URGENT CARE
BY PHONE

AmeriHealth Caritas
District of Columbia

1 CONTACT MYidealDOCTOR

You can access MYidealDOCTOR's network of providers by phone, video, or mobile app. Please see the reverse side of this postcard for more information.

2 TALK with a provider

A provider will review the medical history you provide and contact you within minutes. The current average callback wait time is around 30 minutes or less.

3 ADDRESS the issue

A provider will listen to you and address your concerns.

MYidealDOCTOR is an AmeriHealth Caritas DC provider that offers our enrollees access to health care professionals 24 hours a day, seven days a week, **for urgent care**. Please visit **www.myidealdoctor.com** for details.

For a full list of AmeriHealth Caritas DC urgent care providers, please call Enrollee Services at 1-800-408-7511 or visit https://www.amerihealthcaritasdc.com/pdf/member/walk-in-after-hours-care.pdf.

Enrollees can access **MYidealDOCTOR** three ways:

1. Use your **MYidealDOCTOR app** on your mobile device.*
2. Call **MYidealDOCTOR** at **1-855-879-4332**.
3. Visit **www.myidealdoctor.com**.

Message and data rates may apply based on any agreements enrollees have with their network service providers.

Download on the App Store

GET IT ON Google Play

Common conditions treated by MYidealDOCTOR

- ALLERGIES
- BRONCHITIS
- CONSTIPATION
- COLD/FLU
- DIARRHEA
- EAR INFECTION
- FEVER
- JOINT ACHES AND PAINS
- SORE THROAT
- SKIN INFLAMMATIONS
- AND MANY MORE

AmeriHealth Caritas District of Columbia complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

English: ATTENTION: If you speak English, language assistance services, at no cost, are available to you. Call **1-800-408-7511 (TTY/TDD: 202-216-9885 or 1-800-570-1190)**.

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-408-7511 (TTY/TDD: 202-216-9885 o 1-800-570-1190)**.

Amharic: ማሳሰቢያ፦ አማርኛ መናገር የሚችሉ ከሆነ፥ ከክፍያ ነጻ የሆነ የቋንቋ ድጋፍ አገልግሎት ይሖርብልዎታል። በስልክ ቁጥር **1-800-408-7511 (TTY/TDD: 202-216-9885** ወይም **1-800-570-1190)** ይደውሉ.

www.amerihealthcaritasdc.com

AmeriHealth Caritas District of Columbia

GOVERNMENT OF THE DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR