



Knowing where to get care. That matters.

When you feel unwell, it can be confusing to know where to get care. If possible, you should always start with your primary care provider (PCP). It's also important to know your other options if your PCP is not available. Use this guide to help you get the right care as quickly as possible.

In a true emergency, always call 911 or go to the emergency room (ER).

Situation	Care option
Have a mental health or crisis concern?	 Free 24/7 Crisis Call and Crisis Text Line Call or text 988 for a mental health crisis or concern. Text 'HOME' to 741741 or Text 'AYUDA' for help in Spanish to chat with a mental health clinician 24/7 who can help.
Not sure where to go?	 NurseLine Call NurseLine at 1-800-718-9066 to talk with a nurse 24/7 who can help.
Have a non-emergency health issue or need preventive care?	 Primary care provider (PCP) See your doctor. They know your health history and can refer you to a specialist, if needed.
Have a non-emergency health issue and your PCP isn't available?	 UHC Doctor Chat Try a virtual visit at uhdoctorchat.com
Need non-emergency care quickly?	 Urgent care Try urgent care. No need to make an appointment and the wait is generally much shorter than the emergency room.

See next page for care options based on condition

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**United
Healthcare**
Community Plan

Here are some common reasons why you may need care – and options for where to get it

If you're still not sure where to go, please call NurseLine anytime, toll-free at 1-800-718-9066.

Mental health crisis center

- Thoughts of suicide or self-harm
- Thoughts of harming someone else
- Feeling an extreme sense of hopelessness or despair
- Other symptoms of a mental or emotional crisis

Primary care provider (PCP)

- Basic labs/ immunizations
- Chronic disease management (asthma, diabetes, high blood pressure)
- Family planning and STI (sexually transmitted infection) testing
- New concerns and illnesses
- Preventive care
- Sports physicals
- Well child checks and physical exams

Virtual care

- Allergies
- Bladder infection
- Bronchitis
- Cold/flu
- Diarrhea
- Earache
- Mental health
- Migraine/headaches
- Mild rashes
- New non-emergency health concerns
- Pink eye
- Sore throat

Urgent care

- Animal and insect bites
- Mild asthma symptoms
- Minor burns
- Minor cuts that may need stitches
- Sprains, strains and minor fractures
- Vomiting

Emergency room

- Broken bones
- Difficulty breathing
- Difficulty speaking or walking
- Fainting or feeling dizzy or weak
- Pain or pressure in the chest or abdomen
- Sudden or severe pain
- Uncontrollable bleeding

Have a serious medical issue?

Go to a hospital emergency room. Or call **911** for a medical crisis

Crisis resources

NAMI Minnesota
namimn.org

There for what matters

Questions about your plan benefits? Need help scheduling an appointment or getting a ride to the visit? We're here to help. Please call Member Services toll-free at **1-888-269-5410**, TTY **711**.

1-888-269-5410, TTY 711, or use your preferred relay service.

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Digniin. Haddii aad u baahantahay caawimaad lacag-la'aan ah ee tarjumaadda (afcelinta) qoraalkan, lambarka kore wac.

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