

# CALL BEFORE YOU GO!

Follow these steps when you need to see a doctor

## STEP 1



### PRIMARY CARE PHYSICIAN

- Call your **Primary Care Physician first!**
- They know your medical history best
- They should help coordinate all your care

## STEP 2



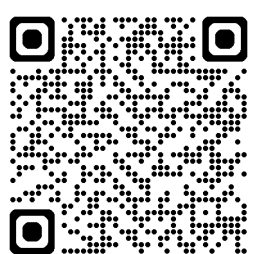
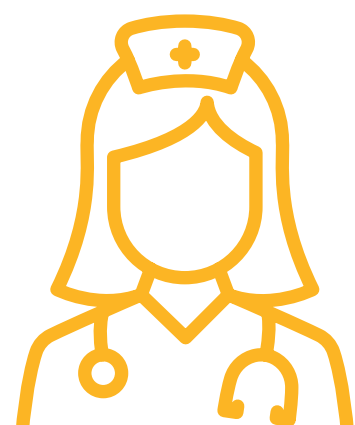
fshealth.com



888-691-7867

- No Primary Care Physician? Call **First Stop Health!**
- Visits with **First Stop Health** are **free!**
- **Virtual Primary Care**  
Scheduled visits for preventive, chronic and ongoing wellness care
- **Virtual Urgent Care**  
Access to a doctor 24/7 for non-emergent care
- **Virtual Mental Health**  
Short-term, solution focused counseling for anxiety, depression and more, with no predefined limits on visits

## STEP 3



valenzhealth.com



800-441-7705

- Contact **NaVcare Concierge Navigation** for questions beyond seeing your PCP or going through First Stop Health (*for Base Plan only*)
- Before seeking in-network providers through your health plan call **NaVcare**. It's possible **NaVcare** can find you care at the lowest cost with a **Valenz** provider for Orthopedic, General Surgery, Colonoscopies, MRI, CT, PET Scans and Mammograms
- **NaVcare** will help you schedule your procedure and give you a voucher to take to your consultation
- You're just one call away from answers to your questions like:
  - Which hospitals are in my network?
  - How do I choose a high quality doctor?
  - Who can help me understand my medical bill?
  - Does my medical treatment require precertification?