



FROM COVERAGE TO CARE

A Roadmap to Better Care and a Healthier You



Step 1 – Put your health first

Your ROADMAP to health



1



Start here

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.

2



Understand your health coverage

- Check with your insurance plan or state Medicaid or CHIP program 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.

3



Know where to go for care

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

4



Find a provider

- Ask people you trust and/or do research on the internet.
- Check your plan's list of providers.
- If you're assigned a provider, contact your plan if you want to change.
- If you're enrolled in Medicaid or CHIP, contact your state Medicaid or CHIP program for help.


5

Make an appointment

- Mention if you're 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.


6

Be prepared for your visit

- Have your insurance 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.
- Bring someone with you to help if you need it.


7


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!


8

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.
- Contact your provider, health plan, or the state Medicaid or CHIP agency with any questions.



If you want to change your provider, return to Step 4.



Yes



1 Put your health first.

Staying healthy increases the chances you'll be there for your family and friends for many years to come. Use your health coverage when you are sick **and** when you are well, to help you live a long, healthy life. While coverage is important, there's no substitute for living a healthy lifestyle.

Here's what you can do to put your health and well-being first:

- Make time for physical activity, healthy eating, relaxation, and sleep.
- Get the preventive services that are right for you.
- Take an active role in your health.
- Learn more about what you can do to stay healthy and share what you learn with your family and friends.

WHAT IS A PROVIDER?

We use the term “provider” throughout this booklet to mean a health care professional. This may be a doctor, a nurse practitioner, behavioral health professional, or another health care professional you see. Your **Primary Care Provider** will be the provider you see the most, and they will get to know you and help you keep track of your health over time.



Why is preventive health care important?

Preventive services include health care like screenings, check-ups, and patient counseling that are used to prevent illnesses, disease, and other health problems, or to detect illness at an early stage when treatment is likely to work best. Getting recommended preventive services and making healthy lifestyle choices are key steps to good health and well-being.

Having a provider who knows your health needs, and whom you trust and can work with, can help you

- ensure you get the preventive services that are right for you
- make healthy lifestyle choices
- improve your mental and emotional well-being
- reach your health and wellness goals.

Keep all of your health information in one place.

Use this booklet to keep track of your coverage information, your providers, and your health. It is important to keep this information up to date, and you may want to carry a copy with you for an emergency. Remember to protect your identity by keeping your personal information safe!

COST TIP

You may be able to receive an annual visit or some recommended preventive services for free like the flu vaccine, obesity screening and counseling, and depression screening. Talk to your provider about what's right for you, and use the Personal Health Checklist in the back of this booklet to track your results.



Personal Health Checklist

This checklist has some common screenings and preventive services that are recommended for you based on your age, gender, and pregnancy status by going to <http://healthfinder.gov>

Protect Your Identity: Keep your personal information safe, whether it is on paper or online. Do not give out your personal information, especially your Social Security number, to anyone who does not need it. Dispose of your personal information securely, especially your Social Security card.

Health Screening	Date	Result
Height and Weight _____		
Body Mass Index (BMI) _____		
Blood Pressure _____		
Cholesterol _____		
Vaccinations and Immunizations _____		
Cervical Cancer Screening (women only) This is sometimes called a Pap Test		
Colorectal Cancer Screening (colonoscopy)		
Breast Cancer Screening (mammogram)		
Other Screenings Recommended for Me		

you may receive. You can make a checklist specific to your needs based on [merit.gov/myhealthfinder/](http://www.merit.gov/myhealthfinder/).

on paper, online, or on your computers and mobile devices. Store and security number.

Notes (Is this result good or bad? What should I do about it?)



CMS Product No. 11838
June 2014

To read the complete Roadmap, go to marketplace.cms.gov/c2c