

HELP AMBETTER HEALTH PATIENTS QUICKLY OBTAIN THE CARE THEY NEED



Ambetter Health wants to help you provide the best care possible to your patients, our members. But we know there are times when you and your practice won't be available to help them. Fortunately, your patients have options for obtaining care after office hours or during weekends and holidays — options that don't involve going to the Emergency Room (ER).

Please make sure your patients know about these options to help them receive the medical care they need 24-7, 365 day a year:



24/7 Nurse Advice Line

Call: [1-877-687-1169](tel:1-877-687-1169)
(Relay Florida [1-800-955-8770](tel:1-800-955-8770))
Ambetter Health members can talk to a registered nurse any time — day or night with this free service. [The 24/7 Nurse Advice Line](#) offers access to experienced nurses who can help you. They can also help you decide if you have a real emergency and need care right away.



Virtual Care

Visit: Teladoc.com/Ambetter
Ambetter Health offers virtual 24/7 access to in-network healthcare providers for non-emergency health issues. Teladoc offers medical advice, a diagnosis or a prescription via phone or video. Have your patients set up an account at Teladoc.com/Ambetter.



Urgent Care

Call Member Services: [1-877-687-1169](tel:1-877-687-1169)
(Relay Florida [1-800-955-8770](tel:1-800-955-8770))
Visit: [Ambetter Health Find a Provider Tool](#)
This is a good option for patients seeking in-person, after-hours care for a non-emergent injury or illness. Urgent Care can offer a variety of services that patients are often looking for like lab testing and imaging — without waiting at the ER. Ambetter Health members can find an in-network Urgent Care by visiting our [Ambetter Health Find a Provider Tool](#) or by calling Member Services.



Urgent Care vs. Emergency Room

Explain to members when they should seek out Urgent Care and when they should visit the Emergency Room:

- **Urgent Care:** Sprained or broken bone; an ear infection, sore throat, body pain with fever/ wheezing; minor cuts and burns.
- **ER:** Thoughts of self harm/suicide; bleeding that won't stop; drug overdose; severe pain; chest pain; coughing or vomiting blood.



Local Pharmacist

This is a good option for patients struggling with medication management or chronic conditions. If you have patients that frequently end up in the ER because of medication concerns, remind them that their pharmacist can also help, in-person or over the phone.



988 Suicide and Crisis Line

Call, Chat or Text: [988](tel:988)
Visit: 988lifeline.org
Patients who need immediate mental health assistance should call the 988 Suicide & Crisis Lifeline, which provides confidential help for mental health, drug use or suicidal concerns.



Where to Go for Care

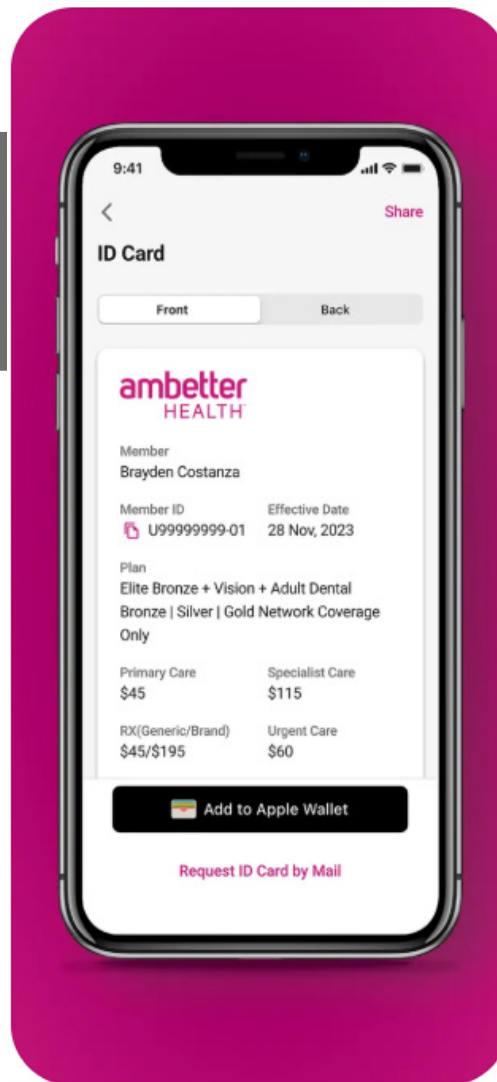
To learn more about all of these Ambetter Health options, visit our [Where to Go for Care Guide](#).

Ambetter Health App

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