Urgent Care Coverage with UVA Health Plan
January 2011

Aetna Participating Urgent Care Providers in Charlottesville

• Prompt Care Medical Center - 978-3998
  1149 Seminole Trail, Charlottesville, Va.

• First Med at Pantops - 984-4200
  125 Riverbend Dr, Charlottesville, Va.

Please note that effective October 1, 2008 Martha Jefferson no longer provides an “urgent care” facility – the location at Peter Jefferson Way is now an Emergency Room location and UVA Health Plan members will only be covered for emergency conditions.

A member may go to any urgent care for an unexpected illness or injury – please note that routine preventive care is not covered at urgent care locations. Please remember that the health plan only covers emergency room visits that are true emergencies. The flu is typically not considered an emergency condition. Please contact your primary care physician or visit a local urgent care provider before visiting an emergency room for non-emergent care.

Urgent medical conditions not meeting the criteria of an emergency should be treated at an urgent care provider to receive in-network benefits. Members are encouraged to call their Primary Care Provider for urgent care situations. An emergency must be a sudden, unexpected onset of a medical or psychological condition with severe symptoms that could result in serious harm to you if left untreated.

Examples of conditions that require emergency room treatment include but are not limited to:
• Severe or unusual bleeding
• Trouble breathing
• Suspected poisoning
• Prolonged or repeated seizures
• Unconsciousness
• Severe burns

Insurance coverage: For UVA health plan members, the Urgent Care physician co-payment is $40 whether you visit an in-network or out-of-network urgent care provider. Urgent care facility charges include a coinsurance and are subject to the annual deductible.

You may also call Aetna 24 hour Informed Health Line at 1-800-556-1555 to speak directly with a registered nurse for health questions.