



Official Publication of the UFCW and Employers Arizona Health and Welfare Fund

When to use the E.R.

What is the difference between Emergency Room services and Urgent Care? Knowing the answer is important for your health and for your medical benefits.

Emergency Rooms have the staff and equipment to handle situations that immediately threaten people's lives and long-term health. But visits to the Emergency Room are expensive and unnecessary visits can strain the financial resources of the trust fund that pays for your health benefits.

Emergency Room

The most important factor in choosing between an Emergency Room and Urgent Care is the definition of "emergency."



ur • gent — adj. requiring immediate attention, of pressing importance.

e • mer • gen • cy — n. a situation, often dangerous, which arises suddenly and calls for prompt action.

Anything that is a serious danger to your health is an emergency. That includes a serious impairment in bodily functions or any dysfunction of a body part or organ.

Urgent Care

Urgent Care cases are less severe. They involve
(Please see page 2)

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Know Your Benefits is the quarterly publication of the United Food and Commercial Workers & Employers Arizona Health & Welfare Fund. Each issue informs Fund participants about new developments and help them make the best use of their medical benefits.

E.R.

(Continued from front page)

the kinds of problems your primary care physician can treat in his or her office.

If you have a sore throat or cough, a bad cold, back pain or other basic ailments, don't go to the Emergency Room. See your regular doctor if you can; otherwise, you should go to Urgent Care.

A simple phone call to your physician's office will take the guesswork out of deciding between Urgent Care and the Emergency Room. If your doctor can't see you right away, you might be referred to the nearest Urgent Care facility. It's that simple. The referral is recorded to avoid any hassles later on.

EMAP is here to help

When you have a difficult time in your life, the Employee Member Assistance Program (EMAP) can help.

EMAP provides assistance with problems related to alcohol or drugs, stress/anxiety, grief, aging, depression, marriage and family issues, parenting, relationships, workplace concerns or legal and/or financial problems.

The program's professional staff is available 24/7 to assess your problem and coordinate appropriate treatment for you and your eligible dependents.

Many problems can be addressed with short-term counseling. If you have been treatment-free for six months and your care was coordinated by EMAP, you may receive up to eight clinical

counseling/treatment sessions.

All discussions between you and your clinical professional are confidential.

If you need additional counseling, your EMAP professional can refer you to your managed behavioral health care benefit or other resources. These can include inpatient or outpatient treatment for mental health issues or substance abuse.

EMAP services are available at no cost to you. If treatment is required beyond EMAP, services may be covered under your health plan.

In order to be eligible, all care must be pre-authorized and coordinated by EMAP.

For more information or to make an appointment, call (800) 464-7101 24 hours a day, seven days a week.

Healthy Together advantages

When you enroll in Healthy Together, you will receive:

- ✓ A personal health coach who will call you regularly to talk about your health and how you feel.
- ✓ Support when you need it.
- ✓ Resources you can use.
- ✓ Access to a website with information about health topics for you and your family.
- ✓ Educational materials to help you better understand your condition and ways to improve your health.

Healthy Together is a confidential service. The information shared with Healthy Together is NOT shared with your union or your employer.

To enroll in the Healthy Together program, call (866) 273-8618.

