

USING YOUR 2024 ACA MARKETPLACE PLAN

INFORMATION CURRENT AS OF JANUARY 2024

◆ Varies by plan
▲ Fee may apply

	SENDERO	AMBETTER	OSCAR	AETNA	ASCENSION US HEALTH & LIFE
Referral Required to See In-Network Specialist?	Yes	Maybe	No	Yes	No
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 NormanMD	Free via Oscar portal and app	Free via MinuteClinic Virtual Care	Available ▲
Austin Area In-Network Primary Care*	- Austin Regional Clinic - Austin Diagnostic Clinic - CommUnityCare - Lone Star Circle of Care - People's Community Clinic - UT Health Austin	- Austin Regional ◆ - Austin Diagnostic Clinic - CommUnityCare ◆ - Lone Star Circle of Care ◆ - People's Community Clinic ◆ - UT Health Austin ◆	- CommUnityCare - Lone Star Circle of Care - One Medical - Red River Family Practice - UT Health Austin	- Austin Regional Clinic - Austin Diagnostic Clinic - People's Community Clinic - UT Health Austin	- Austin Regional Clinic - CommUnityCare - Lone Star Circle of Care
Austin Area In-Network Urgent Care*	- Concentra - FastMed Urgent Care - Lewis Urgent Care - NextCare	- Care Now Urgent Care ◆ - CVS MinuteClinic ◆ - Concentra ◆ - NextCare ◆	- Care Now Urgent Care - Concentra - CVS MinuteClinic - FastMed - NextCare	- Care Now Urgent Care - Concentra - CVS MinuteClinic - Texas Medclinic	- NextCare - Lewis Urgent Care
Austin Area In-Network Hospitals*	- Ascension Seton - St. David's	- Ascension Seton ◆ - St. David's	- Ascension Seton - St. David's	- St. David's	- Ascension Seton
Austin Area In-Network Pharmacies*	- H-E-B - Randalls - Walgreens - Walmart - CVS - Costco	- H-E-B - Randalls - Walmart - CVS - Costco - Sam's Club ◆	- H-E-B - Randalls - Walmart - CVS - Costco	- H-E-B - Walmart - CVS - Costco	- Walgreens - Walmart - CVS

*Disclaimer: Always check with your insurance company to ensure that the provider or hospital is in-network with your plan

When to Use Primary Care

Your primary care provider (PCP) is always a good place to start for non-emergency injuries or illnesses. Your PCP can refer you to a specialist for further testing & treatment when needed for specific medical conditions.

- Annual physical
- Colds
- Non-serious illness (sinus problems, pink eye, rash, earache)
- Minor injuries (muscle sprains, back pain)

When to Use Telemedicine

Chat with a doctor by phone, video, or text 24/7 for minor illnesses when your PCP is unavailable. This is also a great option when you're on the road/traveling.

- Cold/flu
- Sinus problems
- Pink eye

When to Use Urgent Care

Urgent Care is often available on evenings and weekends when your PCP's office is closed. Use Urgent Care for immediate treatment of injuries and illnesses that are not life-threatening.

- Minor fractures
- Muscle sprains
- Skin infections/rash
- Fever
- Severe headache
- Cuts that may require stitches
- Earache

When to Use Emergency Care

For immediate treatment of life-threatening injuries or illnesses 24/7. In case of emergency, call 911 or go to the nearest hospital.

- Chest pain or pressure
- Trouble breathing or shortness of breath
- Head injuries
- Fainting
- Severe injury (broken bones)
- Uncontrolled bleeding
- Sudden loss of vision
- Major burns
- Sudden facial drooping or weakness in an arm or leg
- Poisoning



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	BLUE CROSS BLUE SHIELD	CHRISTUS	MODA	SCOTT & WHITE	UNITED HEALTHCARE
Referral Required to See In-Network Specialist?	Yes	Yes	No	No	Yes
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
Austin Area In-Network Primary Care*	- Austin Regional Clinic - Austin Diagnostic Clinic - CommUnityCare ◆ - Lone Star Circle of Care ◆ - People's Community Clinic - UT Health Austin ◆	- Live Oak Health	- Austin Regional Clinic - Austin Diagnostic Clinic - Lone Star Circle of Care	- Lone Star Circle of Care - One Medical - Scott & White Clinics - Village Medical	- Austin Diagnostic Clinic - CommUnityCare - Lone Star Circle of Care - People's Community Clinic - Red River Family - Village Medical
Austin Area In-Network Urgent Care*	- CVS MinuteClinic - Concentra	- Concentra - NextCare - Premier Urgent Care Plus	- CareNow	- Concentra - NextCare - Premier Urgent Care Plus	- CareNow - Concentra - CVS MinuteClinic - FastMed - NextCare
Austin Area In-Network Hospitals*	- St. David's	- Christus Santa Rosa - Guadalupe Regional Medical Center - Otto Kaiser Memorial	- St. David's	- Baylor, Scott & White	- Ascension Seton - St. David's
Austin Area In-Network Pharmacies*	- H-E-B - Randalls - Walgreens - Walmart - CVS - Costco	- H-E-B - Randall's - Walgreens - Walmart - CVS - Costco	- H-E-B - Walgreens - Walmart - CVS - Costco	- H-E-B - Randalls - Walgreens - Walmart - CVS - Costco	- H-E-B - Walgreens - Walmart - CVS

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