

## Next Level PRIME is looking forward to helping you and your dependents achieve a healthy lifestyle and improved health.

As a PRIME member, you can access all Next Level Urgent Care locations for your primary care and urgent care needs 7 days a week, and access to virtual care 24/7. This added wellness and healthcare benefit is at no additional cost to you.

### Common Services Offered for PRIME Members:

#### Primary Care

- Annual physicals
- Well Woman Exams
- Well Child Exams
- Vaccinations
- Diabetes
- Hypertension
- Thyroid Conditions
- Covid Testing (Rapid,PCR)
- Depression & Anxiety
- Chronic Diseases
- Preventive Screenings
- Blood Draws
- Specialist Referrals

#### Urgent Care

- Upper Respiratory Infections
- Urinary Tract Infections
- X-ray for Acute Injury
- Sprains, Strains, Splints & Casts for Broken Bones
- Gastroenteritis
- IV fluids for Dehydration
- Stitches for Lacerations
- Abscesses
- Pink Eye
- Rashes
- Headaches
- Back Pain
- Ear infections



## Next Level PRIME FAQ

You now have access to healthcare providers 7 days per week at no cost to you!

- 24/7 Care Navigators who can answer health questions and schedule appointments. Spanish speaking Care Navigators available.
- 24/7 Telemedicine availability
- Primary Care appointments for Diabetes, Hypertension, High Cholesterol and all other chronic health problems 7 days per week 9am-9pm
- Urgent Care access 7 days per week 9am-9pm
- Quick and Easy Annual Physical Exams
- Virtual Wellness Coach to get you started with weight loss and exercise



#### How do I get started?

Using PRIME is easy. You will receive an activation email. Follow the instructions in the email to activate your account. If you are having difficulty please contact [navigator@NextLevelUrgentCare.com](mailto:navigator@NextLevelUrgentCare.com)



#### Do I need an appointment?

**Preventive Care/Chronic Care** - Yes you do! Let us know you are coming so that we can ensure we have the vaccinations or labs you require on hand.  
**Urgent Care** - You can call ahead or walk right in. But it is always faster when you let us know you are coming.  
**Telemedicine** - Our Care Navigators will set you up with an appointment any time day or night.



#### I already have a Primary Care Doctor, can I use PRIME for anything?

If you have a health concern when your PCP is unavailable, use PRIME! At the end of your appointment, we will send a summary of your office visit to your Primary Care Physician.



#### What if I need lab work, durable medical equipment or a vaccine?

These services are included with your Next Level PRIME membership.



#### How do I schedule my Annual Physical?

Let your Care Navigator know that you would like to be seen for your annual physical. One of our PRIME providers will perform your intake virtually before scheduling your physical at one of our locations. Physicals can be performed between 9am-9pm, 7 days a week.



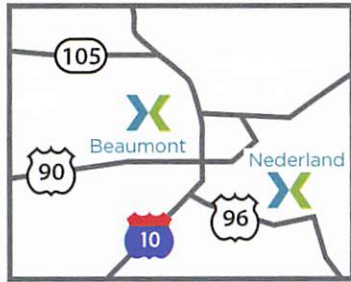
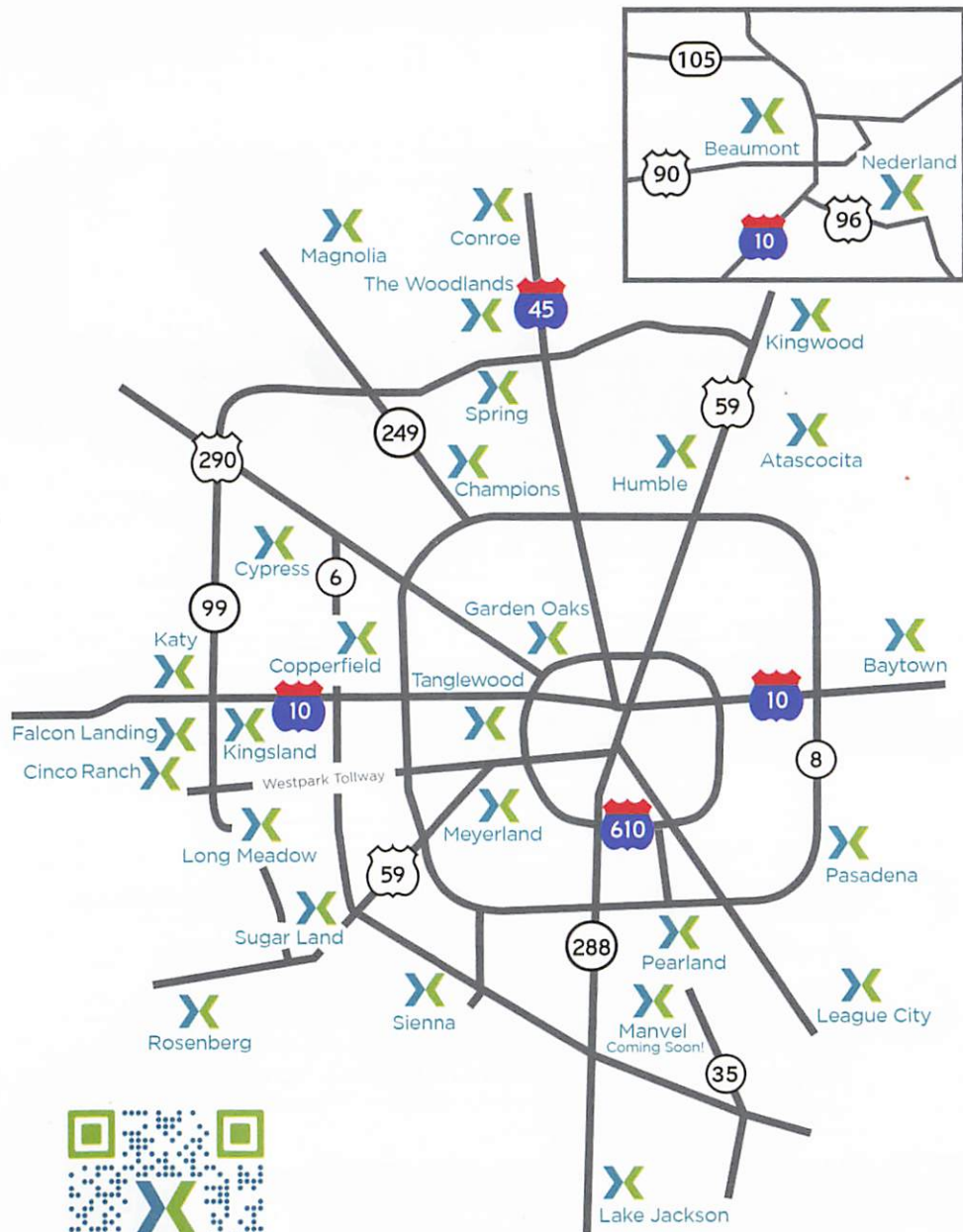
#### I have a health concern but its after 9pm? Can you help?

Our Care Navigators are available 24/7 to assist you with any questions or concerns you may have. Additionally, a PRIME provider is always available day or night for a telemedicine appointment.



#### What if I have a serious medical condition?

If we determine that your condition requires a specialist, we will refer you to a specialist IN NETWORK with your insurance. If your condition is emergent, we will send you to the nearest emergency room.



Scan the QR code for your closest location!



nextlevelurgentcare.com

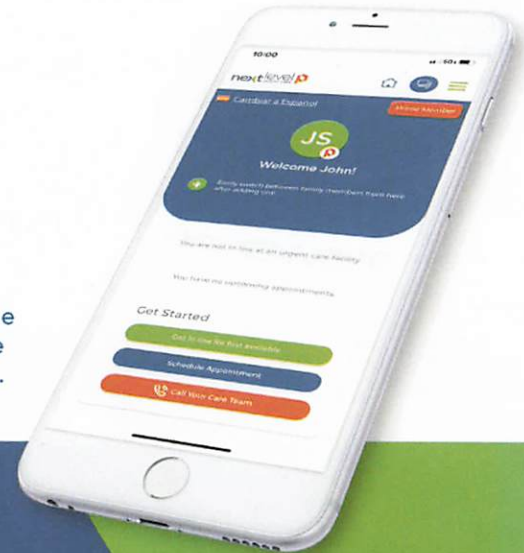
# Welcome to Next Level PRIME

To take full advantage of your PRIME membership, download the Next Level Urgent Care App by scanning the QR code below or searching in the App Store.

Press the orange Next Level PRIME button on the app or call 833-957-6200 to get connected to a Care Navigator. Email [navigator@nextlevelurgentcare.com](mailto:navigator@nextlevelurgentcare.com)



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nextlevelurgentcare.com