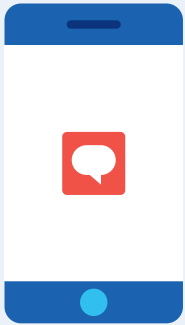


Anthem **may** have clinics, urgent care centers, or doctors with longer office hours in your area. You may be able to get medical care at once without an appointment. Many are open evenings, weekends, and holidays.

To find an urgent care center, clinic, or doctor's office with longer hours, visit **[anthem.com/inmedicaid](https://www.anthem.com/inmedicaid)** or call Member Services at **866-408-6131 (TTY 711)** for Hoosier Healthwise and Healthy Indiana Plan, **844-284-1797 (TTY 711)** for Hoosier Care Connect, or **833-412-4405 (TTY 711)** for Indiana PathWays for Aging. We're just a phone call away Monday through Friday from 8 a.m. to 8 p.m. Eastern time.



We're here to help you and your family stay healthy. Getting care from a primary medical provider (PMP) is one of the best ways to stay well.

It can be helpful to keep your PMP's info handy. You can put their name, office phone number and after-hours number in your phone. Or you can write it down here and keep it on your fridge or bulletin board so you can find it quickly.

My PMP's name

Phone number

After-hours number

If you don't know the name of your PMP, we can help. Call Anthem Member Services at **866-408-6131 (TTY 711)** for Hoosier Healthwise and Healthy Indiana Plan, **844-284-1797 (TTY 711)** for Hoosier Care Connect, or **833-412-4405 (TTY 711)** for Indiana PathWays for Aging. If you need help making an appointment with your PMP, we can do that too.



Do you need help with your healthcare, talking with us, or reading what we send you? We provide our materials in other languages and formats at no cost to you. Call us toll free at 866-408-6131 (Hoosier Healthwise, Healthy Indiana Plan); 844-284-1797 (Hoosier Care Connect); 833-412-4405 (Indiana PathWays for Aging); TTY 711.

¿Necesita ayuda con su cuidado de la salud, para hablar con nosotros o leer lo que le enviamos? Proporcionamos nuestros materiales en otros idiomas y formatos sin costo alguno para usted. Llámenos a la línea gratuita al 866-408-6131 (Hoosier Healthwise, Healthy Indiana Plan); 844-284-1797 (Hoosier Care Connect); 833-412-4405 (Indiana PathWays for Aging); TTY 711.

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Where should I go for care?

The right care in the right place can help you stay healthy

[anthem.com/inmedicaid](https://www.anthem.com/inmedicaid)



Serving Hoosier Healthwise, Healthy Indiana Plan, Hoosier Care Connect, and Indiana PathWays for Aging

What is a PMP?

A PMP is the person you see the most when you don't feel well, get hurt, or need immunizations or a checkup. Your PMP can be a doctor, physician assistant, or nurse practitioner.

Why do I need a PMP?

Everyone's health is different. Your PMP knows your medical history and your wellness goals. You and your PMP work as a team to make sure your individual health needs are met. This can help keep you feeling good.

If I'm sick or get a minor injury, who should I call?

Call your PMP's office first. Even if they're closed, someone should call you back to tell you what to do. You can also call the 24/7 NurseLine at **866-408-6131 (TTY 711)** for Hoosier Healthwise and Healthy Indiana Plan, **844-284-1797 (TTY 711)** for Hoosier Care Connect, or **833-412-4405 (TTY 711)** for Indiana PathWays for Aging. A nurse can help you get the care you need by:

- Trying to help get you an appointment with your PMP sooner.
- Telling you how quickly you need to be treated.
- Figuring out what kind of healthcare you may need.
- Telling you how to take care of yourself before you are seen by a doctor.

How do I know if it's an emergency?

Some injuries and illnesses aren't emergencies, but they can get worse if they're not treated quickly. If you have any of these, call your PMP's office. If your PMP's office is not open, go to your nearest urgent care center or walk-in clinic.

- Vomiting, or throwing up
- Minor burns or cuts
- Earaches
- Headaches
- Sore throat
- Fever higher than 100.5 degrees
- Sprains or muscle strains

When should I go to the ER?

If you have an emergency, it's important to get care right away. Go to the ER or call **911** if you have:

- Trouble breathing
- Chest pains
- Loss of consciousness
- Bad bleeding that won't stop
- Bad burns
- Shakes, also known as convulsions or seizures
- Sudden, sharp pain
- A sudden, severe headache
- Sudden weakness or numbness in the face, arm, or leg
- Sudden vision loss or changes in one or both eyes
- Sudden trouble speaking or understanding speech

When should I not go to the ER?

If you have any of the following, check with your PMP first. You usually do **not** need to go to the ER for:

- Colds and flu
- Cough, sore throat, or earaches
- Fever (without convulsions)
- Insect bites (unless you have trouble breathing)
- Minor burns
- Muscle strains
- Common skin rashes
- Simple urinary infections
- Vomiting or diarrhea for less than one day

Why go to the ER if you don't have to?

If you don't have an emergency and are thinking of going to the emergency room, keep in mind:

- The wait time can be very long.
- The ER doesn't have your medical records.
- ER doctors don't know your health history as well as your PMP does.
- You may be exposed to other illnesses.

If you go to the emergency room, clinic, or urgent care center, you'll likely need follow-up care. Call your PMP once the office is open. If you can't call, have someone else call for you.

