

- **Do your research:** Before you visit an urgent care facility, be sure to research the facility to make sure it is in-network.
- **Make sure the facility is open:** Always double-check the hours of operation for the facility you plan to visit.
- **Have your insurance card on hand:** Bring your insurance card with you to the visit, as you may need to provide it to the facility.
- **Bring your medical records:** If you have any relevant medical records, bring them with you to the facility. This will help the provider make a more informed diagnosis.
- **Know when to go to the emergency room:** If you are experiencing a medical emergency, call 911 or go to the nearest emergency room for treatment.

We understand that receiving urgent care can be a stressful situation. At Northwind Health Plus, we strive to make the process as easy and stress-free as possible. If you have any questions about your coverage, please reach out to us so we can help.

Virtual Care

COVERED SERVICES: Virtual Care

At Contoso, we understand that taking time off to go to the doctor's office isn't always possible. That's why we've partnered with Northwind Health to provide access to virtual care services. With Northwind Health Plus, you can get the care you need from the comfort of your own home, office, or other location.

Northwind Health Plus covers the cost of virtual care services, such as telemedicine, e-visits, and other virtual consultations with in-network providers. These services can be used to diagnose and treat minor medical conditions and can also be used to follow up on existing medical issues. If a virtual visit isn't appropriate, Northwind Health Plus covers the cost of an in-person visit.

In addition to providing convenient access to care, Northwind Health Plus also offers cost savings benefits. By using virtual care services, you can avoid paying for office visits and other out-of-pocket costs associated with seeing a doctor in person.

Before scheduling a virtual visit, it's important to note that there may be some limitations. For instance, some services, such as laboratory tests, imaging studies, and mental health services, may not be available via virtual care. It's also important to note that some services may require prior authorization.

We encourage you to take advantage of virtual care services when appropriate. To make the most of your virtual care experience, be sure to:

- **Prepare for your visit:** Make sure you have the necessary supplies and documents in advance, such as your insurance card, medical history, and any questions you may have.