



AGENCY FOR HEALTH CARE ADMINISTRATION  
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[www.AHCA.MYFLORIDA.com](http://www.AHCA.MYFLORIDA.com)

V.022018

AGENCY FOR HEALTH CARE ADMINISTRATION

DIFFERENCES BETWEEN YOUR  
**MEDICAID PRIMARY  
CARE PROVIDER**  
AND THE  
**EMERGENCY  
DEPARTMENT**



## PRIMARY CARE PROVIDER

YOU GO WHEN YOU FEEL SICK AND FOR A REGULAR CHECK UP.

YOU MAY PAY A CO-PAYMENT OF \$2.00 IF YOU ARE NOT ENROLLED IN A HEALTH PLAN.

YOU MAY HAVE A SHORT WAIT BUT YOU WILL GENERALLY BE SEEN BY A PROVIDER AROUND YOUR APPOINTMENT TIME.

YOU WILL USUALLY SEE THE SAME PROVIDER EACH TIME.

YOUR PROVIDER WILL HAVE YOUR HEALTH RECORDS.

YOUR PROVIDER WORKS WITH YOU TO KEEP TRACK OF YOUR MEDICAL CONDITIONS AND IMPROVE YOUR HEALTH.

WHEN YOUR VISIT IS OVER YOUR PROVIDER WILL HELP YOU WITH FOLLOW-UP CARE.

TRANSPORTATION IS AVAILABLE FOR SCHEDULED APPOINTMENTS AND URGENT CARE.

## EMERGENCY DEPARTMENT

YOU SHOULD ONLY GO WHEN YOU HAVE A MEDICAL EMERGENCY.

YOU MAY PAY A COINSURANCE UP TO \$15.00 FOR NON-EMERGENCY SERVICES IF YOU ARE NOT ENROLLED IN A HEALTH PLAN.

YOU MAY WAIT FOR SEVERAL HOURS BEFORE YOU ARE SEEN BY A PROVIDER.

YOU WILL SEE THE PROVIDER WHO IS WORKING THAT DAY.

THE PROVIDER YOU SEE MAY NOT HAVE YOUR HEALTH RECORDS.

THE PROVIDER MAY NOT KNOW WHAT MEDICAL CONDITIONS YOU HAVE.

WHEN YOUR VISIT IS OVER YOU WILL BE DISCHARGED WITH INSTRUCTIONS TO FOLLOW UP WITH YOUR PRIMARY CARE PROVIDER. THERE MAY NOT BE ANY FOLLOW-UP SUPPORT FROM THE EMERGENCY ROOM PROVIDER.

AMBULANCE TRANSPORTATION IS AVAILABLE FOR MEDICAL EMERGENCIES.



CALL YOUR MEDICAID HEALTH PLAN FOR ANY QUESTIONS ABOUT YOUR MEDICAID SERVICES. IF YOU NEED HELP FINDING CONTACT INFORMATION FOR YOUR PLAN, OR IF YOU ARE NOT ENROLLED IN A HEALTH PLAN, CALL OUR MEDICAID HELPLINE AT:

**1-877-254-1055**

OR VISIT

[WWW.AHCA.MYFLORIDA.COM/MEDICAID](http://WWW.AHCA.MYFLORIDA.COM/MEDICAID)