Alliance Health

Where to Get Care: A Simple Guide

NOT SURE WHERE TO GO?
Member and Recipient Services:
800-510-9132 or Relay: 711
Monday through Saturday,
7:00 a.m. to 6:00 p.m.

ANYTIME, DAY OR NIGHT
Nurse Line: 855-759-9400
A nurse can help you choose where to go for care. They can answer questions about medicine, physical health, or mental health.

1 What kind of help do you need

Physical Health

This means problems with your body like colds, the flu, stomach pain, cuts, broken bones, asthma, or diabetes.

Behavioral Health

This means feelings, mental health, alcohol or drug use, or brain injuries. These problems affect your health, family, work, school, or daily life.

Call us if you have questions. Help is available. We can connect you with services and support that may be right for you.

If you already have a crisis plan, follow that plan first.

2 Choose the right place for care

Most health needs

Your Regular Doctor (PCP)

Use your regular doctor for most health needs.

Go here for checkups, shots, medicine refills, and help staying healthy.

Tip: Call your doctor first when you can.

Need help soon

PHYSICAL HEALTH
Urgent Care

Use urgent care when you need help soon, but your problem is not lifethreatening. Urgent care may be faster than the emergency room. You usually do not need an appointment.

BEHAVIORAL HEALTH
Behavioral Health Urgent Care (BHUC)

Call the Behavioral Health Crisis Line first at **877-223-4617**. This line is open 24 hours a day, 7 days a week.

Use this for mental health help, medicine needs, or alcohol or drug use support.

Life-threatening

911

Emergency Room (ER) or 911

Use the ER or call 911 only for serious or life-threatening emergencies.

Physical health emergencies include chest pain, trouble breathing, heavy bleeding, or passing out.

Mental health emergencies include being in immediate danger or thinking about hurting yourself or someone else. Call **877-223-4617** or **911**.

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