

# Where to Go for Care




When you're sick, you should first call your primary care provider or "PCP" to schedule an appointment. Your PCP is the main doctor or nurse practitioner who sees you when you feel sick or need your annual physical.

You can call your PCP's office anytime of the day or night— 24 hours a day, 7 days a week. If you call after hours, the provider on call will tell you if your issue can wait until you can see your PCP or if you need to get care more quickly.

- Unless you are having a true emergency, always call your PCP first.
- You can also call the **Nurse Advice Line** when you are not sure what type of care you need. Call **1-800-606-9880** and a registered nurse will answer your questions and help you decide what to do next.

## What are my options?

Care Option	Hours	Description	
Your PCP's Office	Office hours vary and may include some evening and weekend hours.	Your PCP is usually where you go when you need non-emergency care like your annual physical exam or short term illnesses.	
In-Network Retail Health Clinic	Typically normal, weekday business hours plus weekend hours.	Walk-in clinics are inside stores or pharmacies and can treat minor medical problems.	
Urgent Care Center	Typically evenings, weekends and holidays	Urgent care centers are used when you need immediate care and your doctor cannot see you. Call your PCP first to see if your medical need requires urgent care.	
Emergency Room (ER)	24 hours/day, 7 days/week	For medical emergencies that will threaten your life or long-term health if you do not get care right away.	
Nurse Advice Line	24/7 advice from a registered nurse	Helps you decide where to seek care. Can answer health related questions and questions about your medical condition.	

# Where should I go for care?

Condition	PCP	Retail Health Clinic	Urgent Care Center
Sprains	✓		✓
Animal bites	✓		✓
Stitches	✓		✓
Annual exam	✓		
Minor Headaches	✓	✓	✓
Back pain	✓	✓	✓
Aches and pains	✓	✓	✓
Minor allergic reaction	✓	✓	✓
Minor burns	✓	✓	✓
Bumps, cuts, scrapes	✓	✓	✓
Rash or skin irritation	✓	✓	✓
Eye swelling, redness or pain	✓	✓	✓
Diarrhea or Upset Stomach	✓	✓	✓
Discomfort when you pee	✓	✓	✓
Sore Throat	✓	✓	✓
Earache	✓	✓	✓
Flu	✓	✓	✓
Colds and Coughs	✓	✓	✓
Vaccinations	✓	✓	✓

## Emergency Room

A true emergency is when your problem is a threat to your life or can badly harm your health if you do not get care right away.

### Some Examples:

- Head or eye injuries
- Car accidents with an injury
- Physical attack or rape
- Trouble breathing
- You cannot move (paralysis)
- Poisoning
- Seizures
- Possible broken bones
- Gun or knife wounds
- Bleeding that won't stop
- Suicidal thoughts
- Chest pain
- Overdose



- If you have an emergency, call 911 or go to the nearest ER or hospital.
- If you go to the ER, call your PCP the next day to set up a follow-up visit.
- If you need help scheduling your follow-up, call Member Services at 1-800-578-0603 (TTY: 711), Monday through Friday 7 a.m. to 7 p.m. EST.