



# Have a health care visit coming up?

## 5 tips to help you make the most of it



At UnitedHealthcare Community Plan of New Jersey, we care about you and your health. That's why we want to make sure each of your health care appointments are helpful and valuable to you. Here are some tips for you to think about.

### Before the visit

#### 1 Find a provider who is right for you

Does your provider offer appointment times that work with your schedule? Is their office easy for you to get to? Do they speak your language? If you need help finding a provider, please call Member Services on the back of your member ID card. We're happy to help.

It's common for routine and specialist visits to take up to 4 weeks to schedule. If you're sick, a visit should be available within 72 hours. Urgent care centers are available for care right away when your PCP is not able to see you quickly. Only use the emergency room for true life-threatening emergencies.

#### 2 Prepare for your visit

Before you go, take time to collect your health information so you can share it at the visit.

- Make a list of medications you take and the amounts.
- Gather notes about your past provider visits, including any visits to a hospital or urgent care center. Include any summaries from those other providers, if you have them.
- Make a list of any questions you want to ask.
- Grab your insurance card and ID to bring to the appointment.

Providers usually have office forms to help them learn about each patient's medical history. You might want to ask if those forms can be mailed to you or completed online before your visit. That way, you can fill them out when it's handy for you instead of at the provider's office.

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## At the visit

### 3 Share your information

When you get to the visit, fill out any required forms. Also share the information you collected earlier. Answer all questions openly and honestly. This will help your provider understand your health care needs.

### 4 Get answers and make future plans

Sometimes health care can be confusing. If there is something you do not understand, it is always ok to ask your provider to explain it in a different way. While you're at your appointment:

- If you wrote down any questions before your appointment, ask them. If any new questions came up, ask those, too. Write down the answers so they're easier to remember.
- If you do not agree with your provider's recommendations, it is ok to say so. Talk about your concerns and ask if there are other options.
- Ask for a visit summary. This is a printout that gives details about your visit and the provider's recommendations.
- If your provider recommends a follow-up visit, make the appointment before you leave the office.
- If any special tests are ordered, ask your provider if you need a prior authorization (an insurance approval).

## After the visit

### 5 Follow your provider's advice

After the visit, make an appointment for any lab work or other tests that may have been ordered. Call Member Services if you need help scheduling a test or you aren't sure if you need prior authorization.

Also remember to take your medicines as prescribed. You can use your pharmacy by mail benefit (90 Day Supply Retail Program) to have many of your medications conveniently shipped to you.

### We are here to help

It's important to have a regular provider who can help you take charge of your health. If you don't have a provider, or you'd like to see a different one, please call Member Services at 1-800-941-4647, TTY 711, 24 hours a day, 7 days a week.