

VIEW YOUR PATH TO BETTER HEALTH

Step 2: Understand Your Health Coverage

- Check with your health plan to see what services are covered (it may be in your plan's handbook or website).
- Know your costs (premiums, copayments, deductibles, coinsurance).
- Know the difference between in-network and out-of-network care.

Step 4: Find a Provider

- Find a primary care provider who takes your coverage.
- Check your plan's list of providers.
- Ask people you trust who their provider is. You can also do research on the internet.
- If you're assigned a provider, contact your plan if you want to change.

Step 1: Put Your Health First

- Staying healthy is important for you and your family.
- Maintain a healthy lifestyle at home, at work, and in the community.
- Get health screenings and manage chronic conditions.
- Keep all of your health information in one place.

Step 3: Know Where to Go for Care

- Use the emergency department for emergencies and life-threatening situations.
- Primary care is preferred when it's not an emergency or life-threatening situation.
- Know the difference between primary care and emergency care.

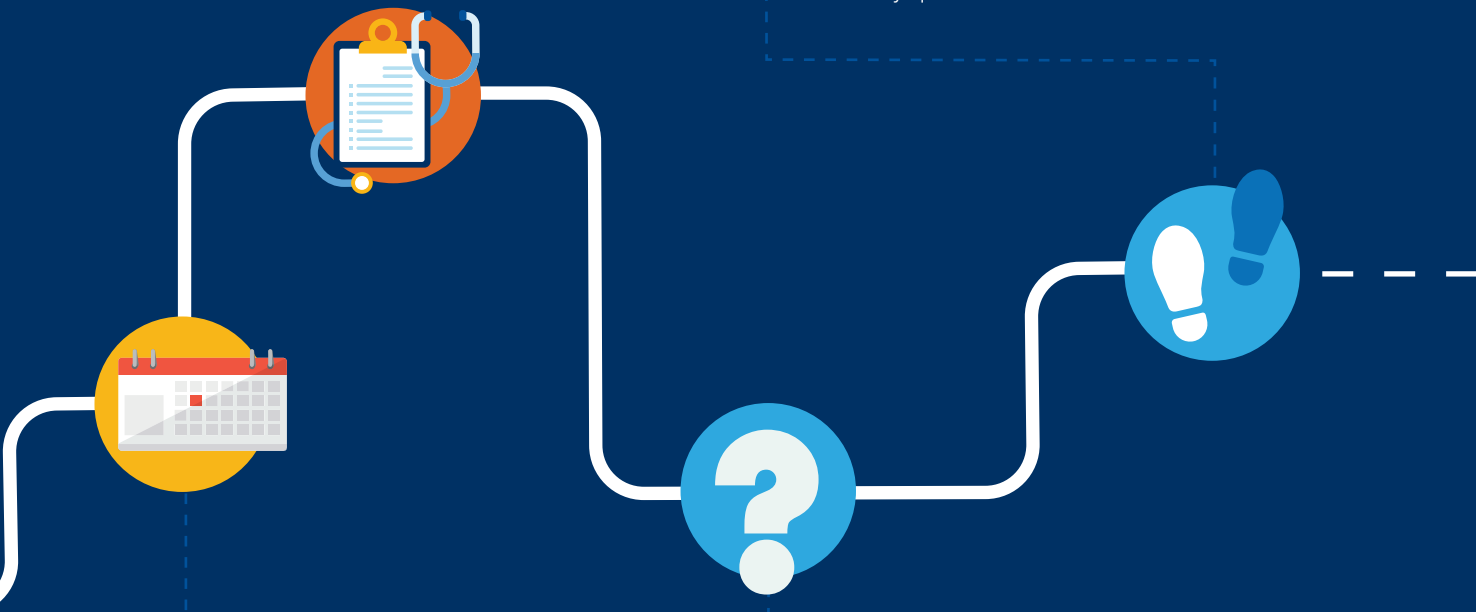


Step 6: Be Prepared for Your Visit

- Have your insurance card with you.
- Know your health history, such as previous serious illnesses or injuries and when they happened, any known allergies to medications, and past vaccinations, and family health history.
- Make a list of any medicines you take.
- Bring a list of questions and things to discuss and take notes during your visit.
- Bring someone with you to help if you need it.

Step 8: Next Steps After Your Appointment

- Follow your provider's instructions.
- Fill any prescriptions you were given. Take them as directed.
- Schedule a follow-up visit if you need one.
- Review your Explanation of Benefits to make sure it's correct.
- Pay your health care bills.
- Contact your provider or health plan with any questions.



Step 5: Make an Appointment

- Tell them if you're a new patient or have been there before.
- Give the name of your health plan. Ask if they take your insurance.
- Tell them the name of the provider you want to see and why you want an appointment.
- Ask for days or times that work for you.
- Ask what you'll need to bring for the appointment.

Step 7: Decide If the Provider is Right for You

- Did you feel comfortable with the provider you saw?
- Were you able to understand your provider? Did your provider understand you?
- Did you feel like you and your provider could make good decisions together?
- Remember: it is okay to change to a different provider!

If you want to change your provider, return to Step 4.

