

KNOW WHERE TO GO FOR MEDICAL CARE

PRIMARY CARE PHYSICIAN (PCP) Routine, non-emergency medical care.

Your PCP may also offer telehealth visits.

Some examples are:

- Annual exams
- Chronic conditions
- Fever
- Immunizations
- Minor illness or injury
- Non-urgent health care needs
- Prenatal care
- Well visits

MDLIVE® TELEHEALTH Available 24/7/365, from wherever you are!

Choose your way to connect to an MDLIVE health care provider:

- Download the MDLIVE app in the Google Play™ store or Apple App Store®
- Visit www.mdlive.com/acfl
- Call 1-877-601-0641
- Text ACFL to 635483 (Message and data rates may apply.)

MDLIVE is only for non-emergency medical care. For an emergency, call 911.

Some examples are:

- Allergies and sinus problems
- Cold or flu symptoms
- Constipation or diarrhea
- Earache (age 4 and over)
- Pink eye
- Rash
- Respiratory issues
- Sore throat
- Stomachache
- Urinary tract infection (females age 18 and over)
- And more

URGENT CARE Quick care when it is not an emergency.

Some examples are:

- Earache
- Fever
- Flu
- Minor cuts and burns
- Rashes
- Sprains
- Urinary tract infection
- Vomiting

EMERGENCY ROOM CARE When you need medical help right away

Some examples are:

- Bleeding that doesn't stop
- Broken bones
- Chest pain or pressure
- Choking
- Drug overdose
- Head, neck, or spine injury
- Fever
- Poisoning
- Pregnant and in labor and/or bleeding
- Seizure
- Severe burn or cut
- Severe dizziness
- Shortness of breath or not breathing

IF YOU ARE NOT SURE WHERE TO GO

Call your PCP first to help you decide. If you cannot reach your PCP, our 24/7 Nurse Call Line is always there for you at 1-855-398-5615.

If you are experiencing an emergency, call 911.

If you are experiencing a mental health emergency, or having suicidal thoughts, call 988.

This information is available for free in other languages. Please contact our customer service number at **1-855-355-9800** or **TTY 1-855-358-5856**, 24 hours a day, 7 days a week.

Esta información está disponible en otros idiomas de forma gratuita. Comuníquese con nuestro número de servicio al cliente al **1-855-355-9800** o **TTY 1-855-358-5856**, las 24 horas del día, los 7 días de la semana.

Enfòmasyon sa a disponib gratis nan lòt lang. Tanpri rele sèvis kliyan nou an nan nimewo **1-855-355-9800** oswa **TTY 1-855-358-5856**, 24 sou 24, 7 sou 7.

