# URGENT CARE
# BY PHONE

**AmeriHealth Caritas**
District of Columbia

## 1 CONTACT RelyMD

You can access RelyMD'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.
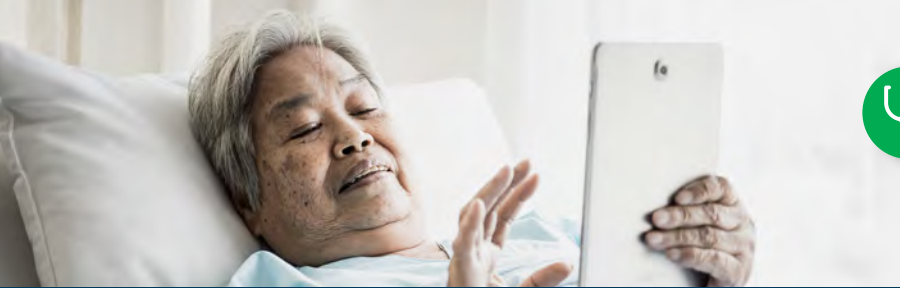
## 3 ADDRESS the Issue

A provider will listen to you to address your issue.

RelyMD is an AmeriHealth Caritas DC provider that offers our enrollees access to health care professionals **24/7 for urgent care**. Please visit www.relymd.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**

## Common Conditions Treated by RELYMD

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

## Enrollees can access **RELYMD** three ways:

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

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

Download on the App Store

GET IT ON Google Play

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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:** If you do not speak and/or read English, please call **1-800-408-7511 (TTY 1-800-570-1190)**, available 24 hours a day, seven days a week. A representative will assist you.

**Español:** Si no habla y/o lee inglés, llame al **1-800-408-7511 (TTY 1-800-570-1190),** línea disponible las 24 horas del día, los siete días de la semana. Un representante le ayudará.

**አማርኛ፦** ኢንግሊዝኛን መናገር እና/ወይም ማንበብ የማይችሉ ከሆነ፣ እባክዎ በ **1-800-408-7511 (TTY 1-800-570-1190)** ይደውሉ፣ በቀን 24 ሰዓታት፣ በሳምንት ሰባት ቀናት ይገኛል። ተወካይ ይረዳዎታል።

**Tiếng Việt:** Nếu quý vị không nói và/hoặc đọc Tiếng Anh, vui lòng gọi **1-800-408-7511 (TTY 1-800-570-1190),** 24 giờ một ngày, bảy ngày một tuần. Sẽ có người đại diện hỗ trợ quý vị.

**www.amerihealthcaritasdc.com**

## AmeriHealth Caritas
## District of Columbia

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GOVERNMENT OF THE DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR