



BE PREPARED

Get the right care. Whether that's finding the right doctor, specialist, therapist or something else altogether. Just use the Find a Provider button at www.aultcare.com or contact AultCare at aultcare@aultcare.com or 330-363-6360 (toll-free: 1-800-344-8858, TTY: 711).

Find care near you whenever you need it. You get in-network coverage at hospitals, ambulatory care facilities and providers throughout a five-county area in Stark, Wayne, Holmes, Tuscarawas and Carroll Counties. With location options in more places, AultCare gives you more.

	Who usually provides care	Average wait time and cost	When to go
Emergency Room 	Doctors trained in emergency medicine	For non-emergencies: 4 hours \$1,145	<ul style="list-style-type: none"> • Symptoms feel life-threatening or disabling • Chest pain or severe shortness of breath • Major injury or broken bones • Sudden or unexplained loss of consciousness
Retail Health Clinic 	Physician assistants or nurse practitioners	30 minutes \$92	<ul style="list-style-type: none"> • Allergic reactions (minor) • Bumps, cuts, scrapes, rashes • Burning with urination • Burns (minor) • Cold, cough and sore throat • Sinus pain and fever (minor) • Eye or ear pain or irritation • Shots
Walk-in Doctor's Office 	Family practice doctors	30 minutes \$102	Same as retail health clinic plus ... <ul style="list-style-type: none"> • Asthma (mild) • Back pain • Nausea or diarrhea • Headache (minor)
Urgent Care Center 	Doctors who treat conditions that should be looked at right away	30 minutes \$133	Same as walk-in doctor's office plus ... <ul style="list-style-type: none"> • Animal bites • Sprains and strains • Stitches • X-rays
AultmanNow 	Board-certified providers	10 minutes \$65	<ul style="list-style-type: none"> • Cold & flu symptoms • Allergies • Sinus problems • Respiratory infection • Skin problems • And more!

Do you have health related questions or concerns? By calling 330-363-7620 or 1-866-422-9603, an operator will take your information and an experienced registered nurse will return your call.

Money-saving tip

Visit hospitals and doctors that are in your plan. If you don't, you'll often pay much more out-of-pocket for your care.

GETTING THE MOST FROM YOUR HEALTHCARE PLAN

AultCare is dedicated to providing you and your family with convenient access to healthcare. In order to provide access to quality care, it is important to keep AultCare updated with any major life events. In addition, AultCare may reach out to you if more information is required regarding you and your family to accurately manage your health plan.

MAJOR LIFE EVENTS



Notifying AultCare of any major life events ensures continued healthcare coverage. If any of the below life events have recently occurred, please notify your Human Resources Coordinator as soon as possible.

- » Marriage
- » Divorce or legal separation
- » Spouse now working
- » Spouse loss of health coverage
- » New baby
- » Adoption
- » Child between ages 19 – 25 requires coverage



ADDITIONAL INFORMATION



If AultCare requires additional information, you may receive a form in the mail. Please complete the form and return it to AultCare as soon as possible. Examples of additional information:

- » **Other Coverage** – If your spouse and/or child(ren) have other health coverage, AultCare will ask you to complete an Other Coverage form each year to confirm.
- » **Divorce/Not Married** – AultCare may request a copy of your divorce decree or court order if you are divorced or a single parent covering children on your plan. The required court document provides information on which parent's healthcare plan has been ordered to pay first. If you do not have a court document, you will be asked to complete an Affidavit for Financial Support annually.
- » **Injury** – AultCare will need to know if an injury is related to an accident that may be connected to a Workers' Compensation claim, automobile or other accident. You will receive an Accident Questionnaire to confirm how the injury occurred.

CONTACT US

330-363-6360 | 1-800-344-8858

www.aultcare.com

You have the right to assistance and information in your language at no cost. To speak with an interpreter, call 330-363-6360 (TTY: 711). ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 330-363-6360 (TTY: 711). 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 330-363-6360（TTY：711）。AultCare/Aultra complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.