

KNOW WHERE TO GO

For the fastest care

Is it an emergency?

Some situations require immediate care—do not hesitate to seek it in true emergencies, such as **difficulty breathing, poisoning, possible heart attack, emotional distress or suicidal thoughts.**

For medical emergencies, call 911

For a mental health crisis, call or text 988

Is it non-life-threatening?

If you are not experiencing a life-threatening injury, illness or mental health crisis, there are other care options for you to consider.



For non-emergencies, your first call should be to your Primary Care Doctor

Usually, PCPs can treat non-emergency conditions in their own offices. If your PCP is not available, they can refer you to a trusted specialist or a local urgent care center.

You can also receive support if you need ongoing treatment or are admitted to a hospital.



For 24/7 health advice, call the Nurse Line

Get health answers and advice on where to go for non-emergency care from registered nurses at no cost. Call **1-888-258-3432**, chat securely online at fepblue.org/myblue or use the **fepblue** app for instant access.



For virtual care from anywhere, use telehealth

Connect with a board-certified doctor with telehealth services by Teladoc Health®. Get treatment for minor injuries and illnesses, plus support for your mental health, nutrition and dermatology issues. Gain access through the **fepblue** app, online at fepblue.org/telehealth or call **1-855-636-1579**.



For immediate care, visit an urgent care center

Get care for a non-life-threatening illness or injury that requires immediate care. Many have walk-in appointments and shorter wait times than the emergency room (ER). Many also offer basic labs and imaging tests, including X-rays, to help provide diagnoses and treatment options. Use our nationwide directory to find a center near you.

Let's compare your care options

With so many options available, you might not know where to go for the best and fastest care. Get familiar with your options now before you and your family need care. It can help you save time and money.

	Nurse Line	Telehealth	Primary Care Doctor	Urgent Care	Emergency Room
Use for	General health advice or advice on where to go for care in non-emergency situations	<ul style="list-style-type: none"> • Cold & flu symptoms • Sore throat • Respiratory infections • Allergies • Minor cuts & scrapes • Stress & anxiety • Depression • Acne & rosacea • Skin infections & rashes 	<ul style="list-style-type: none"> • Flu symptoms • Earaches • Sore throat • Migraines • Low-grade fever • Minor sprains • Back pain • Minor cuts & burns 	<ul style="list-style-type: none"> • Breaks • Fractures • Sprains or strains • Stitches • Sore throat • Dizziness • Headaches/migraines • Back pain • High blood pressure • Foreign object removal 	<ul style="list-style-type: none"> • Severe & sudden pain • Trouble breathing or talking • Involved in a major accident or injury
Cost	No cost	Ⓢ	Ⓢ Ⓢ	Ⓢ Ⓢ	Ⓢ Ⓢ Ⓢ
Availability	24/7 from wherever you are most comfortable	24/7 from wherever you are most comfortable	May offer extended hours	Often offers extended hours and/or online scheduling	24/7
Wait time	ASAP	ASAP/on-demand	Same-day appointments may be available	Shorter wait times than ER	Typically longer wait times



Find care in our network

See which doctors and urgent care centers are in our Preferred provider network at fepblue.org/provider or download the [fepblue](https://fepblue.org) app.



Know the costs

Visit fepblue.org/compare to see costs for typical services when you use Preferred providers.

The information in this document does not replace the advice of a healthcare provider. You should speak to your provider about any specific health concerns.

Teladoc Health is an independent company that provides telehealth services on behalf of the Blue Cross and Blue Shield Service Benefit Plan.

This is a summary of the features of the Blue Cross and Blue Shield Service Benefit Plan. Before making a final decision, please read the Plan's Federal brochures (FEP Blue Standard and FEP Blue Basic: RI 71-005; FEP Blue Focus: RI 71-017). All benefits are subject to the definitions, limitations and exclusions set forth in the Federal brochures.

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