

# Where to Go for Care



Consider all of your options when choosing where to go for physical or behavioral health care. Many are surprised to learn that this is often not the ER. Be prepared by knowing the best place to go depending on your physical or behavioral health condition.

— *The right care, the right place, the right time* —

## ▼ *For Physical Health*



### **Primary Care Physician (PCP)**

Your PCP is your main provider. Call the office to schedule an appointment if you need to be seen, but you don't need immediate care.

If you need help finding a PCP for you or a loved one, contact Member Services:  
**1-866-769-3085.**



### **24/7 Nurse Advice Line (1-866-769-3085 and follow prompt)**

You can speak to a medical professional any time of day for:

- Help with answers to your medical questions
- Help caring for a sick child
- Help knowing if you should make an appointment with a Primary Care Provider



### **In-Network Urgent Care Center**

Go to a nearby urgent care center if your illness or injury is not life threatening and your PCP is unavailable. Urgent care centers are faster and more convenient than the ER and you don't need an appointment.



### **Emergency Room (ER)**

Consider all of your options before going to the ER. Visit the ER for LIFE-THREATENING injuries or illnesses.

## ▼ *For Behavioral Health*



### **Primary Care Physician (PCP) or Behavioral Health Provider**

Call the office to schedule an appointment if you need to be seen, but you don't need immediate care.

If you need help finding a PCP or Behavioral Health Provider for you or a loved one, contact Member Services: **1-866-769-3085.**



### **Emergency Services (1-866-769-3085 and follow prompt for Behavioral Health needs)**

This line will connect you to an on-call clinician to support you or connect you to your local behavioral health emergency services including telehealth services.

### **Your local Doorway**

For substance misuse needs:  
Call **2-1-1** to be directed to help

### **Behavioral Health Crisis Treatment Center**

A walk-in clinic for an urgent mental health need:

- Located at: Riverbend, 40 Pleasant Street, Concord, NH 03301
- Monday - Friday, 8 am to midnight
- **1-844-743-5748** (available 24/7)



### **Emergency Room (ER)**

Consider all of your options before going to the ER. Visit the ER for LIFE-THREATENING injuries or illnesses.

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**1-866-769-3085**  
**TDD/TTY: 1-855-742-0123**