

Where to go for care when you need help.



Your symptoms or condition determine your best setting for care.



Telemedicine



Doctor's Office



Urgent/Express Care



Emergency Room (ER)

	Telemedicine	Doctor's Office	Urgent/Express Care	Emergency Room (ER)
When and where to visit	Convenient, at-home care for minor illnesses and behavioral health care	Sick visits, checkups, and care for chronic conditions	Urgent, but not life-threatening	Serious, life-threatening, or involving severe pain
Symptoms/conditions	Cold, flu, and other minor illnesses that don't require an office visit	Cold/sinus symptoms, stomach problems, high blood pressure, other chronic conditions	Headaches/migraines, asthma/breathing conditions, flu, urinary tract infection	Difficulty breathing, uncontrolled bleeding, chest pain, severe injury stroke symptoms*
Estimated cost by comparison	Lowest	Lower	Moderate	Highest
Hours of operation	24/7 (behavioral health care must be scheduled)	Business hours (generally)	Mornings, evenings, and weekends	24/7

If you believe you are having a medical emergency and you need immediate treatment, go directly to any hospital emergency room or call 911.



Because Life.™

* Numbness or weakness in your face, arm, or leg, especially on one side. Confusion or trouble understanding other people. Difficulty speaking. Trouble seeing with one or both eyes.

This is intended to provide general information only and is not intended to be a substitute for professional medical advice, diagnosis, or treatment. Always seek the advice of your physician or other qualified health provider regarding your medical condition(s). Coverage for medical services described herein is subject to the terms of your health plan benefit agreement and network coverage varies by plan. Check your member materials for details.

Source: Vorvick, L. J., Sieve, D., & Conaway, B. (2019). When to use the emergency room—adult. Retrieved from: <https://medlineplus.gov/ency/patientinstructions/000593.htm>.



Because Life.™

Benefits and/or benefit administration may be provided by or through the following entities, which are independent licensees of the Blue Cross Blue Shield Association:

Western and Northeastern PA: Highmark Inc. d/b/a Highmark Blue Cross Blue Shield, Highmark Choice Company, Highmark Health Insurance Company, Highmark Coverage Advantage Inc., Highmark Benefits Group Inc., First Priority Health, First Priority Life or Highmark Senior Health Company. **Your plan may not cover all your health care expenses. Read your plan materials carefully to determine which health care services are covered. For more information, call the number on the back of your member ID card or, if not a member, call 866-459-4418.**

Delaware: Highmark BCBSD Inc. d/b/a Highmark Blue Cross Blue Shield.

West Virginia: Highmark West Virginia Inc. d/b/a Highmark Blue Cross Blue Shield, Highmark Health Insurance Company or Highmark Senior Solutions Company. **Visit <https://www.highmarkbcbswv.com/NetworkAccessPlan> to view the Access Plan required by the Health Benefit Plan Network Access and Adequacy Act. You may also request a copy by contacting us at the number on the back of your ID card.**

Western NY: Highmark Western and Northeastern New York Inc. d/b/a Highmark Blue Cross Blue Shield.

Highmark Blue Cross Blue Shield is a Medicare Advantage HMO, PPO, and/or Part D plan with a Medicare contract. Enrollment in these plans depends on contract renewal.

All references to "Highmark" in this document are references to the Highmark company that is providing the member's health benefits or health benefit administration and/or to one or more of its affiliated Blue companies.

The Claims Administrator/Insurer complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: Si usted habla español, servicios de asistencia lingüística, de forma gratuita, están disponibles para usted. Llame al número en la parte posterior de su tarjeta de identificación (TTY: 711).

请注意：如果您说中文，可向您提供免费语言协助服务。请拨打您的身份证背面的号码（TTY：711）。