



# Finding Care

## When You Have a CDPHP® HMO Plan

CDPHP HMO plans provide you with access to providers no matter where you are. When you need care, please use this map as a guide for which providers are in-network for your plan. Within these counties, services must be provided by a CDPHP HMO local network provider.

How to find an HMO local network provider?

Visit [findadoc.cdphp.com](http://findadoc.cdphp.com)





# Out-of-Area Coverage

Wherever you may travel, as a CDPHP member, you're covered for urgent and emergency care – worldwide!

## Live Video Doctor Visits through Doctor On Demand®

Connect with a board-certified physician 365 days a year, 24 hours a day – all from your smartphone, computer, or tablet. As a convenient alternative to urgent care, you can receive treatment for mental health and medical services, including lab tests and prescriptions, no matter where you are.

A Doctor On Demand visit is now \$0\* (unlike urgent care which has a charge).

Download the Doctor On Demand app or visit [doctorondemand.com/cdphp/join](https://doctorondemand.com/cdphp/join) to learn more.



### Emergency health situation?

Dial **911** or go to the nearest hospital emergency room.



### Urgent, but not an emergency? *Example: Sore throat, sprain, or infection*

Contact CDPHP at **1-800-274-2332** – day or night – **before** seeking care.



### Out of country with an emergency?

Seek care immediately and pay for it yourself. Ask for an itemized bill, then submit the bill to CDPHP when you're back in the U.S.



### Routine care?

Stick with receiving care from your primary care physician (PCP). Standard visits are generally not covered when you're traveling out of the area.

*\* Subject to deductible on high deductible plans. Cost may vary by plan type.*

#### Discrimination is Against the Law

Capital District Physicians' Health Plan, Inc. (CDPHP®) complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

#### Multi-language Interpreter Services

ATENCIÓN: Si habla otro idioma que no es el inglés, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al número que figura en su tarjeta de identificación de miembro (TTY: 711).

注意：如果您使用的語言不是英語，您可以免費獲得語言援助服務。請致電您會員ID卡上的電話（聽力障礙電傳：711）。