After-Hours Care

If you develop an urgent health problem after office hours or on the weekend, you should call your primary care provider. Participating providers agree to give 24-hour coverage to our members. Providers are available through an answering service or through an on-call provider for urgent situations.

If your symptoms develop during office hours, please call your primary provider to make an appointment. If your health condition is an emergency that is a threat to life or limb, you should go to the nearest emergency room.

Find an urgent care provider in your area.

Emergency Care

In an emergency, you should go to the nearest emergency room or call 911. Coventry Health Care of Kansas, Inc. (“Coventry”) provides coverage for medical emergencies, no matter where they occur.

It is important for you to understand the difference between emergency and urgent care needs. An emergency is the sudden onset of a health problem that needs immediate medical attention. To determine a true emergency, we think about what a prudent layperson with an average knowledge of health and medicine would consider an emergency.

You should seek emergency care for uncontrolled bleeding, unconsciousness, spinal injuries, shock, serious breathing difficulties, major fractures, major burns and heart attack symptoms, or any medical condition that is life- or limb-threatening. You should see your provider for routine or follow-up care. This includes conditions such as influenza, sore throat and the removal of stitches. If you are out of country, only emergency services are covered.

Coventry knows that not all health situations occur at home. If you are traveling or are a dependent living outside our service area and become ill or injured, you are covered for emergency services.