



Where to Get Care When You Need it



TELEHEALTH: \$10 copay | 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.
- ! Visit hap.amwell.com. Use service key HAPMi.



PRIMARY CARE PHYSICIAN: \$20 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/medicare.



URGENT CARE: \$20 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 an urgent care at hap.org/medicare.



EMERGENCY ROOM: \$65 copay (waived if admitted) | No appt. 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.

Telehealth services for HAP Medicare members become effective Jan. 1, 2019.

HAP Senior Plus (HMO)/(HMO-POS)/(PPO) and HAP Primary Choice (HMO) are health plans with Medicare contracts. Enrollment in the plans depends on contract renewals. HAP Senior (PPO) is a product of Alliance Health and Life Insurance company, a wholly owned subsidiary of HAP.