

Primary care provider (PCP), urgent care, or emergency room (ER)?

Know where to go when you have a MO HealthNet Managed Care health plan

When you need health care that's not an emergency, **always call your Primary care provider (PCP) first**. They will tell you what to do to get the care you need, such as going to urgent care. If your PCP's office is closed, call your Managed Care plan's 24-hour Nurse Help Line – shown on the back side of your Managed Care member ID card .

When to go to your primary care provider (PCP)

It's best to go to your PCP for **things that aren't emergencies**, such as:

- Rash
- Sore throat
- Earache
- Cold and flu-like symptoms
- High fever
- Throwing up or diarrhea
- Routine and preventive care, such as wellness checkups

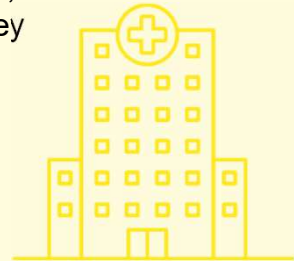


When to go to urgent care

You may need to go to urgent care or a quick care clinic if you need health care soon, and your PCP office isn't open. Before you go, call the 24-hour Nurse Help Line – they can tell you which urgent care centers your plan covers.

Urgent care can treat **a health problem that needs care soon but is not an emergency**, such as:

- Fever that won't go away
- Sprained or strained muscle
- Throwing up or diarrhea that won't stop
- Possible broken bone
- Minor cut that needs stitches



When to go to the emergency room (ER)

Go to the nearest ER or call 9-1-1 if you have a **life-threatening emergency**, such as:

- Chest pain
- Trouble breathing
- Bad burn
- Deep cuts
- Heavy bleeding
- Gunshot wound
- Suicidal thoughts or actions
- Signs of a stroke (trouble walking or speaking or being unable to move or feel parts of your body)



If you go to the ER and it is not an emergency, **you may have to pay out of your own pocket** for the care you get. In an emergency, you do not need to call your PCP first. After visiting the ER, call your PCP for follow-up care.

Learn more

Call your health plan or visit their website – shown on the back side of your Managed Care member ID card.