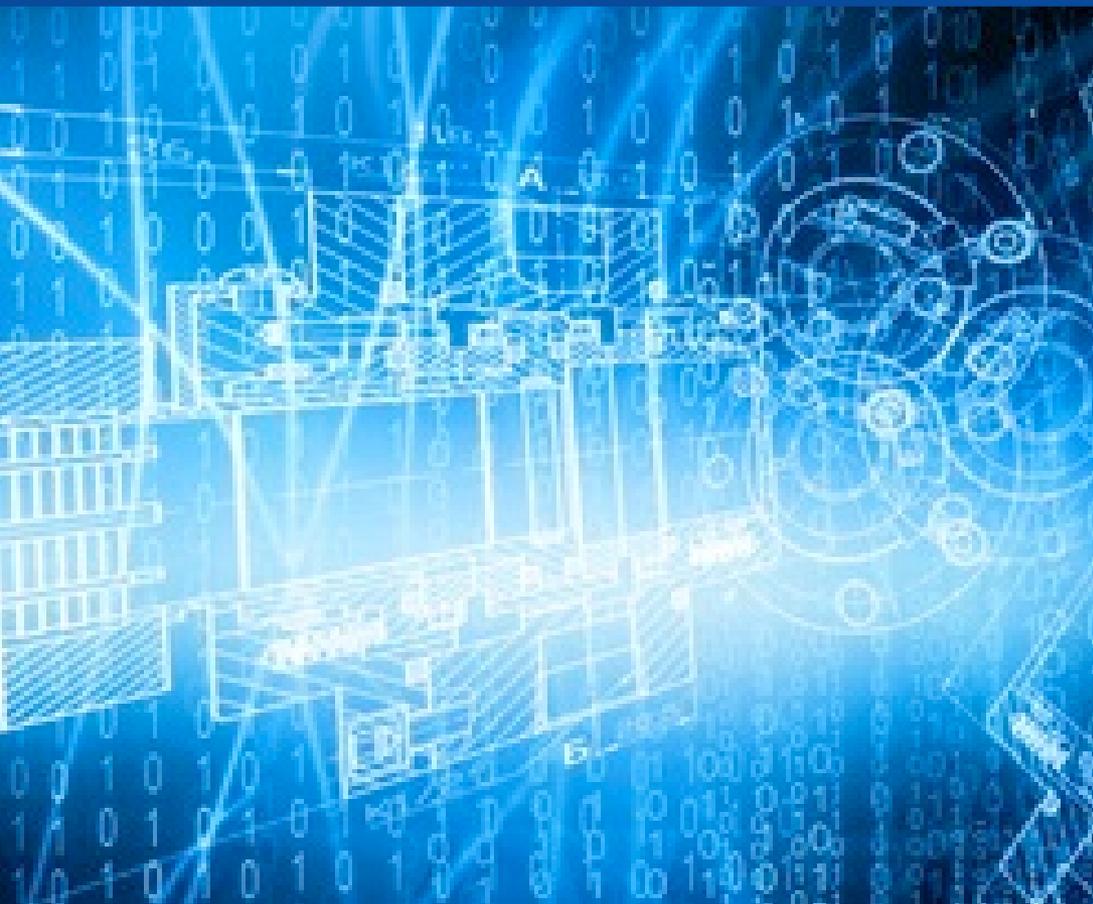




From Coverage to Care

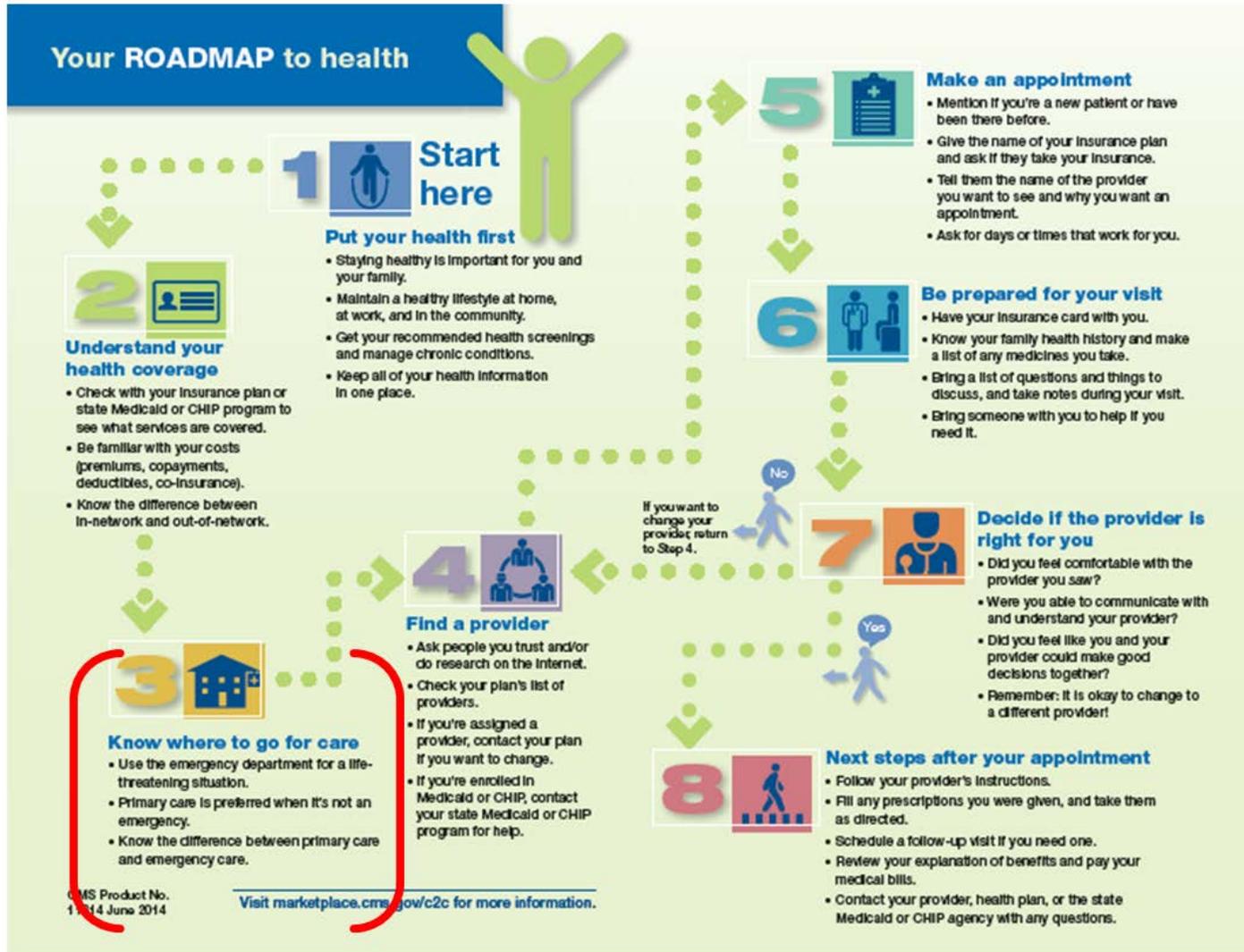
Assister Webinar Series: Part III



*Know Where to go
for Care*

May 12, 2017

Coverage to Care Roadmap



Step 3: Know Where To Go For Care

Key Points for Consumers

- Only use the ER in a life-threatening situation.
- Primary care is preferred when it isn't an emergency.
- Knowing the difference between primary care and care in the ER.



Key Questions for Consumers

- *Do you know how your costs would be different if you went to a primary care provider versus the Emergency Department?*
- *Do you know how your care would be different?*



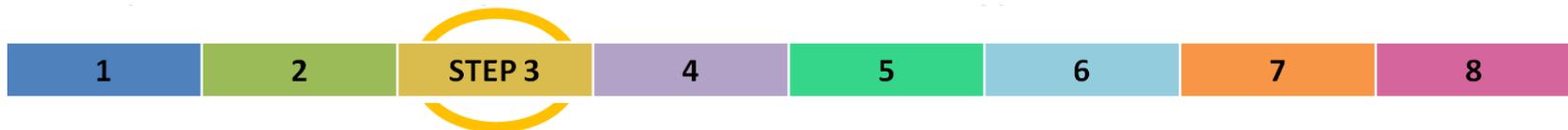
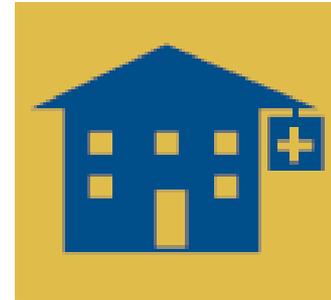
Step 3: Know Where To Go For Care

Primary vs. Emergency Care: Know the Difference

- Emergency department: Go when you're injured or very sick
- Primary care: Go when it's not an emergency.

Primary Care Providers

- Private medical groups and practices
- Ambulatory care centers and outpatient clinics
- Federally Qualified Health Centers
- Community clinics and free clinics
- School-based health centers
- Urban Indian clinics and tribal health centers
- Veterans Affairs medical centers and outpatient clinics.
- Consumer TIP: Call the office before you go to make sure the provider sees patients with your coverage.



Primary Care vs. Emergency Care

Newly covered consumers may not know when to visit a **Primary Care Provider** and when to use **Emergency Department** services.

Primary Care Provider	Emergency Department
<p>You'll pay your primary care copay, if you have one. This may cost you between \$0 and \$50.</p>	<p>You'll likely pay a copay, co-insurance, and have to meet your deductible before your health plan pays for your costs, especially if it's not an emergency. Your copay may be between \$50 and \$150.</p>
<p>You go when you feel sick and when you feel well.</p>	<p>You should only go when you're injured or very sick.</p>
<p>You call ahead to make an appointment.</p>	<p>You show up when you need to and wait until they can get to you.</p>
<p>You may have a short wait to be called after you arrive but you will generally be seen around your appointment time.</p>	<p>You may wait for several hours before you're seen if it's not an emergency.</p>
<p>You'll usually see the same provider each time.</p>	<p>You'll see the provider who is working that day.</p>
<p>Your provider will usually have access to your health record.</p>	<p>The provider who sees you probably won't have access to your health records.</p>
<p>Your provider works with you to monitor your chronic conditions and helps you improve your overall health.</p>	<p>The provider may not know what chronic conditions you have.</p>
<p>Your provider will check other areas of your health, not just the problem that brought you in that day.</p>	<p>The provider will only check the urgent problem you came in to treat but might not ask about other concerns.</p>
<p>If you need to see other providers or manage your care, your provider can help you make a plan, get your medicines, and schedule your recommended follow-up visits or find specialists.</p>	<p>When your visit is over you will be discharged with instructions to follow up with your primary care provider and/or specialist. There may not be any follow-up support.</p>
<p>In some areas, you may be able to go to an Urgent Care Center. If Urgent Care is available in your area, call your health plan before you go to find out how much you will have to pay.</p>	



Get Resources

go.cms.gov/c2c

Contact C2C

Coveragetocare@cms.hhs.gov