





# Know where to go for care.

With many options for getting care, how do you choose? This chart may help you understand where to go for what – and how you can save money.

Where to go	What it is	When to use	Cost <sup>1</sup>
 <p><b>24-hour Nurse<sup>2</sup></b></p>	You can speak with a registered nurse 24 hours a day, seven days a week. Call the toll-free phone number on your health plan ID card to get started.	<ul style="list-style-type: none"> <li>• Choosing appropriate medical care</li> <li>• Finding a doctor or hospital</li> <li>• Understanding treatment options</li> <li>• Supporting a healthier lifestyle</li> <li>• Answering medication questions</li> </ul>	<b>\$0</b>
 <p><b>Convenience Care Clinics</b></p>	Visit a convenience care clinic when you can't see your doctor and your health issue isn't urgent. These clinics are often in pharmacies and retail stores.	<ul style="list-style-type: none"> <li>• Common infections (e.g., strep throat)</li> <li>• Minor skin conditions (e.g., poison ivy)</li> <li>• Vaccinations</li> <li>• Pregnancy test</li> <li>• Minor injuries</li> <li>• Earaches</li> </ul>	<b>\$\$+</b>
 <p><b>Urgent Care<sup>3</sup></b></p>	Urgent care is ideal when you need care quickly, but it isn't an emergency (and your doctor isn't available). Urgent care centers treat issues that aren't life-threatening.	<ul style="list-style-type: none"> <li>• Sprains</li> <li>• Strains</li> <li>• Small cuts that may need a few stitches</li> <li>• Minor burns</li> <li>• Minor infections</li> <li>• Minor broken bones</li> </ul>	<b>\$\$\$</b>
 <p><b>Emergency Room (ER)</b></p>	The ER is for life-threatening or very serious conditions that require immediate care. This is also when to call 911 or your local emergency number.	<ul style="list-style-type: none"> <li>• Heavy bleeding</li> <li>• Large open wounds</li> <li>• Sudden change in vision</li> <li>• Chest pain</li> <li>• Sudden weakness or trouble talking</li> <li>• Major burns</li> <li>• Spinal injuries</li> <li>• Severe head injury</li> <li>• Breathing difficulty</li> <li>• Major broken bones</li> </ul>	<b>\$\$\$\$</b>

## Finding care when you're traveling.

Call the toll-free member phone number on your health plan ID card to find providers near you, and to learn if any restrictions apply.

## Still need help deciding where to go?

Call the toll-free member phone number on your health plan ID card (TTY 711).



<sup>1</sup> Source: 2015 Average allowed amounts by UnitedHealthcare Network Providers and not tied to a specific condition or treatment. Actual payments may vary depending upon benefit coverage. (Estimated \$1,500 difference between the average emergency room visit and the average urgent care visit.) The information and estimates provided are for general informational and illustrative purposes only and is not intended to be nor should be construed as medical advice or a substitute for your doctor's care. You should consult with an appropriate health care professional to determine what may be right for you. In an emergency, call 911 or your local emergency number, or go to the nearest emergency room.

<sup>2</sup> Member phone number services should not be used for emergency or urgent care needs. In an emergency, call 911 or your local emergency number, or go to the nearest emergency room. The information provided through the member phone number services are for informational purposes only and provided as part of your health plan. Wellness nurses, coaches and other representatives cannot diagnose problems or recommend treatment and are not a substitute for your doctor's care. Your health information is kept confidential in accordance with the law. Member phone number services are not an insurance program and may be discontinued at any time.

<sup>3</sup> Urgent care facility names, addresses, phone numbers and network statuses are subject to change without notice.

<sup>4</sup> The company does not discriminate on the basis of race, color, national origin, sex, age, or disability in health programs and activities. We provide free services to help you communicate with us, such as letters in other languages or large print. You can also ask for an interpreter. To ask for help, please call the toll-free phone number listed on your health plan ID card Monday through Friday, 8 a.m. to 6 p.m. TTY users can dial 711.

ATENCIÓN: Si habla español (Spanish), hay servicios de asistencia de idiomas, sin cargo, a su disposición. Llame al número de teléfono gratuito que aparece en su tarjeta de identificación. 請注意：如果您說中文 我們免費為您提供語言協助服務。請撥打會員卡所列的免付費會員電話號碼。

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