Where to Go for Care

When you or a member of your family needs medical attention, knowing the right place to go for care is critical to getting the help you need and making the most of your benefits. Check out the tips below to help you know where to go ahead of time.

Get the Right Care at the Right Place

When you need medical care, it's important to know where to go and what to do. Your choices include:

- ► Making an appointment with your primary care provider (PCP)
- ► Going to an urgent care center
- ► Going to the emergency room (ER)
- ► Using QualChoice's telehealth services from Teladoc®

Your decision will depend on your situation. Always make sure your providers are in our network. Using an in-network provider will save you money.

If Your Health Issue Isn't Life Threatening, See Your PCP

Visit your PCP if you need:

- ► Help with symptoms for cold, flu, and fevers
- ► Treatment for an ongoing health issue like asthma or diabetes
- ► A general checkup
- ► Vaccinations
- ► Advice about your overall health
- ► Preventive care or screenings

When to Go to an Urgent Care Center

An urgent care center provides fast, hands-on care for illnesses and injuries. These are things that aren't life threatening but should be treated within 24 hours. An urgent care center is a good choice if your PCP is unable to see you right away.

Common urgent care issues include:

- ► Sprains
- ► High fevers
- ► Ear infections
- ► Flu symptoms with vomiting

If you think you need to go to an urgent care center:

First call your PCP. They may be able to give you care or advice over the phone, or direct you to the right place to go. If your PCP's office is closed, do one of the following:

- ► Visit QualChoice.com and select **Find a Doctor or Hospital** from the **Tools & Resources** tab under the **Already a Member?** menu. Select **Other Facilities**, enter your city or ZIP code, and choose **Urgent Care Center** from the list of options. Then click **Search Now.**

- ► Visit QualChoice.com and select QualChoice Telehealth from the **Using Your Benefits** tab under the **Already a Member?** menu. If you haven't already created a Teladoc account, follow the prompts to set one up and start using telehealth services.

Check your coverage certificate for your urgent care cost share. After your visit, follow up with your PCP to let them know you were seen at an urgent care center and why.

When to Go to the ER

Anything that might endanger your life (or your unborn child's) without immediate medical help is considered an emergency.

What if I Need Emergency Care Outside of the QualChoice Service Area?

QualChoice will pay for emergency care outside of the county or state. If you go to an out-of-network ER and you don't have a true emergency, you may have to pay any amount above what your plan covers. Those added amounts could be very high. You will also have to pay your plan's cost sharing amount and deductible.

YES — Go to the ER if you are experiencing:

- ► Broken bones
- ► Bleeding that won't stop
- ► If you are pregnant, labor pains or other bleeding
- ► Severe chest pains or symptoms of a heart attack
- ► A drug overdose
- ► Poison danger
- ► Bad burns
- ► Symptoms of shock (sweat, thirst or dry mouth, dizziness, shallow or rapid breathing, heart palpitations, etc.)
- ► Convulsions or seizures
- ► Trouble breathing
- ► Sudden loss of vision, movement, or speech
- ► Gun or knife wounds

NO — Do not go to the ER for:

- ► Flu, cold, sore throat, or earache
- ► Sprains or strains
- ► Prescription refills
- ► Cuts or scrapes that don't need stitches
- ► Diaper rash

Use Our 24/7 Telehealth Services if You Need:

- ► To know whether you should seek medical treatment right away
- ► Help caring for a sick child if you can't see your PCP
- ► Answers to questions about your health

Be prepared! Set up your Teladoc account now in case you need to use it in the future. At QualChoice.com, select **QualChoice Telehealth** from the **Using Your Benefits** tab under the **Already a Member?** menu, then click **Set Up and Get Started** to create a Teladoc account and gain access to telehealth services 24 hours a day, seven days a week.