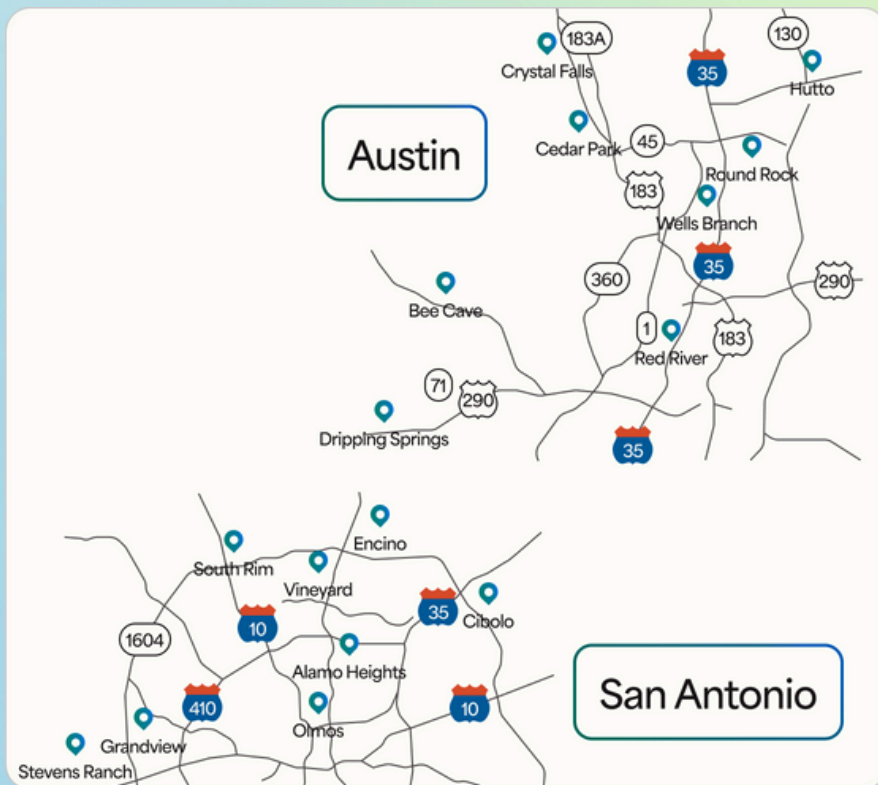




Care is always within your reach.

Our doors are open from 9 AM to 9 PM every day, ready to help whenever you need us.



*Map of Next Level locations in Austin and San Antonio pictured above. Prime members receive access to all Next Level locations throughout Texas. Download our app to find a location near you!

next level

Welcome to Next Level Prime.

We're thrilled to share the amazing news that your employer has joined hands with us to provide you with an exceptional healthcare membership. We look forward to caring for you!

Included in your membership:



Access to 45+ Next Level clinic locations



Telemedicine/virtual visits and care navigation 24/7



Direct primary, preventive and chronic care, 7 days a week, 9a-9p



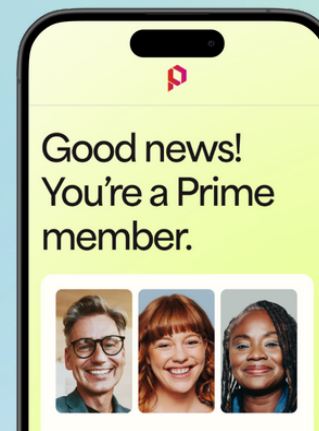
Health and wellness coaching and emotional wellness counselling



Urgent care 7 days a week from 9a-9p



Weight loss solutions, including access to GLP-1 medications



The best way to get care with Next Level

Download our app and make getting care faster.



next level



Have questions? We've got you covered.

How do I get started?

Using Prime is easy. Simply download our mobile app to get started. If you are having difficulty, please contact 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 schedule an appointment or walk right in.

Telemedicine – Appointments are required, but available any time, day or night.

*You can schedule appointments through our mobile app.

I already have a primary care provider. What else can I use Prime for?

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.

How do I schedule my annual physical?

Conveniently schedule through the Next Level mobile app. 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.



What if I need lab work, durable medical equipment (DME) or a vaccine?

Many labs, vaccines, and DME are included with your Next Level Prime membership.

I have a health concern, but it's after 9pm. Can you help?

Our Care Navigators are available 24/7 to assist you with any questions or concerns you may have. You can message us anytime using the Next Level mobile app. 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.

What about mental health?

Your membership includes up to 12 emotional wellness counseling sessions. Additionally, all Prime providers are skilled in addressing many mental health concerns, including depression, anxiety, and attention deficit disorders.

Can Next Level Prime help me lose weight?

Your Next Level Prime membership includes up to 12 health coaching sessions. Our health coaches will work with you to personalize a weight loss plan and assist you in building healthy habits. Additionally, Next Level Prime offers a heavily discounted weight loss subscription plan, including GLP-1 medications for qualifying members.