



ANNUAL WELL VISIT



Annual Well Visit (AWV) is an annual in-person visit. This visit was previously referred to as a periodic physical examination. Members should schedule an AWV yearly.

TO MAKE AN APPOINTMENT Please call 312-423-4200 and ask for Member Services x3285.

CALL FIRST POLICY for Same-Day Appointments at UHS

Same-day appointments may be available for patients with urgent medical needs. It is best to call as early as possible. When calling for a same-day appointment, a nurse may have to further assess your needs. If you walk in to the clinic without an appointment, you may have to wait or be asked to return another day due to availability and the reason for your visit. When we make an appointment with you, it is a two-way commitment. Please let us know in advance if you can't make it, so we can offer your appointment to someone else in need. Please call ahead if you are running late. We will do our best to accommodate you. Late arrivals may have to be rescheduled.

Medical Management

When you receive care from a non-UHS provider, whether through referral (inpatient/outpatient), emergency or urgent care, you must have a referral to continue service. If necessary, please make an appointment with your Primary Care Physician (PCP) or Specialty Care Physician at UHS for post-hospital or post-procedure follow-up visit.

UHS welcomes new physicians

- Dr. Stephanie Chen (OBGYN) [Polk Street](#)
- Dr. Randa Hassan (OBGYN) [Polk Street](#)
- Dr. Waldemar Nowak (Neurology) [Polk & 87th Street](#)
- Dr. Mylene Remo (Hematology/Oncology) [Polk Street](#)
- Dr. Tomasz Podobinski (Physiatry) [Polk Street](#)
- Dr. David Cohen (Cardiology) [Evanston](#)
- Dr. Dariush Takhtehchian (Cardiology) [Evanston](#)



DID YOU KNOW you can receive a text message from Union Health Service to remind you about an upcoming appointment? You can also receive our newsletter and other information from Union Health Service by email? Please make sure we have your cell phone number and email address. It makes communicating easier.

HOW TO OBSERVE NATIONAL NUTRITION MONTH



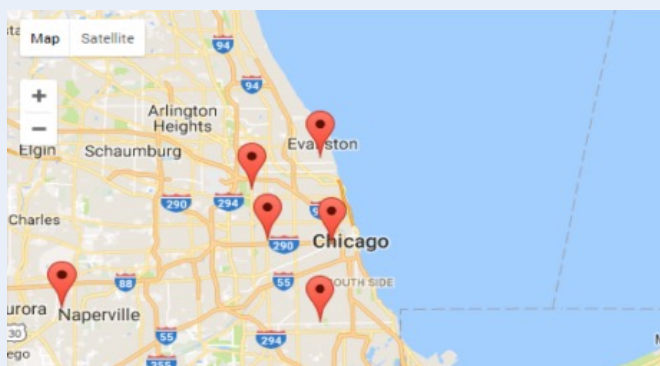
Move your body

Nutrition doesn't end at what we eat. The Academy of Nutrition and Dietetics encourages making exercise an integral part of our lives. Try a new activity like Zumba, swimming, or spinning to keep workouts fresh and exciting.

Find inspiration

Feeling stale in the kitchen? Find new recipes and inspiration to kick-start any nutrition journey. Picking up a new cookbook or following a cool food blogger works too!

Union Health Service operates six facilities throughout Chicagoland providing primary and specialty care



Locations include:

- 1634 W. Polk St. Chicago, IL. 60612
- 4701 N. Cumberland Ave. Norridge, IL. 60706
- 2800 W. 87th St. Chicago, IL. 60652
- 610 S. Maple St. Oak Park, IL. 60304
- 3535 E. New York St. Aurora, IL. 60504
- 1325 Howard St. Evanston, IL. 60202

For more information on UHS locations please refer to our website www.unionhealth.org.

REMINDER! Always carry your insurance card with you especially when going to the hospital or Emergency Room. This will help ensure that your claims are paid properly. Your insurance card contains information that lets other health care providers know how to bill for services. **WHAT IF I LOSE MY CARD?** If your card is lost or stolen, let us know right away. Call us at (312) 423-4200 x3285, UHS Member Service Department.

UHS REFERRAL PROCESS

When a member receives an order from a physician, the member is instructed to contact the UHS Referral Department after 5 to 7 working days (312 423-4200 ext. 3231). All orders are reviewed for benefit coverage and eligibility verification. This department processes approximately 1,600 phone calls and 2,000 referrals a week. Referrals are processed in the order of receipt and urgency.



If you receive a letter from the UHS Claims Department requesting information regarding coordination of benefits, workmen's compensation, or third party information - Please respond to the request as soon as possible to avoid any unnecessary financial responsibility.