



HOPEHEALTH
WITH HOPE, ALL THINGS ARE POSSIBLE



Your Roadmap to Health

Put Your Health First

- Staying healthy is important for you and your family.
- Maintain a healthy lifestyle at home, at work, and in the community.
- Get your recommended health screenings and manage chronic conditions.
- Keep all of your health information in one place.

Understand Your Health Coverage

- Check with your insurance plan to see what services are covered.
- Be familiar with your costs (premiums, copayments, deductibles, co-insurance).
- Know the difference between in-network and out-of-network.
- As a new member, go to the insurance website shown on your ID card.

Know Where to Go for Care

- Use the emergency department for life threatening situations.
- Primary care is preferred when it's not an emergency.
- Know the difference between primary care and emergency care.

Find a Provider

- Ask people you trust and/or do research on the internet.
- Check your plan's list of providers.

Make an Appointment

- Mention if you are a new patient or have been there before.
- Give the name of your insurance plan and ask if they take your insurance.
- Tell them the name of the provider you want to see and why you want an appointment.
- Ask for days or times that work for you.

Be Prepared for Your Visit

- Have your insurance ID card with you.
- Know your family health history and make a list of any medicines you take.
- Bring a list of questions and things to discuss, and take notes during your visit.

Decide if the Provider is Right for You

- Did you feel comfortable with the provider you saw?
- Were you able to communicate with and understand your provider?
- Did you feel like you and your provider could make good decisions together?
- Remember, it is okay to change to a different provider!

Next Steps After Your Appointment

- Follow your provider's instructions.
- Fill any prescriptions you were given, and take them as directed.
- Schedule a follow-up visit if you need one.
- Review your explanation of benefits and pay your medical bills.

DO YOU HAVE QUESTIONS?

**Appointments available
in Manning, Kingstree,
Timmonsville, and
Florence.**

Main Office:
HopeHealth
360 N. Irby St.
Florence, SC 29501

Main: 843.667.9414

Toll Free: 1.888.841.5855

Fax: 843.667.1362

Email:
coverage@hope-health.org



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