

Frequently Asked Questions: Members

What facilities/providers are in the Wellstar Health Plan network?

Wellstar is one of the largest health systems in Georgia. We know that giving people easy access to our services and locations is an essential part of great care. We offer:

- 10 hospitals
- 9 emergency departments
- 9 cancer centers
- 80+ rehabilitation centers
- 3 hospice facilities
- 4 senior living centers
- 21 imaging centers
- 18 urgent care locations
- 5 health parks

From primary care to specialty care, we're equipped to deliver world-class healthcare to every person, every time.

You can find a provider by logging on to wellstarhealthplan.org and clicking on the Find a Provider link.

How is care handled outside the Wellstar Health Plan service area?

If you visit a provider outside of the Wellstar Health Plan network, out-of-network benefits will apply. You can confirm if a facility/provider is in the Wellstar network using our website, wellstar.org/physicians.

Call 911 or go to the nearest emergency department if you are in a life-threatening situation. If you are designated as an out-of-area member as defined by your home zip code, you can use the Anthem provider network if you are too far from the Wellstar provider network.

Do I need a referral to see a specialist?

Referrals are not required to see a specialist. However, it is important to verify the physician is in the Wellstar Health Plan network using our website, wellstarhealthplan.org.

When should I go to the emergency department versus an urgent care location?

You should go to the emergency department or call 911 if you experience the following symptoms:

- Heart attack or severe chest pain
- Stroke
- Poisoning
- Loss of pulse or breathing
- Loss of consciousness
- Seizures
- Any other symptoms that are life threatening

Consider an urgent care location to treat a sudden acute illness or minor injury when your primary care physician (PCP)'s office is closed.

Do I need to reach out to my primary care provider before going to the emergency department or urgent care location?

No. You do not need to contact your primary care provider's office before seeking care. In an emergency, you should call 911 or go directly to the nearest emergency department.

Will I receive a member ID card?

Yes, a copy of your ID card will be mailed to you. In addition, a copy of your member ID card is available electronically in the member portal at wellstarhealthplan.org or in the Wellstar Health Plan mobile app.

Who can I reach if I have enrollment or benefit questions?

Please call the Wellstar Health Plan concierge team at 1-833-932-3912 or use the number at the top of your member ID card to speak with a dedicated customer service representative.

For more information on Wellstar Health Plan solutions, please contact:

Wellstar Concierge Team | 1-833-932-3912 | wellstarhealthplan.org

