

# Care When You Are Out of Town

## When you are out of town:

When you need to see a doctor or get medicine when you are out-of-town, you should:

**For routine care:** You must call us and ask if we will pay for you to see a doctor or other provider when you are out of town. If MedStar Family Choice does not say it is okay before you get the care, you will have to pay for the care yourself.

**For urgent care:** Call your PCP. If your PCP's office is closed, call the After Hours Nurse Help Line at 855-210-6203. A nurse will help you decide if you need to go to the doctor right away. The nurse can tell you how to get care. You do not have to go to the emergency room or use an ambulance for routine or urgent care.

**For emergency care:** If you have an emergency, including a mental health, alcohol or other drug emergency, go to the nearest emergency room (ER) to get care right away. If you go to the ER, you should ask the ER staff to call your PCP. If you go to the ER, call your PCP for a follow-up visit. If you need help scheduling an appointment, call Member Services.

**For prescriptions:** If you need to refill a prescription or need a prescription while out of town, please call our Member Services Department or After Hours Nurse Advise Line at 855-210-6203 for help. Our pharmacy network contains numerous national chains that can be used to fill your prescription while you are out of town.

If your child does not live at home and needs to see a doctor, please call Member Services at 888-404-3549.



**Remember: You need to go to a provider in MedStar Family Choice's network.**