

# CARE OPTIONS & WHEN TO USE THEM

## YOUR CARE OPTIONS

While we recommend that you seek routine medical care from your primary care physician whenever possible, there are alternatives available to you. Services may vary, so it's a good idea to visit the medical plan's website. Be sure to check that the provider is in-network by calling Patty Nguyen, Florida Blue On-Site Representative or the toll-free number on the back of your medical ID card, or by visiting [myhealthtoolkitFL.com](http://myhealthtoolkitFL.com).



[Primary Care vs. Urgent Care vs. ER](#)



### PRIMARY CARE

- Routine, primary/preventive care
- Non-urgent treatment
- Chronic disease management

For routine, primary/ preventive care or non-urgent treatment, we recommend going to your Primary Care Physician. Don't have one yet? Consider Sanitas Medical Center Primary Care, a Value Choice Provider.

Refer to page 13 for more information about how to access care from a Value Choice Provider.



### TELADOC/VIRTUAL VISITS

- Rash
- Sinus Infection
- Common Cold
- Cough
- Flu
- Urinary Tract Infection

Virtual visits let you speak securely by online video with your network or Teladoc family doctor, mental health provider or specialist.

Call your doctor and ask if they offer virtual visits or register with Teladoc at [myhealthtoolkitfl.com](http://myhealthtoolkitfl.com).



### CONVENIENT CARE

- Cold and flu-like symptoms
- Sinus infection
- Rash/skin conditions
- Urinary tract infection

Convenient care centers may be a good option. They usually have a similar copay to a PCP and treat things like the above.

Be sure to check to see if convenient care centers are in your plan's network.



### URGENT CARE

- Cold, flu and fever
- Strains, sprains and/or breaks
- Infections
- Mild burns

Urgent care centers are **less expensive than ERs** and often have **shorter wait times**. Visit GuideWell Emergency Doctors Urgent Care Center, a Value Choice Provider, for conditions like the above. You receive 2 visits (not virtual) per calendar year at \$0 copay.

To find an urgent care center near you visit [myhealthtoolkitFL.com](http://myhealthtoolkitFL.com) and select **Find a Doctor**.



### EMERGENCY ROOM

- Severe chest pain
- Signs of a possible stroke
- Severe or sudden shortness of breath
- Sudden or unexplained loss of consciousness

Going to an ER for an issue that is not life-threatening often results in long wait times and high medical bills.

If you have a life-threatening emergency, call 911 right away.



### MY HEALTH ONSITE

My Health Onsite HWCs include FREE treatment for acute and chronic needs such as:

- Colds, flu, sore throats
- High blood pressure, high cholesterol, diabetes

- Well-woman and Well-man Exams
- On-site dispensaries with generic medications
- X-rays, lab work, immunizations

Providers can see children as young as 8 for non-urgent care such as sore throats, ear aches, bumps and scrapes.