Before your appointment

☐ Write down all your questions or concerns so you don’t forget to ask. How have you been feeling? Do you have a new health problem or an old one about which you want to check in?

☐ Make a list of all the medications you take, including dose and frequency. Don’t forget to write down over-the-counter drugs as well as herbs, supplements, and vitamins. The doctor needs to know because any drug—even over the counter and herbal remedies—can interact with other prescription drugs in a harmful way.

☐ Check to make sure that your provider is in the Healthcare Highways network. Use our online Find a Medical Provider tool on www.hchHealthPlan.com or call your Customer Experience Team at 844.869.5640.
Whenever an illness or injury occurs, you need to decide how serious it is and how soon to get medical care. This will help you choose whether it is best to:
- Call your health care provider
- Go to an urgent care clinic
- Go to an emergency department right away

Prepare Now

Before you have a medical problem, learn what your choices are. Check your member handbook for benefits details. Your Health Plan has options at time of need, however, your medical situation and your choice on where to seek care can impact what you may have to pay out-of-pocket or whether the provider is considered in-network or out of network.

Plan ahead and save these telephone numbers in your phone:
- Your provider
- The closest emergency department
- Urgent care clinic and on-demand service provider
- Telehealth service provider

Be sure to choose a provider in your network. Your health plan includes a group of doctors, hospitals, and clinics called a network. To find out if a provider participates in the Healthcare Highways network, go to www.hchHealthPlan.com to Find a Medical Provider.

Signs of an Emergency**

Call 911 to have an emergency room team come to you right away if you cannot wait, such as for:
- Choking
- Stopped breathing
- Head injury with passing out, fainting, or confusion
- Injury to neck or spine, especially if there is loss of feeling or inability to move
- Electric shock or lightning strike
- Severe burn
- Severe chest pain or pressure
- Seizure that lasts 3 to 5 minutes

Go to an emergency department or call 911 for help for problems such as:
- Trouble breathing
- Passing out, fainting
- Pain in the arm or jaw
- Unusual or bad headache, especially if it started suddenly
- Suddenly not able to speak, see, walk, or move
- Suddenly weak or drooping on one side of the body
- Dizziness or weakness that does not go away
- Inhaled smoke or poisonous fumes
- Sudden confusion
- Heavy bleeding
- Possible broken bone, loss of movement, especially if the bone is pushing through the skin
- Deep wound
- Serious burn
- Coughing or throwing up blood
- Severe pain anywhere on the body
- Severe allergic reaction with trouble breathing, swelling, or hives
- High fever with headache and stiff neck
- High fever that does not get better with medicine
- Throwing up or loose stools that does not stop
- Poisoning or overdose of drug or alcohol
- Suicidal thoughts
- Seizures