

# KNOW WHERE TO GO

## Urgent Care Facilities Used by Plan

<p><b>All Cigna Medical Plans</b></p> <p><b>Please note:</b> By special arrangement COH members can use these ER Centers as an Urgent Care facility.</p>	<p><b>Community Emergency Center – San Felipe</b> 6363 San Felipe St (at Winrock) Houston, TX 77057 713.972.8300 <b>Open 24/7</b></p>	<p><b>St. Luke’s Community Emergency Center</b> 2727 W. Holcombe Blvd. Houston, TX 77025 832.355.7525 <b>Open 24/7</b></p>	<p><b>Community Emergency Center - Pearland</b> 11713 Shadow Creek Parkway (at Kirby) Pearland, TX 77584 713.793.4600 <b>Open 24/7</b></p>
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<p><b>Cigna OAP (Full) Plan, CDHP &amp; Cigna Limited Plan participants who selected Renaissance or Memorial Hermann Health Network</b></p>	<p>Cigna Open Access, CDHP, and participants in the Limited Plan who uses Renaissance Physicians or the Memorial Hermann Health Network can visit any of the Urgent Care Centers that participate in the Cigna Open Access Plus network at their applicable Urgent Care benefit. Log on to <a href="http://mycigna.com">mycigna.com</a> and look under <b>Facilities</b> or call <b>1.800.997.1406</b> for a list of these Urgent Care Centers</p>
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<p><b>KelseyCare in the Cigna Limited Plan</b></p> <p><b>Kelsey-Seybold in the OAP &amp; CDHP plans</b></p>	<p>All other participating Urgent Care Centers in the Greater Houston area (including those listed below) are available to KelseyCare members at the applicable Urgent Care copayment. Convenience Care Clinics are <b>NOT</b> an option for KelseyCare, Renaissance or Memorial Hermann Health Network members residing in the Greater Houston Area. Kelsey-Seybold Saturday clinics are also available. Kelsey-Seybold offers appointment hours on <b>Saturdays from 9:00 a.m. to 2:00 p.m.</b> at their <b>Webster, Fort Bend in Sugar Land, Spring in northwest Houston, and Tanglewood near the Galleria</b> Clinics. These regional clinics offer pediatric and adult primary care services as well as routine lab and radiology services during clinic hours. To schedule a Saturday appointment, please call our Contact Center at <b>713.442.0000</b>.</p>
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<p><b>Cigna KelseyCare, OAP &amp; CDHP</b></p> <p><b>All 4 locations see both Adults and Pediatric patients</b></p>	<p><b>Tanglewood</b> 1111 Augusta Drive Houston, TX 77057</p>	<p><b>Spring</b> 15655 Cypress Woods Medical Drive, Suite #100 Houston, TX 77014</p>	<p><b>Clear Lake</b> 1010 South Ponds Drive Webster, TX 77598</p>
	<p><b>Fort Bend</b> 11555 University Blvd Sugar Land, TX 77450</p>	<p>Saturday ill-care appointments for children and adults – call <b>713.442.0000</b></p>	

# KNOW WHO TO CALL

## Health Information Line Program Overview

- Caring Registered Nurses provide telephonic access for members who request health and medical information and guidance 24-hours-a-day, 7-days-a-week
- Our nurses provide education, counseling and support to empower members with the right information, at the right time to make better health decisions.
- Call **1.800.997.1406** to speak to a nurse today!

## After-Hours Nurse Hotline for Kelsey-Seybold Patients

When you call **713-442-0000** after regular business hours, you can speak to a trained registered nurse for immediate assistance with symptoms or illnesses. Registered nurses are available 24 hours a day to provide advice on routine, urgent and emergency medical conditions and help patients decide on the best course of action to meet their medical needs. To access a registered nurse, patients can call their personal care physician's office during normal business hours and ask to speak with a nurse. For urgent medical needs after business hours, on weekends or holidays, patients can call **713-442-0000**.

# KNOW WHAT TO PAY

## CITY OF HOUSTON HEALTH BENEFITS PLAN DESIGN COPAYMENTS/COINSURANCE

PLAN	UC	ER	PCP OFFICE
Limited Network	\$60	\$400	\$65
Retirees of TX	\$60	\$400	\$65
OAP (Full)	\$75+30%*	30%*	\$40
CDHP (HRA)	20%*	20%*	20%*

*\*After plan deductible has been met*

### Average Cost

#### City of Houston Urgent Care center cost

Member pays from \$60.00 to 30% after the deductible has been met.\*

Average City of Houston Urgent Care Cost - \$217

#### City of Houston Hospital ER cost

Member will pay \$400.00 to 30% after the deductible has been met.\*

Average City of Houston ER Costs - \$2,061

*\*Depending on City of Houston plan enrolled in.*