

Where to Get Care

Alliance Health

BKT988355E00

Use this guide to choose the right care when you need help.

We want to help you get the right care at the right time. This helps you feel better and makes getting help much easier.

Not Sure Where to Go?

If you are not sure what to do, call the Alliance Health Nurse Line first.

Anytime, day or night

855-759-9400

The Nurse Line can help you choose what to do next. You can call if:

You are not sure if you need a doctor

If you feel sick, have pain, or do not feel right, talk with a nurse. The nurse can help you decide if you should call your doctor, go to urgent care, or go to the ER.

You need help with medicine or daily care

If you have questions about refills or daily health needs, the nurse can help you choose the next step.

Your feelings or mental health are changing

If you feel stressed, sad, worried, or not like yourself, you can talk with a nurse. The nurse can help you find mental health support.

You need a simple plan

If you feel confused about how to get help, the nurse can help you make a plan so you know what to do next.

1 What Kind of Care Do You Need?

Physical Health

This is about anything happening with your body.

- **Common sickness:** Like the flu, a cold, or an upset stomach
- **Getting hurt:** Like a sprain, a broken bone, or a bad cut
- **Heart and blood:** Like heart issues or help with your blood pressure
- **Long-term health:** Help with diabetes, regular checkups, healthy food, stress, exercise, and other needs that help you stay well
- **Special care:** Help with your teeth, eyes, or getting blood tests
- **Finding a doctor:** If you have a health problem and need advice, we can help you find the right doctor

Behavioral Health

This is about your feelings, thoughts, learning, and daily life. It can include mental health, substance use, brain injury, and developmental disabilities.

- **Mood and thoughts:** If you feel sad, worried, or your mood changes a lot
- **Your past:** If you are feeling scared or upset because of something bad that happened to you
- **Substance use:** If alcohol or drug use is causing problems with your health, family, work, school, or daily life, help is available
- **Brain and learning needs:** If you have a brain injury or a disability such as autism or Down syndrome

If you have a crisis or safety plan, follow the steps in that plan.

2 Where Should You Go for Care?

Your Regular Doctor (PCP) | **Urgent Care** | **Emergency Care**



Your Regular Doctor (PCP)

Use this for most of your health needs.

Your Primary Care Provider (PCP) is your main doctor. They help you take care of your health. They can also help you find other doctors when you need them.

You can reach out to your PCP for:

- **Staying healthy:** Checkups, shots, healthy food tips, help with stress, exercise, and other care to help you stay well
- **Managing health:** Help with ongoing needs like diabetes, asthma, heart health, or blood pressure
- **Common sickness:** Help with a cold, the flu, a rash, or a stomachache
- **Medicine:** Refilling your prescriptions or asking questions about your medicine
- **Finding other doctors:** If you need a different kind of doctor, your PCP can help connect you to:
  - Bone and joint doctors like an orthopedic surgeon for a bad injury
  - Eye doctors for vision care
  - Dental care for your teeth and gums
- **Special needs:** If you need care your PCP does not provide, they can help you find the right place to go

Tip: Call your PCP first. Many doctors have a phone number you can call after the office is closed.

Urgent Care

Physical Health Urgent Care

Use urgent care when you need to see a doctor soon, but it is not a life-threatening emergency.

Examples of when to go to urgent care:

- **Small injuries:** A scrape, small cut, bump, earache, bladder infection, or small sprain
- **Sore throat, fever, or cough:** You feel sick and want help soon. This may include a cough, runny nose, fever, or mild asthma flare-up



Urgent care is often faster than the ER, and you usually do not need an appointment.

Behavioral Health Urgent Care (BHUC)



Call the **Behavioral Health Crisis Line** for guidance at **877-223-4617**, 24 hours a day, 7 days a week.

Examples:

- Walk-in help for mental health needs
- Safety checks (staff make sure a person is safe and not in danger)
- Medication management appointments and refills
- Mental health checks to learn what help you need and connect you to the right support
- Help with alcohol or drug use, including checks to decide the next step for care

What happens when you call:

1. A check of what you need
2. Help deciding what to do next
3. Connection to services such as BHUC, walk-in crisis centers, or mobile crisis/in-home support

Services may be available through state funds, Medicaid Standard Plans, or Alliance Medicaid.

Emergency Care

Use the Emergency Room (ER) or call 911 if there is danger right now or very serious symptoms.

911

Physical Health Emergencies

Go to the ER or call 911

Examples:

- Chest pain or heart attack symptoms
- Trouble breathing
- Severe bleeding or burns
- Signs of a stroke, such as face drooping, arm weakness, or trouble speaking
- Passing out or having a seizure
- Serious injuries
- Overdose or poisoning

Behavioral Health Emergencies

Call the Behavioral Health Crisis Line at **877-223-4617**, call 911, or go to the ER if immediate danger exists.

Examples:

- Thoughts of hurting yourself or others
- You or someone else is in danger and needs help right away
- Your thoughts, feelings, or actions feel out of control, and you need help now

If You're Sick or Unsure

1. Call your PCP (or their 24/7 line if available)
2. Call the Nurse Line if you cannot reach your provider
3. Visit urgent care if needed within 24 hours
4. Use the ER only for emergencies

Important Contacts

Nurse Line (24/7)

855-759-9400

First call if unsure where to go

Behavioral Health Crisis Line

877-223-4617

- 24 hours a day, 7 days a week
- Assessment and crisis support
- Help connect you to the right services

Member and Recipient Services

800-510-9132

- Hours: Monday through Saturday, 7 a.m. to 6 p.m.
- After-hours calls returned next day

Your PCP or Other Provider

Behavioral health or medical

- Use their on-call line for guidance when available