. Enrollment in the plan depends on the plan's contract renewal with Medicare. This plan is available to anyone who has both Medicare and full Medicaid benefits. This service should not be used for emergency or urgent care needs. In an emergency, call 911 or go to the nearest emergency room. The information provided through this service is for informational purposes only. The nurses cannot diagnose problems or recommend treatment and are not a substitute for your doctor's care. Your health information is kept confidential in accordance with the law. Access to this service is subject to terms of use. This information is not a complete description of benefits. Contact the plan for more information. Limitations, copayments, and restrictions may apply. Benefits may change on January 1 of each year.

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From minor sprains to  
major colds, life's full of  
surprises. Your next step?  
**Check. Choose. Go.**



**Check**  
your options  
for care.








**Choose**  
your care provider.



**Go**  
for better health.



See your primary care provider (PCP) whenever possible. Your PCP has easy access to your records, knows the bigger picture of your health and may even offer same-day appointments to meet your needs. When seeing your PCP is not possible, however, it's important to know your quick care options to find the place that's right for you.

Care Options	Needs or Symptoms
 <p><b>24/7 NurseLine<sup>SM</sup></b> Call <b>1-877-440-9407</b> to speak with a registered nurse.</p>	<ul style="list-style-type: none"> <li>• Choosing where to get medical care.</li> <li>• Finding a doctor, urgent care facility or hospital.</li> <li>• Health and wellness help.</li> <li>• Answers to questions about medicines.</li> </ul>
 <p><b>Primary Care Provider</b> For treatment that's not an emergency.</p>	<ul style="list-style-type: none"> <li>• Skin rash.</li> <li>• Flu shot.</li> <li>• Minor injuries.</li> <li>• Ear ache.</li> <li>• School and work-related physicals.</li> </ul>
 <p><b>Federally Qualified Health Center</b> For quick non-emergency care with no appointment required.</p>	<ul style="list-style-type: none"> <li>• Minor aches and pains.</li> <li>• Cough or cold, fever, sore throat, asthma.</li> <li>• Insect bites.</li> <li>• Negative reactions to medications.</li> </ul>
 <p><b>Urgent Care</b> For quick after-hours care for non-emergencies.</p>	<ul style="list-style-type: none"> <li>• Low back pain.</li> <li>• Stomach pain, vomiting, diarrhea.</li> <li>• Ear pain, bruises, rash, bladder infection.</li> <li>• Minor cuts or burns, sprains, stitches.</li> </ul>
 <p><b>Emergency Room</b> For serious immediate needs.</p>	<ul style="list-style-type: none"> <li>• Chest pain.</li> <li>• Shortness of breath.</li> <li>• Severe asthma attack.</li> <li>• Major burns.</li> <li>• Severe injuries.</li> <li>• Kidney stones.</li> <li>• Stroke symptoms.</li> <li>• Severe allergic reactions.</li> <li>• Labor/onset of labor pains.</li> </ul>