

ON THE ROAD

with your 2024 ACA Marketplace Plan

INFORMATION CURRENT AS OF JANUARY 2024



	SENDERO	AMBETTER	OSCAR	AETNA	ASCENSION US HEALTH & LIFE
Customer Service	1-844-800-4693	1-877-687-1196	1-855-672-2788	1-844-365-7373	1-833-600-1311
24 Hr Nurse Line	1-855-880-7019	1-877-687-1196	1-855-672-2788	Number on card	1-833-520-1711
Telemedicine	Free via eHEALTH	Free via Teledoc or eMD Access	Free via Oscar portal or app	Free via MinuteClinic Virtual Care	Free
Out-of-Network Urgent Care ----- Contact Customer Service for more info	NO out-of-network Urgent Care coverage --- Call Nurse Line or use Telemedicine as alternative	Limited coverage in select states --- Call Ambetter Customer Service for more info	Limited coverage in select states --- Call Oscar Customer Service for more info	Limited coverage in select states --- Call Aetna Customer Service for more info	NO out-of-network Urgent Care coverage --- Call Ascension Customer Service for more info

TOP TIPS FOR USING INSURANCE ON THE ROAD

If you have a medical or behavioral health emergency while on the road, call 911 or go to the nearest emergency room. You don't need prior approval for emergency care. Call your insurance company and report your emergency as soon as possible, preferably within one business day. You may need to obtain prior authorization if you are admitted to the hospital after your emergency is stabilized!

Not sure if you need emergency care?

Call your insurance company's Nurse Line and ask! Non-emergency care that is out-of-network will not be covered by your insurance.

Develop a relationship with your PCP (Primary Care Physician). This will give you someone to call when you need a prescription filled on the road. Plus, lots of PCPs & clinics have a patient portal or app that makes communicating with your doctor easy!

Always travel with your insurance card! Take a photo of the front and back of your card so you always have it handy. Can't find it? Log onto your insurance company's member portal to get a digital copy. Always make sure the provider serving you has your current health insurance information.

Questions about your ACA Marketplace account or medical bills? Don't call the Marketplace! Call HAAM at 512-541-4226 or email support@myhaam.org so we can help point you in the right direction.



ON THE ROAD

with your 2024 ACA Marketplace Plan

INFORMATION CURRENT AS OF JANUARY 2024



	BLUE CROSS BLUE SHIELD	CHRISTUS	MODA	SCOTT & WHITE	UNITED HEALTHCARE
Customer Service	1-888-697-0683	1-855-621-8452	1-844-931-1779	1-844-633-5325	1-866-811-2704
24 Hr Nurse Line	Number on ID card	Number on ID card	1-866-321-7580	1-877-505-7947	Number on ID card
Telemedicine	Virtual Visits via MDLIVE	CHRISTUS Virtual Care	Available	Via MyBSWHealth app	Via Virtual Visits
Out-of-Network Urgent Care -----	Limited coverage in select states ---	Limited coverage in select states ---	NO out-of-network Urgent Care coverage ---	NO out-of-network Urgent Care coverage ---	NO out-of-network Urgent Care coverage ---
Contact for more info:	Contact Aetna Customer Service for more info	Call CHRISTUS Customer Service for more info	Call Moda Customer Service for more info	Call Nurse Line or use Telemedicine as alternative	Call UHC Customer Service for more info

TOP TIPS FOR USING INSURANCE ON THE ROAD

If you have a medical or behavioral health emergency while on the road, call 911 or go to the nearest emergency room. You don't need prior approval for emergency care. Call your insurance company and report your emergency as soon as possible, preferably within one business day. You may need to obtain prior authorization if you are admitted to the hospital after your emergency is stabilized!

Not sure if you need emergency care?

Call your insurance company's Nurse Line and ask! Non-emergency care that is out-of-network will not be covered by your insurance.

Develop a relationship with your PCP (Primary Care Physician).

This will give you someone to call when you need a prescription filled on the road. Plus, lots of PCPs & clinics have a patient portal or app that makes communicating with your doctor easy!

Always travel with your insurance card! Take a photo of the front and back of your card so you always have it handy. Can't find it? Log onto your insurance company's member portal to get a digital copy. Always make sure the provider serving you has your current health insurance information.

Questions about your ACA Marketplace account or medical bills?

Don't call the Marketplace! Call HAAM at 512-541-4226 or email support@myhaam.org so we can help point you in the right direction.

