



# Confused About Where to Go for Care?

If you aren't having an emergency, deciding where to go for medical care may save you time and money.

You have choices for where you get non-emergency care. Use this chart to help you figure out when to use each type of care.

When you use in-network providers for your family's health care, you usually pay less for care. Search for in-network providers in your area at [bcbsil.com](http://bcbsil.com) or by calling the Customer Service number on your member ID card.



## 24/7 Nurseline

- Available 24 hours a day, seven days a week
- 24/7 Nurseline\* can help you identify options when you or a family member have a health problem or concern
- Call **800-299-0274** to speak with a nurse
- At no additional cost as part of your health plan



## Virtual Visits

- Available 24 hours a day, seven days a week
- Access to care for non-emergency medical issues whether you're at home or traveling from almost anywhere
- Access to an independently contracted, board-certified MDLIVE® doctor at **888-676-4204**, online at **MDLIVE.com/bcbsil** or with the MDLIVE mobile app<sup>†</sup>
- Average wait time is less than 20 minutes
- Powered by MDLIVE



## Doctor's Office

- Office hours vary
- Generally the best place to go for non-emergency care
- Doctor-to-patient relationship established and therefore able to treat, based on knowledge of medical history
- Average wait time is 18 minutes<sup>1</sup>



## Retail Health Clinic

- Based on retail store hours
- Usually lower out-of-pocket cost to you than urgent care
- Often located in stores and pharmacies to provide convenient, low-cost treatment for minor medical problems



## Urgent Care Center

- Generally includes evenings, weekends and holidays
- Often used when your doctor's office is closed, and you don't consider it an emergency
- Average wait time is 16-24 minutes<sup>2</sup>
- Many have online and/or telephone check-in



## Hospital ER

- Open 24 hours, seven days a week
- Average wait time is 35-49 minutes (variable)<sup>3</sup>
- If you receive emergency room (ER) care from an out-of-network provider, you may have to pay more
- Multiple bills for services such as doctors and facility



## Freestanding ER

- Open 24 hours, seven days a week
- Could be transferred to a hospital-based ER depending on medical situation
- Services do not include trauma care
- Often freestanding ERs are out-of-network. If you receive care from an out-of-network provider, you may have to pay more
- All freestanding ERs charge a facility fee that urgent care centers do not. You may receive other bills for each doctor you see.<sup>4</sup>

If you need emergency care, call **911** or seek help from any doctor or hospital immediately.

<sup>†</sup> 24/7 Nurseline is not a substitute for a doctor's care. Talk to your doctor about any health questions or concerns.

<sup>1</sup> Internet/Wi-Fi connection is needed for computer access. Data charges may apply.

<sup>2</sup> Vitals Annual Wait Time Report, 2017.

<sup>3</sup> Wait Time Trends in Urgent Care and Their Impact on Patient Satisfaction, 2017.







<sup>4</sup> National Center for Health Statistics, Centers for Disease Control and Prevention. 2019.

<sup>5</sup> The Texas Association of Health Plans.

Note: The relative costs described here are for independently contracted network providers. Your costs for out-of-network providers may be significantly higher. Wait times described are just estimates.

The information provided in this guide is not intended as medical advice, nor meant to be a substitute for the individual medical judgment of a doctor or other health care professional. Please check with your doctor for individualized advice on the information provided. Coverage may vary depending on your specific benefit plan and use of network providers. For questions, please call the number on the back of your member ID card.

# Deciding Where to Go? Virtual Visit, Doctor's Office, Retail Clinic, Urgent Care or ER.

|   | Virtual Visits<br>powered by MDLIVE   | Doctor's Office   | Retail Health Clinic  | Urgent Care Center   | Hospital ER   | Freestanding ER   |
|---|---|---|---|--|---|---|
|   |  |  |  |  |    |    |
| Who usually provides care                 | Primary Care<br>Pediatrics,<br>Family and<br>Emergency<br>Medicine<br>Doctors     | Primary Care<br>Doctor  | Physician<br>Assistant<br>or Nurse<br>Practitioner                                | Internal<br>Medicine,<br>Family<br>Practice and<br>Pediatric                       | ER Doctors,<br>Internal<br>Medicine,<br>Specialists   | ER Doctors  |
| Sprains, strains                          |   | ■   | ■   | ■  | <ul style="list-style-type: none"> <li>Any life-threatening or disabling conditions</li> <li>Sudden or unexplained loss of consciousness</li> <li>Major injuries</li> <li>Chest pain; numbness in the face, arm or leg; difficulty speaking</li> <li>Severe shortness of breath</li> <li>High fever with stiff neck, mental confusion or difficulty breathing</li> <li>Coughing up or vomiting blood</li> <li>Cut or wound that won't stop bleeding</li> <li>Possible broken bones</li> </ul> | <ul style="list-style-type: none"> <li>Most major injuries except for trauma<sup>†</sup></li> <li>May also provide imaging and lab services but do not offer trauma or cardiac services requiring catheterization<sup>†</sup></li> <li>Do not always accept ambulances</li> </ul> |
| Animal bites                              |   | ■   | ■   | ■  |   |   |
| X-rays                                    |   |   |   | ■  |   |   |
| Stitches                                  |   |   |   | ■  |   |   |
| Mild asthma                               | ■   | ■   | ■   | ■  |   |   |
| Minor headaches                           | ■   | ■   | ■   | ■  |   |   |
| Back pain                                 |   | ■   | ■   | ■  |   |   |
| Nausea, vomiting, diarrhea                | ■   | ■   | ■   | ■  |   |   |
| Minor allergic reactions                  | ■   | ■   | ■   | ■  |   |   |
| Coughs, sore throat                       | ■   | ■   | ■   | ■  |   |   |
| Bumps, cuts, scrapes                      | ■   | ■   | ■   | ■  |   |   |
| Rashes, minor burns                       | ■   | ■   | ■   | ■  |   |   |
| Minor fevers, colds                       | ■   | ■   | ■   | ■  |   |   |
| Ear or sinus pain                         | ■   | ■   | ■   | ■  |   |   |
| Burning with urination                    | ■   | ■   | ■   | ■  |   |   |
| Eye swelling, irritation, redness or pain | ■   | ■   | ■   | ■  |   |   |
| Vaccinations                              |   | ■   | ■   | ■  |   |   |

## Urgent Care Center or Freestanding ER – Knowing the Difference Can Save You Money

Urgent care centers and freestanding ERs can be hard to tell apart. Freestanding ERs often look a lot like urgent care centers, but costs may be higher. A visit to a freestanding ER often results in significantly higher medical bills than the rate charged by urgent care centers for the same services.

Here are some ways to know if you are at a freestanding ER:

- Looks like urgent care centers, but have the word “Emergency” in their name or on the building.
- Is open 24 hours a day, seven days a week.
- Is not attached to and may not be affiliated with a hospital.
- Is subject to the same ER member share which may include a copay, coinsurance and applicable deductible.

<sup>†</sup> “Freestanding ED 101: What you need to know” July 2016, The Advisory Board Company.

Virtual Visits may not be available on all plans. Virtual Visits are subject to the terms and conditions of your benefit plan, including benefits, limitations and exclusions. Non-emergency medical service in Montana and New Mexico is limited to interactive audio/video (video only). Non-emergency medical service in Arkansas and Idaho is limited to interactive audio/video (video only) for initial consultation. Service availability depends on location at the time of consultation.

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