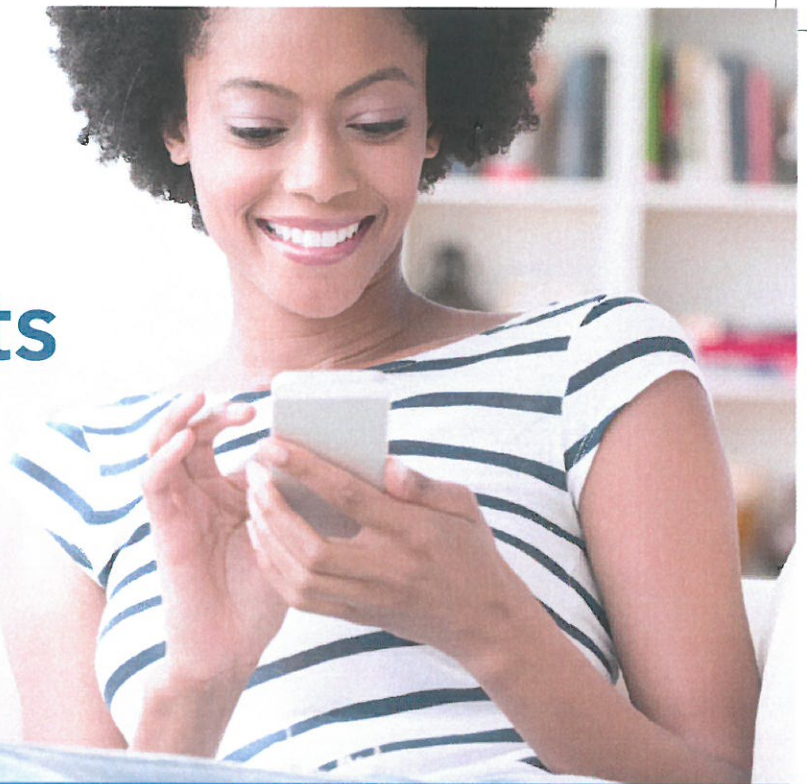


# Telephone appointments

now available



## Now, you can get care from a doctor – wherever you are

Do you have a minor health condition? If it doesn't require an in-person medical exam, you may be able to address it with a doctor by phone. You'll get great care, and you'll save time.



### Some examples of conditions:\*

- Allergies
- Colds and coughs
- Some follow-up visits
- Upper respiratory infections



### When you call us, we will:

- Make sure you're 18 and over
- Confirm you've had at least 1 face-to-face visit with us
- Schedule a 1-hour window for the doctor to call you



**To make an appointment:** Call 1-888-750-0036 or 711(TTY), Monday through Friday, from 7 a.m. to 7 p.m.

\*Telephone appointments are not appropriate for emergency conditions, such as severe shortness of breath, severe abdominal pain, severe bleeding, or urgent conditions—like sprains, falls, or cuts needing stitches.

If you reasonably believe you have an emergency medical condition, which is a medical or psychiatric condition that requires immediate medical attention to prevent serious jeopardy to your health, call **911** or go to the nearest emergency department. For the complete definition of an emergency medical condition, please refer to your *Evidence of Coverage*.

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