

# RIGHT CARE AT THE RIGHT TIME

Where to go for care. There are times when a health need comes up and help is needed to decide where to go and who to call. The guide below can help decide what type of care to choose for the health condition.

## PRIMARY CARE PROVIDER (PCP)

The PCP knows you and your health history. This is the best place to go for routine care, common illness and advice. If help is needed to find, get assigned or make an appointment with a PCP, call Member Services at **(844) 243-5176 (TTY use 711)**.



## TELADOC

Provides an easy way to get care when the doctor is out, or you have an issue that is urgent but not an emergency. Teladoc can be used for treating the flu, eye infections, rash or other common illness. Teladoc is available in minutes when care is needed by phone or video. To access Teladoc go to **Teladoc.com/lighthousehealth** or **1-800-TELADOC (835-2362)**.



## URGENT CARE

Urgent Care is usually open 7 days a week and offer evening and weekend hours. Members use Urgent Care for X-Rays, minor infections or deep cuts when the PCP is unavailable, and the condition or injury cannot wait. To find the nearest Urgent Care, call Member Services at **(844) 243-5176 (TTY use 711)**, or on the website at **LighthouseHealthPlan.com** under Member tab and select Find a Doctor.



## HOSPITAL EMERGENCY ROOM

The Emergency Room is open 24 hours a day and 365 days a year. Go to the Emergency Room when help is needed or a life-threatening situation, like chest pain, head injury or trauma.



## 24-HOUR NURSE LINE

When unsure whether a doctor is needed or if a visit to the Emergency Room is needed call the 24-hour Nurse Line. The Nurse Line can help decide the right care for your health needs. You can call the Nurse Line at **(844) 865-7921 (24 hours/7day/week)**.



[LighthouseHealthPlan.com](https://www.lighthousehealthplan.com)



**Lighthouse**  
HEALTH PLAN

This information is available for free in other languages and formats. Please contact our customer service number at 844-243-5176 (TTY/TDD: 711). Hours of operation are Monday–Friday, 8:00am–8:00pm EST. ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-854-8691 Pin L221 (TTY: 711). ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-855-854-8691 Pin L221 (TTY: 711). LHP1911840-V1