

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 to address your issue.

MYidealDOCTOR is an AmeriHealth Caritas DC provider that offers our enrollees access to health care professionals 24/7 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>



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

Enrollees can access MYidealDOCTOR three ways:

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



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

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.

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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.

ភាសាខ្មែរ: ក្រុមហ៊ុននេះផ្តល់សេវាជំនួយភាសាខ្មែរ ២៤ ម៉ោងក្នុងមួយថ្ងៃ ៗ៧ ថ្ងៃក្នុងមួយសប្តាហ៍។ អ្នកអាចទាក់ទងយើងតាមលេខ **1-800-408-7511 (TTY 1-800-570-1190)** ទទួលបានជំនួយ ២៤ ម៉ោងក្នុងមួយថ្ងៃ ៗ៧ ថ្ងៃក្នុងមួយសប្តាហ៍។

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

