

# Urgent or After-Hours Care

You may find yourself in a situation that requires urgent — but not emergency — medical attention. For example, your eye may be irritated or you may think you have a urinary tract infection. There is an urgent-care clinic nearby, and you wonder whether care there will be covered by US Family Health Plan.



## Which urgent-care clinics are covered by US Family Health Plan?

### Urgent care is covered at:

- CareWell Urgent Care
- AFC Doctors Express
- CVS MinuteClinics

### Urgent care is not covered at:

- Partners Urgent Care clinics

## Getting referrals for urgent care

You always need a referral from your Primary Care Provider (PCP) for care at an urgent-care clinic.

**Weekdays.** Call your PCP for a referral *before* you go to the urgent-care clinic. Ask for the referral only if your PCP can't see you that day.

**Note:** If you receive urgent care on a weekday without getting a referral first, the care will be subject to Point of Service charges, which can be expensive.

**Weekends, holidays, and when your PCP's office is closed.** Call your PCP for a referral on the next business day *after* you visit the urgent-care clinic.

**Example:** If you are seen on a Saturday, call your PCP on Monday for a referral.

## Follow-up care

- Your follow-up care must be provided by your PCP, not by the urgent-care clinic.
- Always call your PCP after you have received the urgent care and talk with them about any follow-up care you might need.