

THANK YOU FOR BEING AMBETTER MEMBERS' TRUSTED SOURCE FOR CARE

You have the best interest of your patients at heart. More than that, you have their trust. But you aren't available 24/7/365. So when your office is closed, we want to help them get the care they need, when they need it. Discussing alternatives to the Emergency Room (ER) for non-emergent needs gives patients a choice in how they can access care when you are not available.

CARE OPTIONS FOR AMBETTER PATIENTS



24/7 Nurse Advice Line

**For all patients
all the time!**

Ambetter members can talk to a registered nurse any time — day or night with this free service. The 24/7 Nurse Advice Line provides quick, reliable advice for both mental and physical health concerns that aren't life-threatening.



Virtual Care

**For patients who feel
the need to “see” a
provider ASAP.**

Ambetter offers Virtual 24/7 Care for non-emergency health issues. They can use this option to get the medical advice they are seeking by phone or video. They can set up an account on www.Teladoc.com/Ambetter.



Urgent Care Center

**For patients that
seek in-person,
after hours care for a
non-emergent injury
or illness.**

Many patients think Urgent Care Centers are just not as good as an ER. But many Urgent Cares offer a variety of services that patients are often looking for like lab testing and imaging — and without the ER wait. Ambetter members can find an in-network Urgent Care on our website or by calling member services.

Urgent Care: sprain or broken bone, ear infection, sore throat, body pain with fever/wheezing, minor cuts and burns.

Emergency Room: thoughts of self harm/suicide, bleeding that doesn't stop, drug overdose, severe pain, chest pain, coughing or vomiting blood.



Local Pharmacist

For patients who may struggle with medication management or a chronic condition.

If you have patients that frequently end up in the ER because of a medication concern, remind them that their pharmacist can also help. They can assist in-person or over the phone with questions about side-effects and often teach patients how to use health equipment.



988 Suicide and Crisis Line

For patients needing immediate mental health assistance.

The 988 Suicide & Crisis Lifeline provides confidential help for mental health, drug use or suicidal concerns when members need it quickly. They can text or call 988 or chat at <https://988lifeline.org/>. Spread the word about this resource and order free 988 materials for your office at <https://orders.gpo.gov/SAMHSA988/Pubs.aspx>.



Tips for Patients with a Pattern of ER use:

- Ask your Ambetter Engagement Representative for a list of your high ER utilizing patients.
- Determine symptoms that led the member to go the ER.
- Discuss symptoms awareness, tracking, and self-management skills for at home.
- Ambetter provides care management programs for those with complex needs and/or those that need support managing their conditions. Contact your Provider Engagement Representative for assistance with a referral.
- Ask if they know when and where to seek care when they can't see you.
- Learn more about incentives available for lowering your patient ER utilization.
- Request materials for your office about Ambetter care options.



Thank you for being a trusted partner in the health care decisions of those you care for.

For more information, please contact your Ambetter Provider Engagement Representative.

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