

Frequently Asked Questions: Members

What facilities/providers are in the NAME Healthcare system?

Insert information about facility locations and providers here. Apicienis que mi, ipsuscul et fugitincid maxim re pore nobist re comniendi culpa nonet a sincipiendic temque niscips untota vide et anis evelicipsam, cullabo riaspedis intis eost provita nobis expliquam est.

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How is care handled outside the NAME Healthcare service area?

Insert out-of-network benefit information here. Members can confirm that a facility/provider is in network using our website, website.com.

Call 911 or go to the nearest emergency department if you are in a life-threatening situation.

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
- Loss of pulse or breathing
- Stroke
- Loss of consciousness
- Poisoning
- Seizures

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.

Do I need a referral to see a specialist?

Insert specialist referral information here.

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 in the member portal or in the mobile application.

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

Please call the number at the top of your member ID card to speak with a dedicated customer service representative.

PHOTO

For more information on ABC Company Plan solutions, please contact:

Name, Title

EMAIL@email.com | 000.000.0000

ABCCompany.com