



When do I go?

Plan now for when you have medical concerns.

Research the options below so you know where to go when you experience a health problem.

Each point of care has different purposes. Understanding these can help you save time, money and get the most accurate care. Take a quick photo so you'll have this information in your phone for easy reference.

STEP 1



Primary Care Physician

Having a health concern? Your first call should always be to your PCP — whether it be a cold, headache, or chronic condition, your PCP can help. Your PCP can direct you to the right point of care, schedule an in-office visit or even have a telemedicine appointment to assist you.

Don't have a PCP? Call our Innovation Health 24-hr Nurse Line at 800-556-1555 for help finding the right one for you.

STEP 2



Virtual Care

Telemedicine services provide care from medical experts who conduct appointments through video, mobile applications or audio. Telemedicine can support both acute and chronic conditions such as allergies, infections, diabetes and even behavioral health services.

For an extensive list of providers in your network, please call the Innovation Health member service number on the back of your ID card, or visit your member portal.

STEP 3



Walk-In Clinic

If you cannot get in touch with your PCP and need a same-day appointment, visit your local walk-in clinic. Walk-in clinics can support mild to moderate conditions, such as rash, cold or flu-like symptoms and ear infections.

Find a local, in-network walk-in clinic using the provider search tool in your member portal, through the Innovation Health website, or call our 24-hr Nurse Line at 800-556-1555.

STEP 4



Urgent Care

When you cannot reach your PCP or access a walk-in clinic, visit your local urgent care. Urgent cares can offer imaging or lab testing, as well as support for cuts, wounds, sprains, nausea and more.

Find a local, in-network urgent care clinic using the provider search tool in your member portal, through the Innovation Health website, or call our 24-hr Nurse Line at 800-556-1555.



If you are experiencing a life threatening emergency, call 911 or visit your local emergency room immediately.

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