

# Where to Go for Care



nh healthy families™

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 Provider (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 Provider (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.**



#### **New Hampshire Rapid Response Access Point (NHRRAP)**

Call, Text, or Chat **1-833-710-6477** for behavioral health crisis services, available to anyone in New Hampshire. Depending on your needs, the crisis contact center can:

- Send a team member from a community mental health center to come to you
- Provide rapid response follow up appointments
- Refer you to inpatient treatment options

#### **988 Suicide and Crisis Lifeline**

The **988** Suicide & Crisis Lifeline provides free and confidential emotional support to people in suicidal crisis or emotional distress 24 hours a day, 7 days a week, across the United States. Call, text or chat **988** to be connected to a trained crisis counselor.

#### **Your local Doorway**

For substance misuse needs: Call **211** to be directed to help



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

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

**NHhealthyfamilies.com • 1-866-769-3085 • TDD/TTY: 1-855-742-0123**