

A “Guide to Healthcare Visits for Survivors” was developed to help survivors gain confidence in navigating the healthcare system. Obtaining healthcare through a primary care provider, specialists, behavioral health providers, etc. can be daunting, but the resources below can help you prepare, gain advocacy skills, and ensure that your health is being taken care of.

We also wanted to ensure that survivors have the resources they need as they navigate the healthcare system through COVID-19. When our state was forced to lock down in March 2020, the ability to get healthcare resources and supports became very difficult if you didn’t already have a primary care provider. As the state begins to reopen and we continue to navigate the COVID-19 pandemic, there is no better time to develop relationships with healthcare professionals and ensure that you have supports in the event that this pandemic forces us back to virtual healthcare again.

Included in this guide you will find helpful resources to prepare for healthcare appointments, lists to organize any questions and needs, suggestions to consider after the appointment is over, and information on your rights as a survivor. Finally you will find links to common questions around health insurance, eligibility, resources available for different populations, advocacy agencies and more. We hope that this resource will give you the confidence and supports necessary to take the next steps towards a healthier you.

WHY PRIORITIZING YOUR HEALTH MATTERS

As a survivor, going to see a health professional can be overwhelming and it is okay to have doubts when going to your appointments.

- Studies show that those who experience abuse are likely to have health problems. The stress associated with abuse takes a toll on one's body and has a negative impact on overall wellbeing.
- It might be hard for you to prioritize yourself and focus on your own body. You may think that the problems will go away on their own and try to disassociate yourself from what you are experiencing. This is normal as doctors’ offices can inflate your stress and anxiety levels.
- It is important to prevent these obstacles from stopping yourself from seeking the help of a healthcare provider. Despite the fear and doubts you may hold going into the appointment. You will likely leave the appointment more confident in yourself and trusting of your doctor.

HOW TO PREPARE FOR A HEALTHCARE APPOINTMENT

- Ensure access when scheduling your appointment. Let them know about any needed assistance due to disability or if an interpreter will be needed. This way you know that you will have the resources that you need when you get there.
- Make sure to bring your **insurance cards and a form of ID**. If you don’t have insurance and need more information there are great resources here in CT (available below). Also, if you do not have insurance currently, victims are eligible for a “Special Enrollment Period.”
- **Prepare a list of your medications**, including prescriptions, over-the-counter medications, vitamins, herbal remedies or supplements, the dosage taken, any recent changes, and how they affect you.
- **Plan to update the doctor** — Let your doctor know what has been going on with your health since your last visit. If you have been treated in the emergency room or by a specialist, let your health professional know. You can also use this opportunity to mention any changes in your appetite, weight, sleep, energy level, vision, stress, etc.
- **Make a list of your concerns and prioritize them** — Do you have a new symptom you want to ask the doctor about? Do you want to get a flu shot? Are you concerned about how a treatment is affecting your daily life? If you have more than a few items to discuss, put them in order. Start with the ones most important to you. Making a list and bringing it with you can help ensure that you discuss everything you would like to cover during your appointment.

DURING YOUR APPOINTMENT...

- Be as honest and open as you are comfortable with. If you are uneasy, or not sure you are comfortable with the provider you chose, you can always ask to reschedule for another time or with another provider.
- Review your questions and goals with the provider.
- Ask for a better explanation if you do not understand something the health professional says. Doctors can use specialized terminology that may cause confusion.

LEAVING YOUR APPOINTMENT...

- Voice any concerns or questions that you wanted to discuss with your provider. If they have already gone to another appointment, ask the staff to have them call you back or leave them a note with any other questions you might have.
- Ask for brochures or other resources if needed.
- Ask for copies of test results and scans for your personal records, or if you think you might need to bring them to other health appointments.
- Schedule any necessary follow up appointments. Enter any date related items into your calendar and set reminders.
- If you would feel more comfortable with their office scheduling the referrals, ask them to assist you with this. If you want to review the providers that they are suggesting for referral, let them know, and do your own research before calling to schedule.
- Review the contact information that they have on file. Make sure that they have the safest and best contact information to reach you at. If you have a time of day that you would prefer they reach out to you at, make that known.
- You can always ask to review your chart to ensure you have up to date information. It is important to check and update who might have access to your chart through emergency contacts, etc.
- After leaving the appointment, take a deep breath, and let yourself reflect on everything. Jot down any notes or helpful takeaways from the visit.

ACCESS TO HEALTHCARE FOR SURVIVORS AND KNOWING YOUR RIGHTS

Access to Healthcare for Survivors: Federal healthcare policy is rapidly transforming how survivors and their families will access healthcare. For many survivors of domestic and sexual violence, access to healthcare is a vital part of healing and self-determination. Futures Without Violence is working with advocates and health providers to get survivors across the country access to the care and coverage they deserve.

Many survivors of domestic violence can enroll at any time. Because being a survivor of domestic violence is considered a Qualifying Life Event, survivors can enroll in health insurance at any time throughout the year. Insurance companies are prohibited from denying coverage to victims of domestic violence as a pre-existing condition. Survivors do not need to wait for Open Enrollment. They qualify for a Special Enrollment Period (SEP) because they are survivors of domestic violence. If survivors of domestic violence are not able to enroll in healthcare, they are eligible for a “hardship exemption” from paying the fee, because domestic violence is considered a qualifying life event. Screening and counseling for domestic violence are now benefits that health plans are required to cover.

Learn more by visiting <https://www.futureswithoutviolence.org/health/health-policy-and-enrollment/>.

Know your rights for accessing your medical information. For information about patient rights under the Health Insurance Portability & Accountability Act (HIPAA), visit <https://www.hhs.gov/hipaa/for-individuals/medical-records/index.html>.

Know what HIPAA means (*linked below and included as attachments at the end of this document*):

- [Your Health Information Privacy Rights](#)
- [Privacy, Security, and Electronic Health Records](#)
- [Sharing Health Information with Family Members and Friends](#)

HELPFUL RESOURCES TO TAKE TO YOUR HEALTHCARE APPOINTMENTS

Make a list of your symptoms and concerns, physical and mental. This can help you prioritize what you want to discuss with your provider while you are at your appointment. It can be hard to remember everything once you get to the appointment so making a list of questions and concerns can help.

SYMPTOM	DATE IT BEGAN	CONCERN

List of all medications you are taking. This can be helpful to write out so your health professional has a full understanding of what you are taking and when. If you have any concerns or questions about your current medications you can discuss this with your healthcare professional at your appointment.

NAME OF MEDICATION AND DOSAGE	WHAT IS IT FOR?	HOW LONG HAVE YOU BEEN TAKING IT?

ADVOCATING FOR YOUR NEEDS IS THE KEY TO A HEALTHIER YOU!

HELPFUL RESOURCES FOR SURVIVORS

Access Health CT

- Visit Access Health CT to find out what health insurance plans you can qualify for. You can find options to enroll and compare plans based on age, dependents, and income.
- (855) 805-4325 or <https://www.accesshealthct.com/AHCT/ctix/#/home>

HUSKY Health

- Do I qualify for HUSKY Health? Call (800) 859-9889 or visit <https://portal.ct.gov/HUSKY/How-to-Qualify>
- HUSKY Quick Guides (*linked below and included as attachments at the end of this document*):
 - [HUSKY A, C, D](#) or [HUSKY B](#)
- Click here to find a [HUSKY Health provider](#) or check in with a health center near you:
 - Community Health Center Association of CT - <https://www.chcact.org/>
 - Community Health Center, Inc. - <https://www.chc1.com/>
- Intensive Care Management for HUSKY Members
 - Visit https://www.huskyhealthct.org/providers/providers_intensive_care_mngmnt.html or view the [ICM Program flyer](#) (*included as an attachment at the end of this document*).
- Coordinating Your Care: HUSKY Health care coordination is a way to get you the information, care and support you need to be healthy. Care coordination is very helpful if you have a complex or long-term health issue. 1.800.859.9889 Monday through Friday, 8:00 a.m. - 6:00 p.m., or send us a secure email anytime.
 - To learn more, visit <https://ssl.datamotion.com/register/cureg.aspx?cb=chnct2>
 - The following links and attachments can help explore the care coordination benefits and services from HUSKY Health.
 - To locate services if you need food, clothing, or shelter, visit <https://www.huskyhealthct.org/community-resources.html#>
 - To choose a primary care provider who is taking new patients, visit https://www.huskyhealthct.org/provider_lookup.html#
 - [Click here to find a specialist](#)
 - To get transportation to and from your provider appointments, visit <https://ct.ridewithveyo.com/>. Includes restrictions associated with the transportation benefit.
 - To understand and use your HUSKY Health benefits and services visit <https://www.huskyhealthct.org/members.html>
 - Access [Care Management](#) when you have a complex or life-long health condition. Call 1.800.859.9889 and dial extension 2023.
 - Dealing with a crisis - we can help you during a crisis of any kind 24/7 at 1-800-859-9889 or visit <https://www.huskyhealthct.org/members/nurse-helpline.html> to view urgent care resources (*resources included as attachments at the end of this document*)

Office of the Healthcare Advocate

- The Office of the Healthcare Advocate (OHA) can assist in helping patients make informed decisions regarding their health insurance and understanding your rights and responsibilities. Call (866) 466-4446 or visit <https://portal.ct.gov/oha>.

Elder/Disability Services

- Medicare information for those approaching 65, and/or have been on SSDI for 2+ years. Call (800) 633-4227 or visit <https://www.cms.gov/Outreach-and-Education/Find-Your-Provider-Type/Employers-and-Unions/FS2-Medicare-for-people-nearing-65.pdf>.
- [CHOICES](#) helps Connecticut's older adults and persons with disabilities with Medicare understand their Medicare coverage and health options. (*you may also view the resource attachment at the end of this document*)
- [Centers for Independent Living](#) (CILs) are disability-led, cross-disability organizations, providing advocacy and supports to assist people with disabilities of all ages.

Minority Resources

- The US Dept. of Health & Human Services, Office of Minority Health offers a list of national minority organizations that provide resources for all regardless of race and ethnicity, primarily focusing on people of color. Call (800) 444-6472 or visit <https://minorityhealth.hhs.gov/omh/content.aspx?ID=147&lvl=1&lvlID=3>.

WHAT IS A HEALTH CENTER?

Health centers are community-based and patient-directed organizations that deliver comprehensive, culturally competent, high-quality primary health care services. Health centers also often integrate access to pharmacy, mental health, substance use disorder, and oral health services in areas where economic, geographic, or cultural barriers limit access to affordable health care services. Health centers deliver care to the Nation's most vulnerable individuals and families, including people experiencing homelessness, agricultural workers, residents of public housing, and the Nation's veterans.

Health Center Program fundamentals: Deliver high quality, culturally competent, comprehensive primary care, as well as supportive services such as health education, translation, and transportation that promote access to health care. Provide services regardless of patients' ability to pay and charge for services on a sliding fee scale. Operate under the direction of patient-majority governing boards of autonomous community-based organizations. These include public and private nonprofit organizations and tribal and faith-based organizations. Develop systems of patient-centered and integrated care that respond to the unique needs of diverse medically underserved areas and populations. Meet requirements regarding administrative, clinical, and financial operations.

How Health Centers work: Health centers overcome geographic, cultural, linguistic, and other barriers to care by delivering coordinated and comprehensive primary and preventive services. This care reduces health disparities by emphasizing care management of patients with multiple health care needs and the use of key quality improvement practices, including health information technology. Most health centers receive Health Center Program federal grant funding to improve the health of underserved and vulnerable populations. Some health centers receive funding to focus on special populations including individuals and families experiencing homelessness, migratory and seasonal agricultural workers, and residents of public housing. The majority of health center operating funds come from Medicaid, Medicare, private insurance, patient fees, and other resources. Some health centers that meet all Health Center Program requirements do not receive Federal award funding. These are called Health Center Program look-alikes. Health centers leverage a variety of other related programs. Health centers that receive federal grant funding may gain access to medical malpractice coverage under Federal Tort Claims Act (FTCA), and some receive federal loan guarantees for capital improvements.

All health centers, including look-alikes, gain access to: Federally Qualified Health Center Prospective Payment System reimbursement for services to Medicare and Medicaid beneficiaries; 340B Drug Pricing Program discounts for pharmaceutical products; free vaccines for uninsured and underinsured children through the Vaccines for Children Program; and, assistance in the recruitment and retention of primary care providers through the National Health Service Corps.

To learn more, visit <https://bphc.hrsa.gov/about/what-is-a-health-center/index.html>.

If you are experiencing abuse in your relationship and need help or just someone to talk to, we're here to help.



CT's Domestic Violence Resource Hub

Call • Text • Chat • Email • 24/7

CTSafeConnect.org | 888.774.2900

Safe Connect advocates are available 24/7 to offer safety planning, counseling, information, assistance with applying for a restraining order, and a safe connection to your local domestic violence organization for ongoing support and services. Advocates with your local CCADV member organization can assist you with healthcare advocacy.

For more information about CCADV's Health Professional Outreach Program, please contact:

Ashley Starr Frechette, MPH, Director of Health Professional Outreach

959.202.5014 | astarrfrechette@ctcadv.org

Thank you to our intern, Kiley Brennan, for her contributions to this document.



OFFICE FOR CIVIL RIGHTS

YOUR HEALTH INFORMATION PRIVACY RIGHTS

Most of us feel that our health information is private and should be protected. That is why there is a federal law that sets rules for health care providers and health insurance companies about who can look at and receive our health information. This law, called the Health Insurance Portability and Accountability Act of 1996 (HIPAA), gives you rights over your health information, including the right to get a copy of your information, make sure it is correct, and know who has seen it.

Get It.

You can ask to see or get a copy of your medical record and other health information. If you want a copy, you may have to put your request in writing and pay for the cost of copying and mailing. In most cases, your copies must be given to you within 30 days.

Check It.

You can ask to change any wrong information in your file or add information to your file if you think something is missing or incomplete. For example, if you and your hospital agree that your file has the wrong result for a test, the hospital must change it. Even if the hospital believes the test result is correct, you still have the right to have your disagreement noted in your file. In most cases, the file should be updated within 60 days.

Know Who Has Seen It.

By law, your health information can be used and shared for specific reasons not directly related to your care, like making sure doctors give good care, making sure nursing homes are clean and safe, reporting when the flu is in your area, or reporting as required by state or federal law. In many of these cases, you can find out who has seen your health information. You can:

- **Learn how your health information is used and shared by your doctor or health insurer.** Generally, your health information cannot be used for purposes not directly related to your care without your permission. For example, your doctor cannot give it to your employer, or share it for things like marketing and advertising, without your written authorization. You probably received a notice telling you how your health information may be used on your first visit to a new health care provider or when you got new health insurance, but you can ask for another copy anytime.
- **Let your providers or health insurance companies know if there is information you do not want to share.** You can ask that your health information not be shared with certain people, groups, or companies. If you go to a clinic, for example, you can ask the doctor not to share your medical records with other doctors or nurses at the clinic. You can ask for other kinds of restrictions, but they do not always have to agree to do what you ask, particularly if it could affect your care. Finally, you can also ask your health care provider or pharmacy not to tell your health insurance company about care you receive or drugs you take, if you pay for the care or drugs in full and the provider or pharmacy does not need to get paid by your insurance company.

- **Ask to be reached somewhere other than home.** You can make reasonable requests to be contacted at different places or in a different way. For example, you can ask to have a nurse call you at your office instead of your home or to send mail to you in an envelope instead of on a postcard.

If you think your rights are being denied or your health information is not being protected, you have the right to file a complaint with your provider, health insurer, or the U.S. Department of Health and Human Services.

To learn more, visit www.hhs.gov/ocr/privacy/.



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U.S. Department of Health & Human Services
Office for Civil Rights



OFFICE FOR CIVIL RIGHTS

PRIVACY, SECURITY, AND ELECTRONIC HEALTH RECORDS

Your health care provider may be moving from paper records to electronic health records (EHRs) or may be using EHRs already. EHRs allow providers to use information more effectively to improve the quality and efficiency of your care, but EHRs will not change the privacy protections or security safeguards that apply to your health information.

EHRs and Your Health Information

EHRs are electronic versions of the paper charts in your doctor's or other health care provider's office. An EHR may include your medical history, notes, and other information about your health including your symptoms, diagnoses, medications, lab results, vital signs, immunizations, and reports from diagnostic tests such as x-rays.

Providers are working with other doctors, hospitals, and health plans to find ways to share that information. The information in EHRs can be shared with other organizations involved in your care if the computer systems are set up to talk to each other. Information in these records should only be shared for purposes authorized by law or by you.

You have privacy rights whether your information is stored as a paper record or stored in an electronic form. The same federal laws that already protect your health information also apply to information in EHRs.

Benefits of Having EHRs

Whether your health care provider is just beginning to switch from paper records to EHRs or is already using EHRs within the office, you will likely experience one or more of the following benefits:

- **Improved Quality of Care.** As your doctors begin to use EHRs and set up ways to securely share your health information with other providers, it will make it easier for everyone to work together to make sure you are getting the care you need. For example:
 - Information about your medications will be available in EHRs so that health care providers don't give you another medicine that might be harmful to you.
 - EHR systems are backed up like most computer systems, so if you are in an area affected by a disaster, like a hurricane, your health information can be retrieved.
 - EHRs can be available in an emergency. If you are in an accident and are unable to explain your health history, a hospital that has a system may be able to talk to your doctor's system. The hospital will get information about your medications, health issues, and tests, so decisions about your emergency care are faster and more informed.

- **More Efficient Care.** Doctors using EHRs may find it easier or faster to track your lab results and share progress with you. If your doctors' systems can share information, one doctor can see test results from another doctor, so the test doesn't always have to be repeated. Especially with x-rays and certain lab tests, this means you are at less risk from radiation and other side effects. When tests are not repeated unnecessarily, it also means you pay less for your health care in copayments and deductibles.
- **More Convenient Care.** EHRs can alert providers to contact you when it is time for certain screening tests. When doctors, pharmacies, labs, and other members of your health care team are able to share information, you may no longer have to fill out all the same forms over and over again, wait for paper records to be passed from one doctor to the other, or carry those records yourself.

Keeping Your Electronic Health Information Secure

Most of us feel that our health information is private and should be protected. The federal government put in place the Health Insurance Portability and Accountability Act of 1996 (HIPAA) Privacy Rule to ensure you have rights over your own health information, no matter what form it is in. The government also created the HIPAA Security Rule to require specific protections to safeguard your electronic health information. A few possible measures that can be built in to EHR systems may include:

- "Access control" tools like passwords and PIN numbers, to help limit access to your information to authorized individuals.
- "Encrypting" your stored information. That means your health information cannot be read or understood except by those using a system that can "decrypt" it with a "key."
- An "audit trail" feature, which records who accessed your information, what changes were made and when.

Finally, federal law requires doctors, hospitals, and other health care providers to notify you of a "breach." The law also requires the health care provider to notify the Secretary of Health and Human Services. If a breach affects more than 500 residents of a state or jurisdiction, the health care provider must also notify prominent media outlets serving the state or jurisdiction. This requirement helps patients know if something has gone wrong with the protection of their information and helps keep providers accountable for EHR protection.

To learn more, visit www.hhs.gov/ocr/privacy/.

For more information, visit www.hhs.gov/ocr/.

U.S. Department of Health & Human Services
Office for Civil Rights





OFFICE FOR CIVIL RIGHTS

SHARING HEALTH INFORMATION WITH FAMILY MEMBERS AND FRIENDS

There is a federal law, called the Health Insurance Portability and Accountability Act of 1996 (HIPAA), that sets rules for health care providers and health plans about who can look at and receive your health information, including those closest to you – your family members and friends. The HIPAA Privacy Rule ensures that you have rights over your health information, including the right to get your information, make sure it's correct, and know who has seen it.

What Happens if You Want to Share Health Information with a Family Member or a Friend?

HIPAA requires most doctors, nurses, hospitals, nursing homes, and other health care providers to protect the privacy of your health information. However, if you don't object, a health care provider or health plan may share relevant information with family members or friends involved in your health care or payment for your health care in certain circumstances.

When Your Health Information Can be Shared

- Under HIPAA, your health care provider may share your information face-to-face, over the phone, or in writing. A health care provider or health plan may share relevant information if:
- You give your provider or plan permission to share the information.
- You are present and do not object to sharing the information.
- You are not present, and the provider determines based on professional judgment that it's in your best interest.

Examples:

- An emergency room doctor may discuss your treatment in front of your friend when you ask your friend to come into the treatment room.
- Your hospital may discuss your bill with your daughter who is with you and has a question about the charges, if you do not object.
- Your doctor may discuss the drugs you need to take with your health aide who has come with you to your appointment.
- Your nurse may **not** discuss your condition with your brother if you tell her not to.
- HIPAA also allows health care providers to give prescription drugs, medical supplies, x-rays, and other health care items to a family member, friend, or other person you send to pick them up.

A health care provider or health plan may also share relevant information if you are not around or cannot give permission when a health care provider or plan representative believes, based on professional judgment, that sharing the information is in your best interest.

Examples:

- You had emergency surgery and are still unconscious. Your surgeon may tell your spouse about your condition, either in person or by phone, while you are unconscious.
- Your doctor may discuss your drugs with your caregiver who calls your doctor with a question about the right dosage.
- A doctor may **not** tell your friend about a past medical problem that is unrelated to your current condition.

For more information about sharing your health information with family members and friends, or more information about HIPAA, visit www.hhs.gov/ocr/privacy/hipaa/understanding/index.html.



For more information, visit www.hhs.gov/ocr.

U.S. Department of Health & Human Services
Office for Civil Rights

HUSKY A,C, & D Health Program Covered Services

Medical Services:

Your doctor is the first stop for all your medical needs, such as:

- Medical check-ups
- When you are sick
- Immunizations or "shots"
- Laboratory tests, including blood tests, and X-rays



Find a primary care provider (PCP) in the Provider Directory at portal.ct.gov/husky.

Behavioral Health Services: www.ctbhp.com

The Connecticut Behavioral Health Partnership (CT BHP) can help you find the mental health and/or substance abuse services you need.



CT BHP Phone Number:

- 1.877.552.8247 Monday through Friday, 9 a.m. to 7 p.m.
- The number if you are deaf or hard of hearing is 711.

Translation and American Sign Language Services:

Our Member Engagement Services staff can:



- Call an interpreter line
- Translate any written material into the language you speak
- Print materials in a larger font
- Copy materials into Braille

Contact Member Engagement Services for assistance regarding interpretation services:

- 1.800.859.9889 Monday through Friday, 8 a.m. to 6 p.m.
- The number if you are deaf or hard of hearing is 711.

Pharmacy: portal.ct.gov/husky/Pharmacy

Pharmacy services and medicines that need a prescription are covered under the HUSKY Health program.



Connecticut Pharmacy Assistance Program Phone Number:

- 1.866.409.8430 Monday through Friday, 8 a.m. to 5 p.m.
- The number if you are deaf or hard of hearing is 711 or 1.866.604.3470.

Vision:

Services include medical equipment/supplies, eye exams, and eyeglasses.



Find an eye doctor in the Provider Directory at portal.ct.gov/husky.

Dental: www.ctdhp.com

The Connecticut Dental Health Partnership (CTDHP) can help you find a dentist to provide dental services.



CTDHP Phone Number:

- 1.855.283.3682 Monday through Friday, 8 a.m. to 5 p.m.
- The number if you are deaf or hard of hearing is 711.

Non-Emergency Medical Transportation: www.ct.ridewithvevo.com

If you do not have transportation to your medical, dental, or behavioral health appointments, you may be able to get help to get there. You must request assistance in advance of your appointment.



Non-Emergency Medical Transportation Phone Number:

- 1.855.478.7350 Monday through Friday, 7 a.m. to 6 p.m.
- The number if you are deaf or hard of hearing is 711.

To view your handbook online or find a doctor/provider for any service:
Go to portal.ct.gov/husky  Information for Members

or

Call Member Engagement Services at 1.800.859.9889
Monday through Friday, 8 a.m. to 6 p.m.



The number if you are deaf or hard of hearing is 711.

The HUSKY Health Program Has Gone Social
Find us on Facebook, Twitter, and Instagram



HUSKY B* Program Covered Services

Medical Services:

Your doctor is the first stop for all your medical needs, such as:



- Medical check-ups
- When you are sick
- Immunizations or “shots”
- Laboratory tests, including blood tests, and X-rays

Get HUSKY Plus information (supplemental services) for medically eligible members at 1.800.859.9889

Behavioral Health Services: www.ctbhp.com

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The HUSKY Health Program Has Gone Social
Find us on Facebook, Twitter, and Instagram



HUSKY Health Partnering with Providers for Improved Health Outcomes



Intensive Care Management (ICM) nurses engage with both providers and patients to manage chronic and multi-morbid conditions in support of a person-centered plan of care. By meeting members “where they’re at,” ICM provides focused care coordination resulting in improved patient participation for better health.

ELEMENTS OF ICM CARE COORDINATION INCLUDE:

NURSE MANAGED SERVICES

APPOINTMENT MANAGEMENT

- Assistance with transportation needs
- Help finding in-network specialists

PATIENT COACHING

- Support with treatment plan progress and medication management
- Reduce ED overuse and re-hospitalizations
- Evidence-based coaching
- Providing health education materials
- How to use health benefits
- Offering Care Management Programs:
 - Healthy Airways for asthma patients
 - Healthy Beginnings for prenatal/postpartum members and NICU infants
 - Healthy Living with Diabetes for members with diabetes and diabetes-related conditions

PLEASE INFORM YOUR PATIENTS when you refer them to ICM. Be sure your patients know to expect a call from a HUSKY Health nurse. We can help your patients once they accept services and work with our nurses and/or our CHWs.

TO REFER YOUR PATIENTS to the Intensive Care Management (ICM) program call 1.800.440.5071 x2024 or complete and fax the ICM Referral Form to 1.866.361.7242

To download the ICM Referral Form go to www.ct.gov/husky. Click “**For Providers;**” “**Provider Forms**” from under the “**Reports & Resources**” menu item, then “**ICM Referral Form.**”



HUSKY Health Builds Healthier Communities by Helping Members Obtain the Support Services They Need

The Community Support Services Program is a part of Intensive Care Management (ICM). It empowers families to improve their healthcare and stabilize their living situations in the community by referring them to community organizations, medical home providers, and other resources. Community Health Workers (CHWs) are front line staff who cultivate and maintain awareness of the cultures and values of the communities they serve.

CHWs WORK CLOSELY WITH ICM CARE MANAGERS

- Help members navigate their healthcare system
- Complement the work of ICM Care Manager services by ensuring socioeconomic needs are met
- Maintain healthy behaviors in support of managing any chronic conditions in culturally relevant ways

CHWs OUTREACH TO MEMBERS

- Develop positive and supportive relationships with members to ensure that they remain actively engaged with their PCP by:
 - Keeping appointments
 - Participating with care plans
 - Adhering to medication regimens
- Conduct face-to-face visits at home or at a comfortable, public meeting place
- Assess member and family social, emotional, and physical healthcare needs
- Facilitate member access to community resources including, but not limited to:
 - Nutrition services
 - Shelters
 - Utility assistance
 - Clothing assistance

CHWs educate members and serve as their advocates as they use HUSKY Health benefits and services. Through their work with CHWs, members become better equipped to address their healthcare and socioeconomic needs as active participants with their own care plan goals.

PLEASE INFORM YOUR PATIENTS when you refer them to ICM. Be sure your patients know to expect a call from a HUSKY Health nurse. We can help your patients once they accept services and work with our nurses and/or our CHWs.

TO REFER YOUR PATIENTS to the Intensive Care Management (ICM) program call 1.800.440.5071 x2024 or complete and fax the ICM Referral Form to 1.866.361.7242

To download the ICM Referral Form go to www.ct.gov/husky. Click "**For Providers**," "**Provider Forms**" from under the "**Reports & Resources**" menu item, then "**ICM Referral Form**."

— SEE REVERSE SIDE —

Emergency Room Or Urgent Care: *Which One Should You Choose?*

If you have questions, you may always call your Primary Care Provider (PCP) first, if you aren't sure what type of care you may need.

Your PCP's phone number: _____ 24/7 Nurse Helpline: 1.800.859.9889

To find an urgent care center near you, download an updated Urgent Care Brochure. Visit www.ct.gov/husky, click "For Members," then "View a list of Urgent Care Centers" under the "Find a Doctor" menu item.



When Should You Go to Urgent Care? Examples Include:

- Sore throat or cough
- Cold or flu symptoms
- Ear pain
- Urinary tract infections
- Mild rash
- Fever lasting 24+ hours
- Sprains
- Unable to get an appointment with your PCP
- Toothache



When Should You Go to the ER? Examples Include:

- Chest pain & shortness of breath
- Broken bones and dislocated joints
- Head or eye injuries
- Changes in mental state
- Fainting or loss of consciousness
- Severe pain
- Bleeding from a large open wound

If you go to the ER or an urgent care center, please schedule a follow-up appointment with your PCP within 7 days of your visit.



Where to Get **Health Care** *When It's Not* **an Emergency**

**Unsure of where to get care
when you are sick or injured?**

Your Guide to Emergency Room alternatives



*Always contact your primary care
physician, if possible*





Ways to Get Healthcare When You are Sick or Injured



Urgent Care Clinics and Walk-In Medical Centers

Always contact your primary care physician (PCP) first.

Your PCP is your main source of healthcare and can help coordinate care with other providers. If your PCP is not available, urgent care clinics and walk-in medical centers can provide care for non-life threatening medical problems or problems that can't wait.

Reasons to visit urgent care clinics and walk-in medical centers:

- Common illnesses, such as colds, coughs, flu symptoms, ear infections, sore throats, migraines, fever, and skin infections.
- Minor injuries, such as a twisted or sprained ankle, back pain, minor cuts and burns, minor broken bones, and minor eye injuries.

Urgent care clinics and walk-in medical centers usually accept walk-ins. Many are open seven days a week. Some are even open late during the week and on holidays.

or



If your provider is not available, call the 24-hour Nurse Helpline at 1.800.859.9889.

Our registered nurses are available 24 hours a day, seven days a week when you can't reach your provider or your provider's answering service. Your provider knows you best and is your best source of help, but our nurses are available to help you when your provider is not.

Call the 24-hour Nurse Helpline at 1.800.859.9889

Urgent Care Clinics and Walk-In Medical Centers that participate in the HUSKY Health Program.

ANSONIA

Cornell Scott Hill Health Center
121 Wakelee Avenue
203-503-3570
Monday - Thursday:
8:30 AM - 8:00 PM
Friday: 8:30 AM - 5:00 PM
Saturday: 8:30 AM - 12:00 PM
Sunday: Closed
Closed Holidays

CVS MinuteClinic

24 Pershing Drive
866-389-2727
Monday - Friday:
8:30 AM - 7:30 PM
Saturday: 9:00 AM - 5:30 PM
Sunday: 9:00 AM - 4:30 PM
Closed Holidays

AVON

CVS MinuteClinic
358 West Main Street
866-389-2727
Monday - Friday:
8:30 AM - 7:30 PM
Saturday: 9:00 AM - 5:30 PM
Sunday: 9:00 AM - 4:30 PM
Call for Holiday Hours

Hartford HealthCare - GoHealth Urgent Care

385 West Main Street
860-777-1280
Monday - Friday:
8:00 AM - 8:00 PM
Saturday: 7:00 AM - 7:00 PM
Sunday: 8:00 AM - 7:00 PM
Call for Holiday Hours

BERLIN

Kathy's Urgent Care
175 Webster Square Rd
860-420-3660
Monday - Friday 8:00 AM - 8:00 PM
Saturdays & Sundays:
8:00 AM - 5:00 PM
Call for Holiday Hours

BETHEL

CVS MinuteClinic
7 Durant Avenue
866-389-2727
Monday - Friday:
8:30 AM - 7:30 PM
Saturday: 9:00 AM - 5:30 PM
Sunday: 9:00 AM - 4:30 PM
Call for Holiday Hours

DOCS Urgent Care

(Formerly Beyond Urgent Care)
6 Stony Hill Road
860-717-0335
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
8:00 AM - 4:00 PM
Call for Holiday Hours

BLOOMFIELD

**The Urgent Care Center of
Connecticut**
699 Cottage Grove Rd, Suite A
860-242-0034
Monday - Friday:
8:00 AM - 8:00 PM
Saturday: 9:00 AM - 5:00 PM
Sunday: 10:00 AM - 4:00 PM
Open all Holidays:
10:00 AM - 3:00 PM

BRANFORD

Stony Creek Urgent Care
6 Business Park Drive, Suite 302
203-483-4580
Monday - Friday:
8:00 AM - 7:30 PM
Saturday & Sunday:
9:00 AM - 4:30 PM
Call for Holiday Hours

BRIDGEPORT

AFC Urgent Care

161 Boston Avenue
203-333-4400
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
8:00 AM - 4:00 PM
Holiday Hours:
8:00 AM - 5:00 PM

AFC Urgent Care

4200 Main Street
203-916-5151
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
8:00 AM - 8:00 PM
Call for Holiday Hours

DOCS Urgent Care

1677 East Main Street
203-612-7929
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
9:00 AM - 1:00 PM
Call for Holiday Hours

Sanitas Medical Center

4551 Main Street
844-307-4827
Monday - Friday:
8:00 AM - 5:00 PM
Saturday: 8:00 AM - 12:00 PM
Sunday: Closed
Call for Holiday Hours

Hollow Community Health Center

Optimus Health Care
82-88 George Street
203-576-3881
Monday - Thursday:
8:00 AM - 5:00 PM
Closed Fridays, Weekends, & Holidays

JP Morgan Chase Wellness Center

Optimus Health Care
1071 East Main Street
203-330-2783
Monday - Friday:
8:00 AM - 5:00 PM
Saturday: Closed
Sunday: 11:00 AM - 3:00 PM
Closed Weekends & Holidays

Main Street Pediatric

Optimus Health Care
3715 Main Street, Suite 200
203-371-7111
Monday - Thursday:
8:00 AM - 6:00 PM
Friday: 8:00 AM - 5:00 PM
Saturday: 9:00 AM - 1:00 PM
Sunday: Closed
Call for Holiday Hours

Optimus Community Health Center

Optimus Health Care
(Pediatric and OB/GYN only)
982 East Main Street
203-696-3260
Monday, Wednesday - Friday:
8:00 AM - 5:00 PM
Tuesday: 8:00 AM - 7:30 PM
Saturday: 9:00 AM - 1:00 PM
Sunday: Closed
Call for Holiday Hours

Optimus Health Center

Optimus Health Care
471 Barnum Avenue
203-333-3030
Monday & Tuesday:
8:00 AM - 7:30 PM
Wednesday - Friday:
8:00 AM - 5:00 PM
Closed Weekends & Holidays

Park City Primary Care Center

Optimus Health Care
64 Black Rock Avenue
203-579-5000
Monday, Wednesday - Friday:
8:00 AM - 5:00 PM
Tuesday 8:00 AM - 7:30 PM
Saturday: 9:00 AM - 1:00 PM
Sunday: Closed
Closed Holidays

Ralphola Taylor Community Health Center

Optimus Health Care
790 Central Avenue
203-332-4567
Monday, Wednesday - Friday:
8:30 AM - 5:00 PM
Tuesday: 8:30 AM - 7:30 PM
Closed Weekends & Holidays

Southwest Community Health Center

46 Albion Street
203-330-6000
Monday, Wednesday, & Friday:
8:30 AM - 4:30 PM
Tuesday & Thursday:
8:30 AM - 8:00 PM
Saturday: 9:00 AM - 1:00 PM
Sunday: Closed
Call for Holiday Hours

Southwest Community Health Center

968 Fairfield Avenue
203-330-6000
Monday & Wednesday:
8:30 AM - 8:00 PM
Tuesday, Thursday, & Friday:
8:30 AM - 4:30 PM
Saturday: 9:00 AM - 1:00 PM
Sunday: Closed
Call for Holiday Hours

Southwest Community Health Center

(OB/GYN only)
510 Clinton Avenue
203-330-6000
Monday - Friday:
8:30 AM - 4:30 PM
Closed Weekends & Holidays

Southwest Community Health Center

743 South Avenue
203-330-6000
Monday - Friday:
8:30 AM - 4:30 PM
Closed Weekends & Holidays

Southwest Family Health Center

762 Lindley Avenue
203-576-5131
Monday - Friday:
8:30 AM - 4:30 PM
Closed Weekends & Holidays

Hartford Health Care Urgent Care

St. Vincent's Primary Care Walk-In
Center Bridgeport
St. Vincent's Medical Center
2979 Main Street
203-371-4445
Monday - Friday:
9:00 AM - 5:00 PM
Closed Weekends & Holidays

BRISTOL

CHC of Bristol

395 North Main Street
860-585-5000
Monday: 8:00 AM - 6:00 PM
Tuesday - Thursday:
8:00 AM - 5:00 PM
Friday: 8:30 AM - 5:00 PM
Saturday: 8:30 AM - 12:00 PM
(Only the 3rd Saturday
of the Month)
Sunday: Closed
Closed Holidays

CVS MinuteClinic

839 Farmington Avenue, Route 6
866-389-2727
Monday - Friday:
8:30 AM - 7:30 PM
Saturday: 9:00 AM - 5:30 PM
Sunday: 9:00 AM - 4:30 PM
Call for Holiday Hours

Med-Help Urgent Care Center

Bristol Hospital
539 Farmington Avenue, Route 6
860-314-6046
Monday - Friday:
8:00 AM - 8:00 PM
Saturday: 9:00 AM - 5:00 PM
Sunday: 9:00 AM - 2:00PM
Call for Holiday Hours

New England Urgent Care

Bristol
576 Farmington Avenue Unit 51
860-845-5763
Monday - Friday:
8:00 AM - 7:45 PM
Saturday & Sunday:
9:00 AM - 5:45 PM
Saturday & Sunday (December
Hours): 8:00 AM - 5:45 PM
Open all Holidays, Call for Hours

**ProHealth Express Care
(Ages 4 & up)**

1001 Farmington Avenue
888-344-0007
Monday - Friday:
8:00 AM - 9:00 PM
Saturday: 9:00 AM - 5:00 PM
Sunday: 10:00 AM - 2:00 PM
Call for Holiday Hours

**Wheeler Family and Wellness Center
- Bristol**

10 North Main Street
860-793-3500
Monday & Thursday:
8:30 AM - 6:30 PM
Tuesday, Wednesday, & Friday:
8:30 AM - 5:00 PM
Saturday & Sunday: Closed

**Hartford HealthCare -
GoHealth Urgent Care**

1215 Farmington Avenue
860-516-5931
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
9:00 AM - 5:00 PM
Call for Holiday Hours

BROOKFIELD**PhysicianOne Urgent Care**

31 Old Route 7
203-885-0808
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
9:00 AM - 5:00 PM
Open Holidays:
9:00 AM - 5:00 PM
Thanksgiving Day & Christmas Day:
8:00 AM - 3:00 PM

CANTON

UConn Urgent Care Center
117 Albany Turnpike, Suite 102
860-658-8750
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
9:00 AM - 5:00 PM
Holidays: 9:00 AM - 5:00 PM

CHESHIRE

CVS MinuteClinic
905 South Main Street
866-389-2727
Monday - Friday:
8:30 AM - 7:30 PM
Saturday: 9:00 AM - 5:30 PM
Sunday: 9:00 AM - 4:30 PM
Call for Holiday Hours

**MediQuick Cheshire at Hartford
HealthCare Center**

MidState Medical Center
680 South Main Street
203-694-6700
Monday - Friday:
8:00 AM - 7:30 PM
Saturday & Sunday:
9:00 AM - 5:00 PM
Call for Holiday Hours

**Saint Mary's Urgent Care Center
Trinity Health of New England**

1154 Highland Avenue
203-709-4825
Monday - Friday:
8:00 AM - 8:00 PM
Saturday: 9:00 AM - 5:00 PM
Sunday: 9:00 AM - 2:00 PM
Call for Holiday Hours

**Hartford HealthCare -
Go Health Urgent Care**

1008 South Main Street
475-244-6051
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
9:00 AM - 5:00 PM
Call for Holiday Hours

CLINTON

CHC of Clinton
114 East Main Street
860-664-0787
Monday, Tuesday, Thursday, Friday:
8:00 AM - 5:00 PM
Wednesday: 9:30 AM - 6:00 PM
Saturday: 8:00 AM - 12:00 PM
(1st Saturday of the Month)
Sunday: Closed
Closed Holidays

COLCHESTER**The Nurses Office Primary Care and
Walk-In Center**

179 Linwood Avenue
860-603-3541
Monday - Thursday:
8:00 AM - 6:00 PM
Friday: 7:00 AM - 3:30 AM
Saturday & Sunday: Closed
Call for Holiday Hours

COVENTRY

CVS MinuteClinic
3514 Main Street
866-389-2727
Monday - Friday:
8:30 AM - 7:30 PM
Saturday: 9:00 AM - 5:30 PM
Sunday: 9:00 AM - 4:30 PM
Call for Holiday Hours

DANBURY

AFC Urgent Care
2 Main Street
203-826-2140
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
8:00 AM - 5:00 PM
Call for Holiday Hours

AFC Urgent Care

100 Mill Plain Road
203-826-2600
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
8:00 AM - 5:00 PM
Call for Holiday Hours

AFC Urgent Care

76 C Newtown Road
203-826-8434
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
8:00 AM - 5:00 PM
Call for Holiday Hours

CHC of Danbury

8 Delay Street
203-797-8330
Monday, Wednesday, & Friday:
7:30 AM - 5:00 PM
Tuesday & Thursday:
7:30 AM - 7:00 PM
Saturday: 8:30 AM - 12:00 PM
Sunday: Closed
Call for Holiday Hours

DOCS Urgent Care

1 Padanaram Road
203-874-3682
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
9:00 AM - 2:00 PM
Call for Holiday Hours

**Greater Danbury Community
Health Center**

57 North Street, Suite 309 - 311
203-456-1407
Monday - Wednesday & Friday:
8:00 AM - 6:00 PM
Thursday: 8:00 AM - 7:00 PM
Closed Weekends & Holidays

**Greater Danbury Community
Health Center**

(Formerly Seifert & Ford Family Center)
70 Main Street
203-456-1405
Monday - Friday:
8:30 AM - 4:15 PM
Closed Weekends & Holidays

DANIELSON

Generations Family Health Center
42 Reynolds Street
860-774-7501
Monday, Tuesday, Thursday & Friday:
7:00 AM - 5:00 PM
Wednesday: 7:00 AM - 5:00 PM
Wednesday, 2nd and 3rd Wednesday of
the Month: 7:00 AM - 6:30 PM
Call for Saturday Hours
Sunday: Closed
Call for Holiday Hours

DAYVILLE**Killingly Medical Center Primary
Care and Walk-In Center**

Bell Park Square
545 Hartford Pike
860-412-9190
Monday - Friday:
8:00 AM - 5:00 PM
Closed Weekends & Holidays

DERBY**PhysicianOne Urgent Care**

78 Pershing Drive
203-516-5307
Monday - Friday: 8:00 AM - 8:00 PM
Saturday & Sunday:
9:00 AM - 5:00 PM
Holiday Hours:
9:00 AM - 5:00 PM
Thanksgiving Day & Christmas Day:
8:00 AM - 3:00 PM

MedExpress Urgent Care

68 Division Street
203-732-6802
Monday - Sunday:
8:00 AM - 8:00 PM
Call for Holiday Hours

EAST HAMPTON**CVS MinuteClinic**

54 East High Street
866-389-2727
Monday - Friday
8:30 AM - 7:30 PM
Saturday: 9:00 AM - 5:30 PM
Sunday: 9:00 AM - 4:30 PM
Call for Holiday Hours

EAST HARTFORD**First Choice Health Centers**

OB/GYN, Pediatric, Podiatry, and
Ophthalmology
110 Connecticut Boulevard
860-528-1359
Monday: 7:00 AM - 7:00 PM
Tuesday: 7:00 AM - 6:00 PM
Wednesday: 9:30 AM - 7:00 PM
Thursday: 7:00 AM - 7:00 PM
Friday: 7:00 AM - 5:00 PM
Closed Weekends and Holidays

First Choice Health Centers

265 Ellington Road
860-528-1359
Monday, Tuesday & Thursday:
7:00 AM - 5:30 PM
Wednesday: 9:30 AM - 5:30 PM
Friday: 8:00 AM - 4:30 PM
Closed Weekends & Holidays

First Choice Health Centers

809 Main Street
860-528-1359
Monday: 7:00 AM - 6:00 PM
Tuesday: 7:00 AM - 5:00 PM
Wednesday: 9:30 AM - 6:30 PM
Thursday & Friday: 7:00 - 5:00 PM
Closed Weekends & Holidays

InterCommunity

281 Main Street
860-569-5900
Monday: 8:30 AM - 5:00 PM
Tuesday: 8:30 AM - 7:00 PM
Wednesday: 9:30 AM - 5:00 PM
Thursday: 8:30 AM - 7:00 PM
Friday: 8:30 AM - 5:00 PM
Closed Weekends & Holidays

EAST HAVEN**DOCS Urgent Care**

317 Foxon Road
475-441-7809
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
8:00 AM - 4:00 PM
Call for Holiday Hours

Fair Haven Community Health Center

At Trolley Square
370 Hemingway Avenue
203-285-1133
Monday, Tuesday, Thursday & Friday:
8:00 AM - 5:00 PM
Wednesday: 9:30 AM - 5:00 PM
Closed Weekends & Holidays

ELLINGTON**Priority Urgent Care**

105 West Road
860-454-0678
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
9:00 AM - 5:00 PM
Call for Holiday Hours

ENFIELD**Community Health Center**

5 North Main Street
860-253-9024
Monday - Friday:
8:00 AM - 5:00 PM
Saturday (2nd Saturday of the month):
8:00 AM - 12:00 PM
During farm worker season,
Wednesday hours are extended to
7:00 PM
Sunday: Closed
Closed Holidays

CVS MinuteClinic

875 Enfield Street
866-389-2727
Monday - Friday:
8:30 AM - 7:30 PM
Saturday: 9:00 AM - 5:30 PM
Sunday: 9:00 AM - 4:30 PM
Closed Holidays

New England Urgent Care

55 Hazard Avenue, Suite 3
860-745-9911
Monday - Friday:
8:00 AM - 7:45 PM
Saturday & Sunday:
8:00 AM - 5:45 PM
Call for Holiday Hours

Hartford HealthCare - GoHealth Urgent Care

54 Hazard Avenue
860-787-5780
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
8:00 AM - 5:00 PM
Holidays: 9:00 AM - 5:00 PM

FAIRFIELD**AFC Urgent Care**

1918 Black Rock Turnpike
203-583-8400
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
8:00 AM - 5:00 PM
Open 365 days a Year

DOCS Urgent Care

525 Tunxis Hill Cut Off
203-870-1973
Monday: 9:00 AM - 6:00 PM
Tuesday and Wednesday:
9:00 AM - 5:00 PM
Thursday and Friday:
9:00 AM - 7:00 PM
Saturday & Sunday:
9:00 AM - 1:00 PM
Call for Holiday Hours

Fairfield Urgent Care Center

Bridgeport Hospital
309 Stillson Road
203-331-1924
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
9:00 AM - 5:00 PM
Call for Holiday Hours
Closed Christmas Day
Open New Year's Day
9:00 AM - 5:00 PM

Hartford Health Care Urgent Care

St. Vincent's Urgent Care
Walk-In Center - Fairfield
1055 Post Road
203-259-3440
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
9:00 AM - 5:00 PM
Call for Holiday Hours

FARMINGTON**Allies Medical Group**

2 Bridgewater Road, Suite 100
860-678-9900
Monday - Friday:
8:00 AM - 6:00 PM
Saturday: 9:00 AM - 2:00 PM
Sunday: Closed
Call for Holiday Hours

GLASTONBURY**CVS MinuteClinic**

2639 Main Street, Suite 101
866-389-2727
Monday - Friday:
8:30 AM - 7:30 PM
Saturday: 9:00 AM - 5:30 PM
Sunday: 9:00 AM - 4:30 PM
Closed Holidays

Hartford HealthCare - GoHealth Urgent Care

2520 Main Street
860-968-0430
Monday - Friday:
8:00 AM - 8:00 PM
Weekends & Holidays:
9:00 AM - 5:00 PM

PhysicianOne Urgent Care

2928 Main Street
860-657-8289
Monday - Friday:
8:00 AM - 8:00 PM
Weekends & Holidays:
9:00 AM - 5:00 PM
Christmas & Thanksgiving:
9:00 AM - 3:00 PM
(Will see HUSKY Health members for illness and injury only)

ProHealth Express Care

290 Western Boulevard
888-344-0007
Monday - Friday:
5:30 PM - 9:00 PM
Saturday: 12:00 PM - 5:00 PM
Sunday: 10:00 AM - 4:00 PM
Call for Holiday Hours

GRANBY**The Doctors Treatment Center**

7 Mill Pond Road
860-653-2382
Monday - Friday:
7:30 AM - 8:30 PM
Saturday & Sunday:
9:00 AM - 3:00 PM
Closed Holidays

GRISWOLD**UCFS**

Griswold Health Center
226 East Main Street
860-376-7040
Monday - Wednesday:
8:00 AM - 7:00 PM
Thursday & Friday:
8:00 AM - 5:00 PM
Saturday & Sunday: Closed
Call for Holiday Hours

GROTON**CHC of Groton**

481 Gold Star Highway, Suite 100
860-446-8858
Monday - Friday:
8:00 AM - 5:00 PM
Saturday: 8:00 AM - 12:00 PM
(1st Saturday of the Month)
Sunday: Closed
Closed Holidays

CVS MinuteClinic

915 Poquonnock Road
866-389-2727
Monday - Friday:
8:30 AM - 7:30 PM
Saturday: 9:00 AM - 5:30 PM
Sunday: 9:00 AM - 4:30 PM
Call for Holiday Hours

PhysicianOne Urgent Care

220 Route 12
860-446-6137
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
9:00 AM - 5:00 PM
Call for Holiday Hours

GUILFORD**CVS MinuteClinic**

1057 Boston Post Road
866-389-2727
Monday - Friday:
8:30 AM - 7:30 PM
Saturday: 9:00 AM - 5:30 PM
Sunday: 9:00 AM - 4:30 PM
Call for Holiday Hours

HAMDEN**DOCS Urgent Care**

1700 Dixwell Avenue
475-238-7972
Monday - Friday:
9:00 AM - 7:00 PM
Saturday & Sunday: Closed
Call for Holiday Hours

CVS MinuteClinic

2045 Dixwell Avenue
866-389-2727
Monday - Friday:
8:30 AM - 7:30 PM
Saturday: 9:00 AM - 5:30 PM
Sunday: 9:00 AM - 4:30 PM
Closed Holidays

Express Care Urgent Care

1650 Dixwell Avenue
203-288-1700
Monday - Saturday:
8:00 AM - 7:00 PM
Sunday: 8:00 AM - 6:00 PM
Open all Holidays, Call for Hours

PhysicianOne Urgent Care

2165 Dixwell Avenue
203-248-2727
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
9:00 AM - 5:00 PM
Holiday Hours: 9:00 AM - 5:00 PM
Thanksgiving Day & Christmas Day:
8:00 AM - 3:00 PM

HARTFORD**Charter Oak Health Center**

21 Grand Street
860-550-7500
Monday - Friday:
8:30 AM - 9:00 PM
Saturday: 8:30 AM - 5:00 PM
Sunday: 8:30 AM - 2:30 PM
Call for Holiday Hours

Charter Oak Health Center

401 New Britain Avenue
860-550-7500
Monday - Thursday:
9:30 AM - 6:00 PM
Friday: 8:30 AM - 5:00 PM
Closed Weekends & Holidays

Community Health Services

500 Albany Avenue
860-249-9625
Monday - Thursday:
8:00 AM - 5:30 PM
Friday: 9:30 AM - 5:30 PM
Closed Weekends & Holidays

InterCommunity

16 Coventry Street
860-569-5900
Monday: 10:30 AM - 5:00 PM
Tuesday: 8:30 AM - 5:00 PM
Wednesday: 8:30 AM - 3:00 PM
Thursday: 10:00 AM - 3:00 PM
Friday: 8:30 AM - 3:00 PM
Closed Weekends & Holidays

Wheeler Family Health and Wellness Center
43-49 Woodland Street
860-793-3500
Monday: 11:00 AM - 5:00 PM
Tuesday - Friday:
9:30 AM - 3:00 PM
Closed Weekends & Holidays

MADISON
Middlesex Hospital Urgent Care and Walk-In Center
Middlesex Hospital
146 Samson Rock Drive
203-779-5207
Monday - Friday:
8:00 AM - 5:00 PM
Saturday & Sunday:
8:00 AM - 4:30 PM
Call for Holiday Hours

MANCHESTER
First Choice Health Center
150 North Main Street
860-528-1359
Monday: 8:00 AM - 7:00 PM
Tuesday: 8:00 AM - 6:00 PM
Wednesday: 8:00 AM - 5:00 PM
Thursday: 8:00 AM - 5:00 PM
Friday: 8:00 AM - 4:30 PM
Saturday & Sunday: Closed
Call for Holiday Hours

First Choice Health Center
444 Center Street
860-528-1359
Monday - Friday:
8:30 AM - 5:00 PM
Saturday & Sunday: Closed
Call for Holiday Hours

GoHealth Urgent Care
244 Spencer Street
860-474-3963
Monday - Friday:
8:00 AM - 8:00 PM
Weekends & Holidays:
9:00 AM - 5:00 PM

New England Urgent Care
370 Middle Turnpike West
860-516-5070
Monday - Friday:
8:00 AM - 7:45 PM
Weekends & Holidays:
8:00 AM - 5:45 PM
*Closes at 4:45 PM from
June 1 to November 1

Ortho Speed Pass Orthopedic Urgent Care Center
277 Middle Turnpike W
Manchester, CT 06040
860-432-4640
Monday - Friday:
8:00AM - 8:00PM
Saturday: 9:00AM - 4:00PM
Sunday: Closed
Holiday: Closed

ProHealth Express Care
515 Middle Turnpike West
888-344-0007
Monday - Friday:
8:00 AM - 8:30 PM
Saturday: 9:00 AM - 5:00 PM
Sunday: 10:00 AM - 2:00 PM
Call for Holiday Hours

MERIDEN
CHC of Meriden
134 State Street
203-237-2229
Monday - Thursday:
7:00 AM - 7:00 PM
Friday: 8:00 AM - 5:00 PM
Closed Weekends & Holidays

Hartford HealthCare - GoHealth Urgent Care
482 South Broad Street
203-439-4485
Monday - Friday:
8:00 AM - 8:00 PM
Weekends & Holidays:
9:00 AM - 5:00 PM

MedExpress Urgent Care
875 E Main Street
203-235-6827
Monday - Sunday:
8:00 AM - 8:00 PM
Call for Holiday Hours

MediQuick Urgent Care Center
MidState Medical Center
61 Pomeroy Avenue
203-694-5350
Monday - Sunday:
8:00 AM - 7:30 PM
Holiday Hours: 9:00 AM - 5:00 PM
Except Thanksgiving & Christmas

ProHealth Express Care
816 Broad Street, Suite 24
888-344-0007
Monday - Friday:
5:30 PM - 9:00 PM
Saturday: 12:00 PM - 5:00 PM
Sunday: 10:00 AM - 2:00 PM
Call for Holiday Hours
Closed Thanksgiving Day and
Christmas Day

MIDDLETOWN
CHC of Middletown
675 Main Street
860-347-6971

Monday - Thursday:
8:00 AM - 7:00 PM
Friday: 8:00 AM - 5:00 PM
Saturday: 8:00 AM - 4:00 PM
Sunday: Closed
Call for Holiday Hours

MedExpress Urgent Care Center
752 Washington Street
860-343-1685
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
8:00 AM - 8:00 PM
Open all Holidays except Thanksgiving
and Christmas

Middlesex Hospital Urgent Care and Walk-In Center
Middlesex Hospital
896 Washington Street
860-788-3632
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
8:00 AM - 4:30 PM
Call for Holiday Hours

ProHealth Express Care (age 4 and up)
400 Saybrook Road
888-344-0007
Monday - Friday:
5:30 PM - 9:00 PM
Saturday: 9:00 AM - 5:00 PM
Sunday: 10:00 AM - 2:00 PM
Call for Holiday Hours

MILFORD
Milford Hospital Urgent Care Walk-In Center
Milford Hospital
831 Boston Post Road #101
203-876-4101
Monday - Friday:
8:00 AM - 7:30 PM
Saturday & Sunday:
8:00 AM - 5:30 PM
Call for Holiday Hours
Closed for Thanksgiving, Christmas
Day, & New Year's Day

MONROE
Hartford HealthCare Urgent Care
St. Vincent's Urgent Care
Walk-In Center - Monroe
St. Vincent's Medical Center
401 Monroe Turnpike, Route 111
203-268-2501
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
9:00 AM - 5:00 PM
Call for Holiday Hours

MOOSUP
UCFS Plainfield Health Center
120-122 Plainfield Road
860-822-4938
Monday, Thursday, & Friday:
8:00 AM - 5:00 PM
Tuesday: 7:00 AM - 6:00 PM
Wednesday: 8:00 AM - 7:00 PM
Closed Weekends & Holidays

NAUGATUCK
St. Mary's Urgent Care Center
Trinity Health of New England
58 Maple Street
203-723-5636
Monday - Friday:
8:00 AM - 8:00 PM
Saturday: 9:00 AM - 5:00 PM
Sunday: 9:00 AM - 2:00 PM
Call for Holiday Hours

StayWell Health Center
30 Church Street
203-805-4929
Monday - Friday:
8:00 AM - 4:30 PM
Closed Weekends & Holidays

NEW BRITAIN
AFC Urgent Care
135 East Main Street
860-357-6899
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
8:00 AM - 5:00 PM
Call for Holiday Hours

CHC of New Britain
85 Lafayette Street
860-224-3642
Monday - Thursday:
8:00 AM - 7:00 PM
Friday - Saturday:
8:00 AM - 4:00 PM
Sunday: Closed
Call for Holiday Hours

Wheeler Family Health & Well Center - New Britain
75 North Mountain Road
860-793-3500
Monday: 10:00 AM - 6:00 PM
Tuesday - Friday:
9:00 AM - 5:00 PM
Saturday & Sunday: Closed
Call for Holiday Hours

NEW CANAAN
Immediate Care Norwalk Hospital
38 East Avenue
203-594-9520
Monday - Friday:
8:00 AM - 5:00 PM
Saturday: 9:00 AM - 5:00 PM
Sunday: 10:00 AM - 3:00 PM
Call for Holiday Hours

NEW HAVEN
Cornell Scott Hill Health Center
428 Columbus Avenue
203-503-3000
Monday - Thursday:
8:30 AM - 8:00 PM
Friday: 8:30 AM - 5:00 PM
Saturday: 8:30 AM - 12:00 PM
Sunday: Closed
Closed Holidays

Cornell Scott Hill Health Center
226 Dixwell Avenue
203-503-3420
Monday - Thursday:
8:30 AM - 8:00 PM
Friday: 8:30 AM - 5:00 PM
Saturday: 8:30 AM - 12:00 PM
Sunday: Closed
Closed Holidays

Cornell Scott Hill Health Center
911 State Street
203-503-3530
Monday - Thursday:
8:30 AM - 8:00 PM
Friday 8:30 AM - 5:00 PM
Saturday: 8:30 AM - 12:00 PM
Sunday: Closed
Closed Holidays

Fair Haven Community Health Center
374 Grand Avenue
203-777-7411
Monday & Wednesday:
8:30 AM - 5:00 PM
Tuesday & Thursday:
8:30 AM - 7:00 PM
Friday: 9:30 AM - 5:00 PM
Closed Weekends & Holidays

Fair Haven Medical Group at Bella Vista
339 Eastern Street, Suite 3B
203-469-5331
Monday & Wednesday:
8:30 AM - 5:00 PM
Tuesday & Thursday: Closed
Friday: 11:00 AM - 5:00 PM
Closed Weekends & Holidays

Grand Medical LLC

258 Grand Avenue
203-745-3627
Monday - Thursday:
9:00 AM - 4:00 PM
Friday: 9:00 AM - 1:00 PM
Saturday & Sunday: Closed
Call for Holiday Hours

Medical Walk-In Care of Westville

1351 Whalley Avenue
203-889-2676
Monday - Wednesday & Friday:
8:30 AM - 5:00 PM
Thursday: 12:00 PM - 7:00 PM
Closed Weekends & Holidays

NEW LONDON**CHC of New London**

1 Shaw's Cove
860-447-8304
Monday - Thursday:
8:00 AM - 7:00 PM
Friday: 8:00 AM - 5:00 PM
Saturday: 8:00 AM - 4:00 PM
Sunday: Closed
Call for Holiday Hours

**Hartford HealthCare -
GoHealth Urgent Care**

351 N Frontage Rd
860-865-0934
Monday - Friday:
8:00 AM - 8:00 PM
Saturday - Sunday:
9:00 AM - 5:00 PM
Call for Holiday Hours

**Northeast Medical Group-Walk-in
Care-New London**

194 Howard Street
860-443-7907
Monday - Friday:
8:00 AM - 7:00 PM
Saturday: 9:00 AM - 1:00 PM
Sunday: Closed
Call for Holiday Hours

NEW MILFORD**DOCS Urgent Care**

141A Danbury Road
860-544-5951
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
8:00 AM - 4:00 PM
Call for Holiday Hours

NEWINGTON**A Walk-In Medical Center**

365 Willard Avenue, Suite 2E
860-436-3226
Monday - Sunday:
7:00 AM - 11:00 PM
Open all Holidays

Sanitas Medical Center

Urgent and Primary Care
196 Kitts Lane
844-307-4827
Monday - Friday:
8:00 AM - 5:00 PM
Saturday: 8:00 AM - 12:00 PM
Sunday: Closed
Call for Holiday Hours

**Hartford HealthCare -
GoHealth Urgent Care**

40 Fenn Road
860-777-1283
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
9:00 AM - 5:00 PM
Call for Holiday Hours

**MedCare Express Urgent Care/
Walk-In Clinic**

2288 Berlin Turnpike
860-757-3575
Monday - Sunday:
8:00 AM - 8:00 PM
Call for Holiday Hours

Premier Urgent Care/Walk-in Clinic

2909 Berlin Turnpike
860-345-1143
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
9:00 AM - 5:00 PM
Call for Holiday Hours

NEWTOWN**PhysicianOne Urgent Care**

266 South Main Street
203-270-9000
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
9:00 AM - 5:00 PM
Open Holidays: 9:00 AM - 5:00 PM
Thanksgiving Day & Christmas Day:
8:00 AM - 3:00 PM

NIANTIC**Northeast Medical Group Walk-In
Care - Niantic**

248 Flanders Road
860-739-5426
Monday - Friday:
8:00 AM - 5:00 PM
Closed on Weekends

NORTH HAVEN**DOCS Urgent Care**

163 Universal Drive North
203-466-8058
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
8:00 AM - 6:00 PM
Call for Holiday Hours

CVS MinuteClinic

162 Washington Avenue
866-389-2727
Monday - Friday:
8:30 AM - 7:00 PM
Saturday: 9:00 AM - 5:30 PM
Sunday: 9:00 AM - 4:30 PM
Call for Holiday Hours

**Northeast Medical Group
North Haven Walk-In**

Yale-New Haven Health
4A Devine Street
203-287-6900
Monday - Friday:
8:00 AM - 8:00 PM
Saturday: 8:00 AM - 4:00 PM
Sunday: Closed
Holiday Hours (Christmas Eve & New
Years Eve):
8:00 AM - 6:00 PM
Closed: Thanksgiving Day, Christmas
Day, & New Year's Day

NORWALK**DOCS Urgent Care**

677 Connecticut Avenue
203-298-9752
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
8:00 AM - 6:00 PM
Open all Holidays, Call for Hours

AFC Urgent Care of Norwalk

607 Main Avenue, Suite 13
203-845-9100
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
8:00 AM - 5:00 PM
Call for Holiday Hours

CHC of Norwalk

49 Day Street
203-854-9292
Monday - Friday:
8:00 AM - 5:30 PM
Saturday: (3rd Saturday of the month):
8:30 AM - 12:00 PM
Sunday: Closed
Call for Holiday Hours

**Norwalk Community
Health Center**

120 Connecticut Avenue
203-899-1770
Monday - Thursday:
8:30 AM - 8:00 PM
Friday: 8:00 AM - 5:00 PM
Saturday: 8:00 AM - 12:00 PM
Sunday: Closed
Closed Holidays

PhysicianOne Urgent Care

346 Main Avenue
203-846-0005
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
9:00 AM - 5:00 PM
Holidays: 9:00 AM - 5:00 PM
Thanksgiving Day & Christmas Day:
8:00 AM - 3:00 PM

**Soundview Medical Associates Urgent
Care**

761 Main Avenue, Suite 201
203-838-4000
Monday - Thursday:
8:00 AM - 8:00 PM
Friday: 8:00 AM - 5:00 PM
Saturday: 8:00 AM - 4:00 PM
Sunday: 11:00 AM - 3:00 PM
Call for Holiday Hours

NORWICH**Hartford HealthCare -
GoHealth Urgent Care**

624 West Main Street, Suite 140
860-200-8098
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
9:00 AM - 5:00 PM
Call for Holiday Hours

**Generations Family
Health Center**

W.W. Backus Medical Office Building
330 Washington Street, Suite 510
860-885-1308
Monday - Thursday:
7:30 AM - 5:00 PM
Friday: 7:00 AM - 5:00 PM
Closed Weekends & Holidays

PhysicianOne Urgent Care

607 West Main Street
860-892-9000
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
9:00 AM - 5:00 PM
Call for Holiday Hours

**UCFS Edward & Mary Lord Family
Health Center**

47 Town Street
860-892-7042
Monday - Thursday:
8:00 AM - 7:00 PM
Friday: 8:00 AM - 5:00 PM
Saturday: 9:00 AM - 1:00 PM
(1st & 3rd Saturday of the Month)
Sunday: Closed
Call for Holiday Hours

OLD SAYBROOK**Middlesex Hospital Urgent Care and
Walk-In Center**

Middlesex Hospital
1687 Boston Post Road
860-661-5976
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
8:00 AM - 4:30 PM
Call for Holiday Hours

ORANGE**DOCS Urgent Care**

109 Boston Post Road
203-298-4599
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
8:00 AM - 6:00 PM
Call for Holiday Hours

Stony Creek Urgent Care

236 Boston Post Road
203-815-1054
Monday - Friday:
8:00 AM - 7:30 PM
Saturday & Sunday:
9:00 AM - 2:30 PM
Call for Holiday Hours

OXFORD**Premier Urgent Care**

278-2 Oxford Road
203-717-4353
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
9:00 AM - 5:00 PM
Call for Holiday Hours

PLAINFIELD**Plainfield Walk-In and Medical Center**

558 Norwich Road
860-564-4054
Monday - Friday:
8:00 AM - 5:00 PM
Saturday: 8:00 AM - 1:00 PM
Sunday: Closed
Closed Holidays

PLAINVILLE**The Doctors Treatment Center**

240 East Street
860-747-4541
Monday - Friday:
7:30 AM - 8:30 PM
Saturday & Sunday:
9:00 AM - 3:00 PM
Closed Holidays

PUTNAM**Generations Family Health Center**

202 Pomfret Street
860-963-7917
Monday, Wednesday - Friday:
7:30 AM - 5:00 PM
Tuesday: 7:30 AM - 7:00 PM
Call for Saturday hours
Sunday: Closed
Call for Holiday Hours

RIDGEFIELD**PhysicianOne Urgent Care**

10 South Street, Suite 101
203-431-4600
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
9:00 AM - 5:00 PM
Holidays: 9:00 AM - 5:00 PM
Christmas and Thanksgiving:
8:00 AM - 3:00 PM

RIVERSIDE**CVS MinuteClinic**

1239 East Putnam Avenue
866-389-2727
Monday - Friday:
8:30 AM - 7:30 PM
Saturday: 9:00 AM - 5:30 PM
Sunday: 9:00 AM - 4:30 PM
Call for Holiday Hours

ROCKY HILL**CVS MinuteClinic**

323 Cromwell Avenue
(Corner of New Britain Avenue)
866-389-2727
Monday - Friday:
8:30 AM - 7:30 PM
Saturday: 9:00 AM - 5:30 PM
Sunday: 10:00 AM - 5:30 PM
Call for Holiday Hours

Rocky Hill Medical Center Walk-in

412 Cromwell Avenue
860-563-3844
Monday - Friday:
8:00 AM - 7:00 PM
Saturday: 8:00 AM - 3:00 PM
Sunday: Closed
Call for Holiday Hours
*Will only see members with HUSKY A or HUSKY B

SHELTON**Northeast Medical Group
Huntington Walk-In Medical Center**

Yale New Haven Health
887 Bridgeport Avenue
203-225-6020
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
8:00 AM - 4:00 PM
Holiday Hours (Memorial Day, July 4th, Labor Day, Christmas Eve & New Year's Eve):
8:00 AM - 2:00 PM
Closed: Thanksgiving Day, Christmas Day, & New Year's Day

**Hartford Health Care Urgent Care
St. Vincent's Medical Center Walk-in - Shelton**

15 Armstrong Road
203-929-1109
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
9:00 AM - 5:00 PM
Call for Holiday Hours

AFC Urgent Care Shelton

389 Bridgeport Avenue
203-567-4171
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
8:00 AM - 8:00 PM
Call for Holiday Hours

SOUTH WINDSOR**CVS MinuteClinic**

525 Buckland Road
866-389-2727
Monday - Friday:
8:30 AM - 7:30 PM
Saturday: 9:00 AM - 5:30 PM
Sunday: 9:00 AM - 4:30 PM
Closed Holidays

ECHN Urgent Care

2800 Tamarack Avenue, Suite 105
860-533-4686
Monday - Friday:
9:00 AM - 8:30 PM
Saturday & Sunday:
9:00 AM - 3:00 PM
Call for Holiday Hours

**Hartford HealthCare -
GoHealth Urgent Care**

1 Buckland Road, Suite 7
860-698-4301
Monday - Friday:
8:00 AM - 8:00 PM
Weekends & Holidays:
9:00 AM - 5:00 PM

SOUTHBURY**CVS MinuteClinic**

22 Depot Hill Road
866-389-2727
Monday - Friday:
8:30 AM - 7:30 PM
Saturday: 9:00 AM - 5:30 PM
Sunday: 9:00 AM - 4:30 PM
Call for Holiday Hours

PhysicianOne Urgent Care

900 Main Street South
Building 2, Suite 100
203-262-1911
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
9:00 AM - 5:00 PM
Open all Holidays, Call for Hours

SOUTHINGTON**DOCS Urgent Care**

832 Queen Street
860-863-5288
Monday - Friday:
8:00 AM - 7:00 PM
Saturday & Sunday:
8:00 AM - 2:00 PM
Open all Holidays, Call for Hours

828 Urgent Care

1783 Meriden Waterbury Turnpike
203-404-1010
Monday - Friday:
11:00 AM - 7:30 PM
Saturday: 11:00 AM - 7:30 PM
Sunday: Closed
Call for Holiday Hours

**Hartford HealthCare -
GoHealth Urgent Care**

775 Queen Street
860-777-1281
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
9:00 AM - 5:00 PM
Call for Holiday Hours

STAMFORD**AFC Urgent Care**

3000 Summer Street
203-969-2000
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
8:00 AM - 5:00 PM
Call for Holiday Hours

CHC of Stamford

141 Franklin Street
203-969-0802
Monday & Wednesday:
8:30 AM - 5:30 PM
Tuesday: 7:30 AM - 3:00 PM
Thursday and Friday:
7:30 AM - 5:00 PM
Saturday (1st Saturday of Month):
8:30 AM - 12:00 PM
Sunday: Closed
Call for Holiday Hours

CHC of Stamford

22 Fifth Street
203-323-8160
Monday: 8:00 AM - 6:00 PM
Tuesday: 7:30 AM - 6:00 PM
Wednesday - Friday:
7:30 AM - 5:30 PM
Saturday (1st and 2nd Saturday of Month): 8:30 AM - 12:00 PM
Sunday: Closed
Call for Holiday Hours

DOCS Urgent Care

2001 West Main Street
203-658-8291
Monday - Friday:
9:00 AM - 7:00 PM
Saturday & Sunday:
9:00 AM - 1:00 PM
Call for Holiday Hours

**Fairgate Community
Health Center**

Optimus Health Care
138 Stillwater Avenue
203-357-0277
Monday - Friday:
8:00 AM - 5:00 PM
Saturday & Sunday: Closed
Call for Holiday Hours

**Firefly After Hours
Pediatric Urgent Care**

1011 High Ridge Road, 2nd Floor
203-968-1900
Monday - Thursday:
4:00 PM - 9:00 PM
Friday: 4:00 PM - 7:00 PM
Daytime Hours by Appointment:
10:00 AM - 2:00 PM
Saturday: 10:00 AM - 1:00 PM
Sunday: 10:00 AM - 3:00 PM
Holiday Hours: 10:00 AM - 1:00 PM
Unless otherwise stated

**Immediate Care Center at
Tully Health Center**

Stamford Hospital
32 Strawberry Hill Court
203-276-2222
Monday - Sunday:
7:00 AM - 8:00 PM
Open all Holidays, Call for Hours

**Stamford Community
Health Center**

Optimus Harbor Point
805 Atlantic Street
203-327-5111
Monday & Wednesday:
8:00 AM - 7:30 PM
Tuesday, Thursday, & Friday:
8:00 AM - 5:00 PM
Saturday: 9:00 AM - 1:00 PM
Sunday: Closed
Call for Holiday Hours

Optimus on the Boulevard

1351 Washington Boulevard
203-621-3700
Family Medicine 4th Floor
Internal Medicine & OB/GYN
3rd Floor
Monday - Friday:
8:00 AM - 5:00 PM
Saturday & Sunday: Closed
Call for Holiday Hours

**Stamford Health Medical Group
Walk-In Center**

SHMG Urgent Care
292 Long Ridge Road, Suite 104
203-276-8575
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
8:00 AM - 5:00 PM
Call for Holiday Hours

STONINGTON

Northeast Medical Group Walk-In Care - Stonington

91 Voluntown Road
860-599-5477
Monday - Friday:
8:00 AM - 6:00 PM
Saturday: 9:00 AM - 6:00 PM
Sunday: Closed
Call for Holiday Hours

STORRS

UCONN Urgent Care Center

One Ryce Circle, Suite 104
Storrs Center
860-487-9300
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
9:00 AM - 5:00 PM
Call for Holiday Hours

STRATFORD

DOCS Urgent Care

200 East Main Street
203-923-2974
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
8:00 AM - 5:00 PM
Open all Holidays, Call for Hours

CVS MinuteClinic

1 Hawley Lane
866-389-2727
Monday - Friday:
8:30 AM - 7:30 PM
Saturday: 9:00 AM - 5:30 PM
Sunday: 9:00 AM - 4:30 PM
Call for Holiday Hours

PhysicianOne Urgent Care

(Formerly Med Now)
1040 Barnum Avenue
203-377-5733
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
9:00 AM - 5:00 PM
Holiday Hours: 9:00 AM - 5:00 AM

Hartford Health Care Urgent Care

St. Vincent's Urgent Care Walk-In Center - Stratford
3272 Main Street
203-380-3920
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
9:00 AM - 5:00 PM
Open all Holidays, Call for Hours

Stratford Community Health Center

Optimus Health Care
727 Honeyspot Road
203-375-7242
Monday - Wednesday, Friday:
8:00 AM - 5:00 PM
Thursday: 10:00 AM - 7:00 PM
Closed Weekends & Holidays

TOLLAND

Med-East Walk-in Medical Center

200 Merrow Rd (Route 195)
860-871-5452
Monday - Thursday:
9:00 AM - 7:00 PM
Friday: 9:00 AM - 6:00 PM
Saturday: 10:00 AM - 3:00 PM
Sunday: Closed
Closed Holidays

TORRINGTON

Community Health & Wellness Center

469 Migeon Avenue
860-489-0931
Monday - Friday: 8:00 AM - 6:00 PM
Closed Weekends & Holidays

ProHealth Express Care

(age 4 & up)
52 Peck Road
888-344-0007
Monday - Friday:
5:30 PM - 9:00 PM
Saturday: 9:00 AM - 5:00 PM
Sunday: 10:00 AM - 2:00 PM
Call for Holiday Hours

Hartford HealthCare - GoHealth Urgent Care

996 East Main Street
860-866-5809
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
7:00 AM - 7:00 PM
Call for Holiday Hours

TRUMBULL

Hartford Health Care Urgent Care
St. Vincent's Urgent Care Walk-In Center - Trumbull
900 White Plains Road, Suite D
203-696-3500
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
9:00 AM - 5:00 PM
Call for Holiday Hours

VERNON

AFC Urgent Care

179 Talcottville Road
860-986-7600
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
8:00 AM - 5:00 PM
Closed: Thanksgiving Day & Christmas Day
Call for Holiday Hours

First Choice Health Centers

94 Union Street
860-528-1359
Monday: 8:00 AM - 5:00 PM
Tuesday: 8:00 AM - 4:30 PM
Wednesday: 8:00 AM - 6:00 PM
Thursday: 8:00 AM - 5:00 PM
Friday: 8:00 AM - 12:00 PM
Closed Weekends & Holidays

Hartford HealthCare - GoHealth Urgent Care

35 Talcottville Road
860-787-5774
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
9:00 AM - 5:00 PM
Weekends & Holidays:
9:00 AM - 5:00 PM

ProHealth Express Care

554 Talcottville Road
888-344-0007
Monday - Friday:
5:30 PM - 9:00 PM
Saturday: 9:00 AM - 5:00 PM
Sunday: 10:00 AM - 2:00 PM
Call for Holiday Hours

WALLINGFORD

Healthmed Urgent Care

1257 South Broad Street
203-626-5393
Monday, Tuesday & Wednesday:
10:00 AM - 7:00 PM
Thursday & Friday:
10:00 AM - 5:00 PM
Saturday: 10:00 AM - 2:00 PM
Sunday Closed
Call for Holiday Hours

WATERBURY

DOCS Urgent Care

506 Frost Road
203-437-8368
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
8:00 AM - 5:00 PM
Open all Holidays, Call for Hours

DOCS Urgent Care

279 Chase Avenue
203-528-4993
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
8:00 AM - 5:00 PM
Open all Holidays, Call for Hours

CHC of Waterbury

51 North Elm Street
203-574-4000
Monday, Wednesday - Friday:
7:30 AM - 5:00 PM
Tuesday: 7:30 AM - 7:00 PM
Saturday: 8:30 AM - 12:00 PM
(2nd & 4th Saturday of the Month)
Sunday: Closed
Call for Holiday Hours

CVS MinuteClinic

1279 West Main Street
Robinwood Shopping Plaza
866-389-2727
Monday - Friday:
8:30 AM - 7:30 PM
Saturday: 9:00 AM - 5:30 PM
Sunday: 9:00 AM - 4:30 PM
Call for Holiday Hours

Family Walk-In Medical Center

2457 East Main Street, Suite 1E
Sunbeam Plaza
203-753-8477
Monday - Friday:
9:00 AM - 7:00 PM
Saturday: 9:00 AM - 4:00 PM
Sunday: Closed
Call for Holiday Hours

PhysicianOne Urgent Care

920 Wolcott Street
203-574-1200
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
9:00 AM - 5:00 PM
Call for Holiday Hours

St. Mary's Urgent Care Center

Trinity Health of New England
1312 West Main Street
203-709-4575
Monday - Friday:
8:00 AM - 8:00 PM
Saturday: 9:00 AM - 5:00 PM
Sunday: 9:00 AM - 2:00 PM
Call for Holiday Hours

St. Mary's Urgent Care Center

Trinity Health of New England
3801 East Main Street
203-709-4030
Monday - Friday:
8:00 AM - 8:00 PM
Saturday: 9:00 AM - 5:00 PM
Sunday: 9:00 AM - 2:00 PM
Call for Holiday Hours

StayWell Health Center

80 Phoenix Avenue
203-756-8021

Adult Hours:

Monday - Friday:
8:00 AM - 4:30 PM

Pediatric Hours:

Monday: 8:00 AM - 5:30 PM
Tuesday - Friday:
8:00 AM - 4:30 PM
Call for Weekend Hours
Closed Holidays

StayWell Health Center

1302 South Main Street,
South End
203-597-9044
Monday, Tuesday, Thursday, & Friday:
8:00 AM - 4:30 PM
Wednesday: 8:00 AM - 7:00 PM
Call for Weekend Hours
Closed Holidays

Wheeler Family Health and Wellness - Waterbury

100 Jefferson Square
860.793.3500
Monday - Friday:
9:00 AM - 5:00 PM
Saturday & Sunday: Closed
Call for Holiday Hours

WEST HARTFORD

AFC Doctors Express Urgent Care

1030 Boulevard
860-986-6440
Monday - Friday:
8:00 AM - 8:00 PM
Weekends & Holidays:
8:00 AM - 5:00 PM
Closed Christmas & Thanksgiving

New England Urgent Care

21 North Main Street, Suite B
860-236-3911
Monday - Friday:
8:00 AM - 8:00 PM
Weekends & Holidays:
8:00 AM - 6:00 PM
Call for Holiday Hours

PM Pediatrics

1459A New Britain Avenue
Corbin's Corner Shopping Center
860-232-5437
Monday - Saturday:
12:00 PM - 12:00 AM
Sunday: 10:00 AM - 12:00 AM
Call for Holiday Hours

ProHealth Express Care

631 South Quaker Lane
888-344-0007
Monday - Friday:
5:30 PM - 9:00 PM
Saturday: 9:00 AM - 5:00 PM
Sunday: 10:00 AM - 2:00 PM
Call for Holiday Hours

**Hartford Healthcare -
GoHealth Urgent Care**

336 North Main Street, Suite A
Bishops Corner
860-200-7701
Monday - Friday:
8:00 AM - 8:00 PM
Weekends & Holidays:
9:00 AM - 5:00 PM

WEST HAVEN

DOCS Urgent Care
636 Campbell Avenue
203-691-1584
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
8:00 AM - 6:00 PM
Call for Holiday Hours

Northeast Medical Group

West Haven Walk-in
Yale-New Haven Health
500 Elm Street
203-479-3600
Monday - Friday:
8:00 AM - 6:00 PM
Saturday: 8:00 AM - 12:00 PM
Sunday: Closed
Call for Holiday Hours
Closed Thanksgiving Day, Christmas
Day, & New Year's Day

WESTPORT

Westport Urgent Care
1045 Post Road East
203-557-8200
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
9:00 AM - 4:00 PM
Call for Holiday Hours

WETHERSFIELD

Kathy's Urgent Care
672 Silas Deane Highway
860-967-3600
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
8:00 AM - 5:00 PM
Call for Holiday Hours

**Hartford HealthCare-
GoHealth Urgent Care**

1025 Silas Deane Highway
860-787-5775
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
9:00 AM - 5:00 PM
Call for Holiday Hours

WILLIMANTIC

**Generations Family
Health Center**
40 Mansfield Avenue
860-450-7471
Monday: 7:30 AM - 7:30 PM
Tuesday & Thursday:
7:30 AM - 6:30 PM
Wednesday: 7:30 AM - 5:30 PM
Friday: 7:30 AM - 5:00 PM
Saturday: Call for hours
Sunday: Closed
Call for Holiday Hours

**Hartford Healthcare - Med-East Medical
Walk-In Center**

1703 Main Street
860-456-1252
Monday - Friday:
8:00 AM - 6:45 PM
Saturday & Sunday:
10:00 AM - 3:00 PM
Closed Holidays

WINDSOR

Community Health Services
503 Windsor Avenue, Unit 511
860-297-8600
Monday - Friday:
8:00 AM - 5:00 PM
Closed Weekends & Holidays

**Hartford HealthCare -
GoHealth Urgent Care**

1055 Kennedy Road, Suite D
860-787-5786
Monday - Friday:
8:00 AM - 8:00 PM
Weekends & Holidays:
9:00 AM - 5:00 PM

WINSTED

**Community Health &
Wellness Center**
10 Center Street
860-238-4211
Monday: 8:00 AM - 5:00 PM
Tuesday & Thursday:
8:30 AM - 5:00 PM
Wednesday & Friday:
8:00 AM - 4:30 PM
Closed Weekends & Holidays

WOLCOTT

St. Mary's Urgent Care Center
Trinity Health of New England
503 Wolcott Road
203-879-7900
Monday - Friday:
8:00 AM - 8:00 PM
Saturday: 9:00 AM - 5:00 PM
Sunday: 9:00 AM - 2:00 PM
Closed Holidays



When it is an Emergency

For true emergencies, go to your nearest Emergency Room or call 911.

An emergency can be an illness or injury that needs immediate attention and/or could be life threatening, such as being unable to breathe, a major broken bone, an injury to the neck or spine, loss of consciousness, chest pain, head or spine injury, or the ingestion of poison.

Community Health Network of Connecticut, Inc. and the HUSKY Health program comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability or sex.

ATTENTION: If you speak a language other than English, language assistance services are available to you, free of charge. Call 1.800.859.9889 (TTY: 711) for assistance.

Español (Spanish): ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1.800.859.9889 (TTY: 711).

Português (Portuguese): ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1.800.859.9889 (TTY: 711).



You Have
CHOICES



1-800-994-9422

CONNECTICUT'S STATE HEALTH INSURANCE ASSISTANCE PROGRAM

CHOICES helps Connecticut's older adults and persons with disabilities with Medicare understand their Medicare coverage and healthcare options.

Certified counselors across the State provide objective, free person-centered assistance so Medicare recipients can make informed choices about their benefits. CHOICES also provides community outreach, application assistance, and information and referral services on a variety of topics including long term care services and support.

CHOICES is managed by the State Department on Aging through a partnership with the Center for Medicare Advocacy and Connecticut's Area Agencies on Aging, with funding from the State of Connecticut and the Administration for Community Living.

Who is Eligible for Assistance?

- Older adults
- Persons with disabilities
- CT residents becoming eligible for Medicare
- Medicare beneficiaries of all ages
- Providers and caregivers seeking information and help



– Growing Older Together –

1-866-218-6631
www.ct.gov/aging

OTHER REFERRALS OR RESOURCES

- Medicare benefits: www.medicare.gov
- Enrollment into Medicare: www.ssa.gov
- Benefits Checkup: www.benefitscheckup.org
- CT Association of Area Agencies on Aging: www.ctagenciesonaging.org
- Medicare appeals: www.medicareadvocacy.org
- CT Insurance: www.ct.gov/cid

You Have
CHOICES



LOCAL HELP FOR PEOPLE WITH MEDICARE

1-800-994-9422



CONTACT INFORMATION

CHOICES toll free within CT

1-800-994-9422

Eastern, Middlesex & Shoreline areas of CT

860-887-3561

North Central areas of CT

860-724-6443

Medicare

1-800-633-4227

South Central areas of CT

203-785-8533

Southwestern areas of CT

203-333-9288

Western areas of CT

203-757-5449



– Growing Older Together –

1-866-218-6631

www.ct.gov/aging