

Where to Get Care When You Need it



TELEHEALTH

Same or less than what you would pay for an office visit -No appointment needed

- See a doctor 24/7 from your smartphone, tablet or computer.
- For colds, the flu, headaches, sprains, rashes, and other minor conditions.
- · Available in most states if you're traveling.
- Sign up at haptelehealth.org. For Service Key, leave blank.

PRIMARY CARE PHYSICIAN

Office visit copay -**Appointment needed**

- See a doctor who knows you and your medical history.
- For preventive and well care visits, routine care, vaccines, prenatal care, asthma control, and minor injuries and illnesses.
- Find a doctor at hap.org.



Urgent care copay - No appointment needed

- See a doctor for nonemergency issues when your primary care physician can't see you.
 - For back or muscle pain, cuts, minor burns, earaches, sore throats, sprains, joint pain, upper respiratory infections, bronchitis, vomiting and diarrhea.
 - Nationwide urgent care coverage
 - Find a facility at hap.org.

EMERGENCY ROOM

ER - No appointment needed

- See a doctor for life-threatening, traumatic, medical and surgical problems.
- For chest pain or pressure, head injuries, seizures, severe abdominal pain, shortness of breath, pneumonia, sudden or severe headaches, paralysis and weakness.
- Nationwide emergency coverage.
- · Go to your nearest hospital.





Questions? Visit us at hap.org

Note: You can get a doctor's note when medically appropriate for each option.

Telehealth services not available to HAP Empowered Health Plan members.

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