

# Getting the Help You Need When You Need It.

## Time to see your doctor?

It's important to get medical care when you need it. Call your doctor's office to make an appointment. Tell them the reason for the visit. This will help them make the appointment within the right time frame.



- **Yearly Physical Checkup:** within 90 days.
- **Wellness Checkup for a newly enrolled child member:** This depends on the child's age and when the service is due, but usually less than 90 days.
- **The Newborn Well-Baby Checkup:** within 14 days.
- **Routine Care:** within 14 days.
- **Mental Health Visit:** within 14 days.
- **Prenatal Care:** within 14 days. High-risk pregnancies or new members that are more than 6 months pregnant will be seen within 5 days.
- **Urgent Care:** within 24 hours.
- **Emergency Room or Hospital Discharge:** you need to follow up with your doctor within 7 days of discharge.

**Need Help Fast?** In an emergency call **911** or go to the nearest emergency room.

### Call your doctor first.

You can even call at night or on weekends, when the office is closed. A message will tell you how to reach a doctor. You can also call the 24-hour toll-free NurseLine™ for advice on your illness or injury.

**CHIP: 800-850-1267**

**STAR: 800-535-6714, TTY 711**

**STAR+PLUS: 877-839-5407**

**STAR Kids: 844-222-7326**

