


# Save time and money. Know where to go for care.

When you need care, call your primary care provider (PCP) first. If your PCP isn't available, it's important to know you have other options.

Care options	For needs or symptoms, such as:	Copay <sup>1</sup>
<b>24/7 Advice Nurse</b> Care advice from a registered nurse <b>Call 1-800-288-2264, TTY 711.</b>	<ul style="list-style-type: none"> <li>Choosing where to get medical care</li> <li>Minor illnesses or injuries</li> </ul>	<b>No cost</b>
<b>24/7 Virtual Visits</b> Online doctor visits	<ul style="list-style-type: none"> <li>Cold</li> <li>Flu</li> <li>Fever</li> <li>Pinkeye</li> <li>Sinus problems</li> </ul>	<b>No cost<sup>2</sup></b>
<b>Convenient Care</b> Treatment that's nearby	<ul style="list-style-type: none"> <li>Routine and sports physicals</li> <li>Minor illnesses/injuries</li> <li>Skin rash</li> <li>Flu shot</li> <li>Earache</li> </ul>	<b>\$\$</b>
<b>24/7 Urgent Care<sup>3</sup></b> Care for non life-threatening but urgent needs	<ul style="list-style-type: none"> <li>Ear infections</li> <li>Colds and other respiratory problems including coughs and congestion</li> <li>Sprains and strains</li> <li>Most abdominal pain</li> <li>Vomiting and diarrhea</li> <li>Most cuts, burns, fevers and back pain</li> </ul>	<b>\$\$\$</b>
<b>Urgent Care House Call<sup>4</sup></b> Home urgent care visit when you aren't feeling well enough to travel	<ul style="list-style-type: none"> <li>Migraine headaches</li> <li>Cuts that need stitches and skin infections</li> <li>Urinary tract infections</li> <li>Flu and pneumonia</li> <li>Dehydration, IV placements and IV fluids</li> <li>Asthma attacks, COPD and respiratory infections</li> </ul>	<b>\$\$\$</b>
<b>24/7 Emergency Care<sup>5</sup></b> Treatment of the sudden onset of life-threatening needs	<ul style="list-style-type: none"> <li>Serious burns</li> <li>Major trauma</li> <li>Poisoning</li> <li>Serious breathing difficulties</li> <li>Heavy bleeding</li> <li>Severe chest pain</li> <li>Sudden paralysis</li> </ul>	<b>\$\$\$\$</b>
 <b>Your health plan is not contracted with certain freestanding ERs. Ask before you enter.</b>		

If you have a life-threatening situation, call 911 or go to the nearest hospital emergency room. But if it's not an emergency, comparing care options could help you save time, money and frustration.



<sup>1</sup>Actual payments may vary depending upon benefit coverage. The information and estimates provided are for general informational and illustrative purposes only and are not intended to be nor should be construed as medical advice or a substitute for your doctor's care. You should consult with an appropriate health care professional to determine what may be right for you.

<sup>2</sup>Calendar year deductibles and/or coinsurance may apply on some plans.

<sup>3</sup>Hours of operation may vary by location.

<sup>4</sup>This service is only available to health plan members living in Southern Nevada and covered ZIP codes. To check availability, go to **DispatchHealth.com**.

<sup>5</sup>IMPORTANT: 1) Your health plan is not contracted with certain freestanding and hospital emergency rooms. Call your health plan for more information. 2) Some neighborhood hospitals may not have specialists on staff, so you could be transported to a hospital emergency room for complex conditions that require a specialist.

**NowClinic® virtual visits are not intended to address emergency or life-threatening medical conditions. Please call 911 or go to the emergency room under those circumstances.**

NowClinic services may be covered by some health plans; copays and deductibles may apply. Members under the age of 18 must have a guardian contact NowClinic customer support for assistance in enrolling for their account. Customer support can be reached at **1-877-550-1515**.

Health plan coverage provided by Health Plan of Nevada.

We do not discriminate on the basis of race, color, national origin, sex, age, or disability in health programs and activities.

We provide free services to help you communicate with us. Such as, letters in other languages or large print. Or, you can ask for an interpreter. To ask for help, please call the toll-free phone number listed on your health plan ID card or plan documents.

### **Español (Spanish)**

Tiene derecho a recibir ayuda e información en su idioma sin costo. Para solicitar un intérprete, llame al número de teléfono gratuito para miembros que se encuentra en su tarjeta de identificación del plan o los documentos de su plan.

### **Tagalog (Tagalog)**

May karapatan kang makakuha ng tulong at impormasyon sa sinasalita mong wika nang libre. Upang humiling ng interpreter, tawagan ang toll-free na numero ng telepono para sa miyembro na nakalista sa iyong ID card sa planong pangkalusugan o sa mga dokumento ng plano.

Health Plan of Nevada is  
Taking On Healthy™



#TakingOnHealthy

**Carry**



your health plan  
ID card with you

**Click**



HealthPlanofNevada.com

**Call**



1-800-777-1840  
TTY 711