KNOW WHERE TO GO

For the best and fastest care.



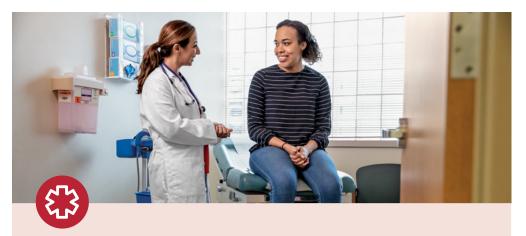
fepblue.org

As the world of healthcare continues to change, your options for where to get care continue to grow. Get familiar with your options now, before you need care. They could help you save time and money:

- 24/7 Nurse Line
- Telehealth Services
- Primary Care Doctor

- Retail Clinic
- Urgent Care Center
- Emergency Room

Turn over for more information on all of these care options.



For a medical emergency, call 911 or go to the nearest Emergency Room.

Some situations require immediate care—do not hesitate to seek it in true emergencies such as **difficulty breathing, poisoning or possible heart attack**. In less serious situations there are options that could help you get the care you need faster.



Find out which doctors and urgent care centers are in our Preferred network at **fepblue.org/provider** or download our **fepblue** app.

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My primary care doctor

ΓeΙ.

Name

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Nearest retail clinic

Tel.

Address



Nearest urgent care

Tel.

Address

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Nearest ER

ΓeΙ.

911

Address





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Act-fast Care Guide



CEEKING ADVICE



WANT CARE QUICKLY





NEED CARE SOON

Retail Clinic



NEED CARE NOW

Urgent Care Center



EMERGENCY

911 or Nearest ER

SEEKING ADVICE
24/7 Nurse Line
General questions about health issues or where to go for care

Teladoc® Services Treatment for minor illnesses and injuries

Primary Care Doctor

Diagnosis & treatment of illness,

chronic conditions.

routine checkups

NEED CARE TODAY

Health screenings, vaccinations, minor illness or injury

Non-life-threatening illness or injury that requires immediate care

Life-threatening illness or injury (chest pain, signs of stroke, difficulty breathing/moving)

Available by phone at **1-888-258-3432** or online at **fepblue.org/myblue**

Visit <u>fepblue.org/</u> <u>telehealth</u> or call <u>1-855-636-1579</u> Call your doctor's office for an appointment

Walk-in appointments at a clinic in your nearby pharmacy Walk-in appointments with shorter wait times than the ER

Immediately call 911 or go to your nearest ER

Our registered nurses are **available 24/7** by phone, online chat and email

Board-certified doctors available 24/7 via phone, video or the Teladoc® app Many offer **night & weekend** hours, virtual visits and 24-hour phone lines

Often open **nights** & weekends

Open 7 days a week, often with evening hours

Open 24/7

Included with your membership at no cost

All members receive their first two visits free. After your first two visits, you pay:

Standard Option/ FEP Blue Focus: \$10 Basic Option: \$15

Telehealth behavioral health therapists are available 7 a.m. to 9 p.m. local time. Standard Option: \$25 Basic Option: \$30

\$10 each for first 10 combined professional service visits

Standard Option: \$25 Basic Option: \$30 FEP Blue Focus:

FEP Blue Focus: \$10 each for first 10 combined professional service visits Standard Option: \$30 Basic Option: \$35

FEP Blue Focus: \$25

Standard Option: 15% of our allowance*

Basic Option: \$175 per day
FEP Blue Focus: 30% of

our allowance*

Ground Ambulance
Transportation: \$100 per day
for Standard & Basic Option;
30% of our allowance for
FEP Blue Focus

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.

The Blue Cross Blue Shield Association is an association of independent, locally operated Blue Cross and Blue Shield companies.

^{*}The calendar year deductible applies in this situation. Standard Option: \$350 per person or \$700 per family. FEP Blue Focus: \$500 per person or \$1,000 per family. Basic Option does not have a calendar year deductible.

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.