

# Making an Appointment with Your Providers



Having the ability to schedule an appointment with your provider when you need medical care is important.

Allwell from Superior HealthPlan has developed this guide to help you understand how long it should take to make an appointment to see your provider.

Type of Care	Definition & Examples	Appointment Availability
<b>Emergency Care</b>	Life-threatening illness or injury that needs immediate medical attention such as chest pains, severe shortness of breath or thoughts of harming yourself or others.	<b>Immediate.</b>
<b>Urgent Care</b>	Non-emergency illness or injury that must be treated within one week such as high fever, flu symptoms with vomiting or ear infections.	<b>Immediate.</b>
<b>Routine Care</b>	Visit with your Primary Care Provider (PCP) for routine health needs like an annual wellness exam, care for ongoing health issues and help with colds, flu and fevers.	Within <b>30</b> calendar days of request.
<b>Specialty Care</b>	Treatment of specific health issues such as heart conditions, diabetes or women's care. You may need a referral from your PCP to see a specialist.	Within <b>21</b> calendar days of request.

*\*You should wait no more than 15 minutes to see your provider on the time and date of your appointment, except when the provider is unavailable due to an emergency.*

If you are unable to see your provider in person, check to see if they offer telehealth services. For more information on telehealth and when to use it, please refer to the back of this page.

## Telehealth

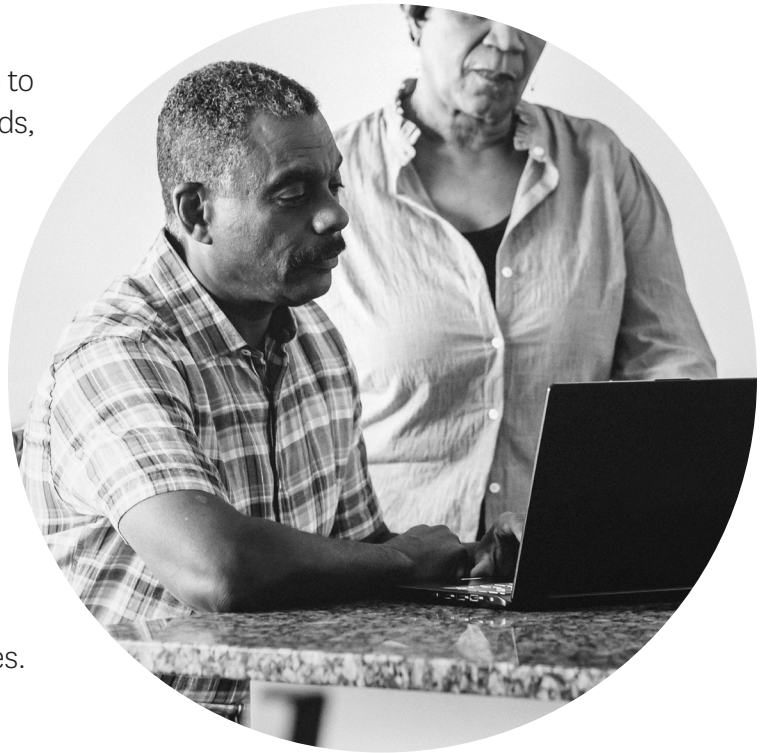
Allwell members also have the option to use telehealth to access non-emergency medical care for issues like colds, skin conditions and sinus problems. Members can also make a telehealth appointment with a licensed behavioral health therapist.

Telehealth appointments can be done through the microphone and/or camera on your mobile device, computer or tablet. An appointment link may be sent to your email if you have an email address.

How to Make a Telehealth Appointment:

- Check with your provider and ask if they offer telehealth services.
- Use Teladoc, a telehealth service that connects members with an in-network provider in minutes. To learn more about Teladoc services, visit:

[Teladoc.com/Allwell](https://www.teladoc.com/allwell)



To maximize your telehealth visit, locate a distraction-free environment in your home. Be sure to have a list of your medications as well as any questions you may want to review.



If you have any questions about Telehealth or if you need help scheduling an appointment with your provider, call Allwell **Member Services at 1-844-796-6811 (HMO), 1-877-935-8023 (HMO SNP) (TTY: 711)**. From October 1 to March 31, you can call us 7 days a week from 8 a.m. to 8 p.m. From April 1 to September 30, you can call us Monday through Friday from 8 a.m. to 8 p.m. A messaging system is used after hours, weekends, and on federal holidays.