Frequently Asked Questions: Members

What facilities/providers are in the Promise Health Plan Network?

The Promise Health Plan Network includes 27 hospitals, 892 practice locations, and 6,016 providers. Currently, our footprint includes the Upstate, Midlands, and Florence regions of South Carolina.

You can find a provider by logging into your myPromiseHealthPlan member portal.

What if I can't find my provider within the Promise Health Plan service area?

It is important to ensure that the provider you select is part of the Promise Health Plan Network. If you choose to visit an out-of-network provider, your benefits will be reduced.

Please login to myPromiseHealthPlan.com to view your in-network and out-of-network benefits and to find an in-network provider.

When should I go to the Emergency Department versus an Urgent Care location?

You should go to the Emergency Department or call 911 if you experience the following symptoms:

- Heart attack or severe chest pain
- Stroke
- Poisoning
- Loss of pulse or breathing
- Loss of consciousness
- Seizures

Consider an Urgent Care location to treat a sudden acute illness or minor injury when your primary care physician (PCP)'s office is closed.

Do I need to reach out to my primary care provider before going to the Emergency Department or Urgent Care location?

No. You do not need to contact your primary care provider's office before seeking care. In an emergency, you should call 911 or go directly to the nearest emergency department.

Do I need a referral to see a specialist?

No, you do not need a referral to see a specialist.

Will I receive a member ID card?

Yes, a copy of your ID card will be mailed to you. In addition, a copy of your member ID card is available on your myPromiseHealthPlan member portal and on the myPromiseHealthPlan mobile app.

Who can I reach if I have enrollment or benefit questions?

Please call the number on your member ID card to speak with a dedicated customer service representative.

Promise℠ Health Plan