

How and Where to Get Care

- Get care now**
- Call first**
- Get care quickly** (within 24 hours)
- Get care soon**

Is it an emergency?

Yes

Call 911 for problems like:

- Chest pain
- Severe abdominal pain (strong pain anywhere between your chest and hips, including your stomach)
- Choking
- Poisoning
- Severe wound or heavy bleeding
- Not being able to breathe right
- Broken bones
- Severe spasms or convulsions (“con-vul-shuns,” or sudden uncontrollable shaking)
- Loss of speech (not being able to talk)
- Severe burns
- Drug overdose
- Sudden loss of feeling or not being able to move
- Severe dizzy spells, fainting or blackouts

I don't know

Before going to the emergency room or while on your way to the emergency room:

- Please call your primary care provider (PCP), the 24/7 Nurse Call Line at 1-877-759-6279, or MYidealDOCTOR at 1-855-879-4332. You can also visit www.myidealdoctor.com.
- You can also get transportation to a nearby walk-in urgent care clinic (www.amerihealthcaritasdc.com/pdf/member/walk-in-after-hours-care.pdf).

No

Do you need urgent care? -No-

Yes

Call your PCP, the 24/7 Nurse Call Line, or MYidealDOCTOR for problems like:

- Vomiting
- Cold or flu
- Severe rashes
- Diarrhea
- Pink eye
- Bruises
- Sore throat
- Stomachaches
- Severe toothaches — call your dentist, or Enrollee Services at 1-866-842-2810 if you don't have a dentist

Call your PCP or the 24/7 Nurse Call Line for problems like:

- Toothaches
- Earaches
- Sunburns
- Sprains
- Rashes
- Animal or insect bites
- Sexually transmitted diseases (STDs)
- Fever
- Minor cuts

Call the 24/7 Nurse Call Line at **1-877-759-6279** or MYidealDOCTOR at **1-855-879-4332**, 24 hours a day, seven days a week.

You can also get transportation to a nearby walk-in urgent care clinic (www.amerihealthcaritasdc.com/pdf/member/walk-in-after-hours-care.pdf).

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 **1-866-842-2810 (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 **1-866-842-2810 (TTY 1-800-570-1190)**, línea disponible las 24 horas del día, los siete días de la semana. Un representante le ayudará.

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Tiếng Việt

Nếu quý vị không nói và/hoặc đọc Tiếng Anh, vui lòng gọi **1-866-842-2810 (TTY 1-800-570-1190)**, 24 giờ một ngày, bảy ngày một tuần. Sẽ có người đại diện hỗ trợ quý vị.

繁體中文

如果您不會講或讀英文，請致電 **1-866-842-2810 (TTY 1-800-570-1190)**，此電話每天 24 小時，每週 7 天開通。您將得到一位服務代表的協助。

한국어

영어를 말하거나 읽지 못하는 경우, 365일 24시간 이용 가능한 **1-866-842-2810 (TTY 1-800-570-1190)**번으로 전화하십시오. 직원이 도와드릴 것입니다.

Français

Si vous ne parlez, ni ne lisez anglais, veuillez appeler au numéro **1-866-842-2810 (TTY 1-800-570-1190)**, disponible 24 heures sur 24, 7 jours sur 7. Un représentant pourra vous aider.



www.amerihealthcaritasdc.com

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GOVERNMENT OF THE DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR