

# Help Members Learn Where to Get the Care They Need

## MEMBERS HAVE MANY OPTIONS FOR SAME-DAY CARE OUTSIDE OF THE ER

*It's important to get patients in for an appointment with their primary care physician (PCP) for proactive wellness, condition management and care. When a member's PCP is not available for immediate care, knowing the best option to get same-day health care services can save time, travel and unnecessary cost.*

The guidelines below can help members make the right choice when they need same-day health care services.

Compare needs	🏠 Available from the comfort of member's home		✚ Options outside of member's home	
	Babylon Telehealth	Nurse Advice Line	Urgent care (centers)	Emergency Room (ER)
24/7 access	✓	✓		✓
Behavioral health	✓		✓	✓
Can treat serious conditions (e.g. fractures, stitches, allergic reactions, asthma attacks)			✓	✓
Can triage to ER	✓	✓	✓	
Emergency needs			✓	✓
Get prescriptions when medically needed	✓		✓	
Know what you pay upfront	✓ <sup>1,4</sup>			
Receive labs and diagnostics	✓		✓	✓
Short wait times	✓	✓	✓ <sup>2</sup>	
Treat non-emergencies like UTI, allergies, upset stomach, rashes	✓	✓	✓	✓
Visit by phone or video from anywhere	✓			

(continued)

<sup>1</sup>California Health & Wellness Plan has teamed up with Babylon to give members access to telehealth care at no added cost through the Babylon app.

<sup>2</sup>Average wait time for ER in the US is 5 ½ hours. Information varies by location.

## Babylon telehealth

California Health & Wellness Plan (CHWP) teamed up with **Babylon Health** to offer more access to **no-cost telehealth services** through the Babylon app<sup>3</sup>.

Members can use the Babylon app to get the care they need when their PCP is not available. General medical appointments are available 24/7. This includes:

- Pediatrics
- Urgent care
- Women's health and more

Therapy and counseling appointments are also available weekdays from 7 a.m.–7 p.m. (Pacific time).

Members can book their first appointment in **three simple steps**:

- 1 Download the Babylon app in the App Store or Google Play.**
- 2 Sign in using the code: CHW.**
- 3 Book a video appointment with a doctor or therapist for services at no cost.**

## Urgent care centers

For non-life-threatening concerns, urgent care centers are convenient, cost less than an ER visit and are staffed by doctors. Members can get same-day care for non-emergency illnesses or injuries. Some urgent care centers now provide X-rays and lab tests as well. Urgent care benefits include:

- After-hours care
- No appointment required
- Cost savings<sup>4</sup>
- Typically, shorter wait times than ER

## Nurse Advice Line

Reach out to a registered nurse – 24 hours a day – and get instant support. Members can call the number on their member ID card and get answers to questions about:

- Bug bites, stings and more
- Minor burns
- Cold and flu symptoms
- Minor illness and injury

**For office use only. Do NOT post in a patient area.**

Source: As ER Wait Times Grow, More Patients Leave Against Medical Advice, <https://bit.ly/3Rgz7G2>

<sup>3</sup>Babylon appointments are available at no cost to most CHWP members but some members may have a copay. Members can refer to their health coverage document for more information.

<sup>4</sup>Medi-Cal members do not incur copays/cost-share for this service.



### Don't forget!

After a member visits with a Babylon care provider, urgent care center, nurse or ER, the member must contact their PCP, so their follow-up care can be managed.

### More information

If you have questions regarding telehealth services for members, please contact CHWP at **877-658-0305**.