

Making an Appointment with Your Providers



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Having the ability to schedule an appointment with your provider when you need medical care is important.

Superior HealthPlan STAR+PLUS Medicare-Medicaid Plan (MMP) has developed this guide to help you understand how long it should take to make an appointment to see your provider.

Type of Care	Definition & Examples	Appointment Availability
Emergency Care	Life-threatening illness or injury that needs immediate medical attention such as chest pains, severe shortness of breath or thoughts of harming yourself or others.	Immediate.
Urgent Care	Non-emergency illness or injury that must be treated within 24 hours such as high fever, flu symptoms with vomiting or ear infections.	Within 24 hours of the request, including urgent specialty care.
Routine Care	Visit with your Primary Care Provider (PCP) for health needs like care for ongoing health issues and help with colds, flu and fevers.	Within 14 calendar days of request.
Specialty Care	Treatment of specific health issues such as heart conditions, diabetes or women's care. You may need a referral from your PCP to see a specialist.	Within 21 calendar days of request.
Preventive Care	Routine visit with your PCP for preventive services like an annual wellness exam or general advice about your overall health.	Within 90 calendar days of request.

**You should wait no more than 15 minutes to see your provider on the time and date of your appointment, except when the provider is unavailable due to an emergency.*

If you are unable to see your provider in person, check to see if they offer telehealth services. For more information on telehealth and when to use it, please refer to the back of this page.

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Telehealth

<Superior STAR+PLUS MMP> members also have the option to use telehealth to access non-emergency medical care for issues like colds, skin conditions and sinus problems. Members can also make a telehealth appointment with a licensed behavioral health therapist.

Telehealth appointments can be done through the microphone and/or camera on your mobile device, computer or tablet. An appointment link may be sent to your email if you have an email address. How to Make a Telehealth Appointment:

- Check with your provider and ask if they offer telehealth services.
- Use Teladoc, a telehealth service that connects members with an in-network provider in minutes. To learn more about Teladoc services, visit: [Teladoc.com/Superior](https://www.teladoc.com/superior).



To maximize your telehealth visit, locate a distraction-free environment in your home. Be sure to have a list of your medications as well as any questions you may want to review.



If you have any questions about telehealth or if you need help scheduling an appointment with your provider, call <Superior STAR+PLUS MMP> **Member Services at <1-866-896-1844 > (TTY: 711). <Hours are from 8 a.m. to 8 p.m., Monday through Friday. After hours, on weekends and on holidays, you may be asked to leave a message. Your call will be returned within the next business day.>**

Superior HealthPlan STAR+PLUS Medicare-Medicaid Plan (MMP) is a health plan that contracts with both Medicare and Texas Medicaid to provide benefits of both programs to enrollees.