

KNOW WHERE TO GO

Go to the right place—for the right care—at the right time

Make the best decision about where to go for medical care. With many options to get care quickly, it can be confusing knowing where to go and how much you might have to pay.



YOUR DOCTOR



your go-to health expert

If it's not a life-threatening emergency, your doctor is usually the best option.

If you need medical care, but it is not an emergency, always call your primary care doctor for an appointment. Your doctor knows your health history and can help provide better care over time and help prevent future health issues.

VIRTUAL CARE




24/7 virtual doctor visit

Get care for common health problems wherever you are 24/7.

Use your smartphone or computer to meet with a board-certified doctor for a quick and convenient virtual visit. These doctors are contracted with Blue KC through American Well (Amwell*).

Download the Amwell app



-or-

Go to Amwell.com



TIP: Be sure to select **Blue KC** from the plan drop-down list.

URGENT CARE



RETAIL HEALTH CLINIC



your back-up option

If your doctor can't see you today or the office is closed, urgent care is an option for issues that can't wait.

Urgent care centers and retail health clinics (normally a walk-in clinic found inside a retail store) can save you time and money when you have a non-life threatening illness or injury.

EMERGENCY ROOM



COMMUNITY HOSPITAL



for true emergencies

If your health or life are threatened, never wait. Call 911 or go straight to the nearest emergency room.

Emergency rooms (ER) are not for routine healthcare. When you go to the ER, a doctor, who may not be familiar with your medical history, determines whether you need emergency care. If you use the ER for a non-emergency, it may cost you more.**

IMPORTANT NOTE:

Smaller community/neighborhood hospitals may advertise both "emergency" and "urgent" care. NOTE: emergency room rates are generally charged for any type of visit at these facilities.

*American Well's online Care Group is an independent provider contracted to participate in Blue KC's commercial provider networks.

** You must notify Blue KC of any emergency hospital admission within 48 hours of the admission time, or as soon as reasonably possible.

This is not medical advice. Consult a medical professional and seek assistance in an emergency. Please note that benefits are subject to applicable co-pays, deductibles, coinsurance and other provisions of your member contract.



Guide to Finding the Right Care Option

	Primary Care Physician	Virtual Care (Amwell)	Retail Health Clinic	Urgent Care Center	Hospital/Community Emergency Room
Mild Asthma	✓	✓	✓	✓	
Minor Headaches	✓	✓	✓	✓	
Sprains, Strains	✓	✓	✓	✓	
Nausea, Vomiting, Diarrhea	✓	✓	✓	✓	
Bumps, Cuts, Scrapes	✓	✓	✓	✓	
Burning with Urination	✓	✓	✓	✓	
Coughs, Sore Throat	✓	✓	✓	✓	
Ear and Sinus Pain	✓	✓	✓	✓	
Eye Swelling, Irritation, Redness or Pain	✓	✓	✓	✓	
Minor Allergic Reactions	✓	✓	✓	✓	
Minor Fevers, Colds	✓	✓	✓	✓	
Rashes, Minor Burns	✓	✓	✓	✓	
Vaccinations	✓		✓	✓	
Back Pain	✓			✓	
X-rays				✓	
Animal bites				✓	
Stitches				✓	
Cut or wound that won't stop bleeding					✓
Any life-threatening or disabling condition including difficulty breathing					✓
Sudden or unexplained loss of consciousness					✓
Chest pain, numbness in face, arm or leg; difficulty speaking					✓
Severe shortness of breath					✓
High fever with stiff neck, mental confusion or difficulty breathing					✓
Coughing up or vomiting blood					✓
Major injuries					✓
Possible broken bones					✓

For many members, deductibles and coinsurance may also apply, which can make an even greater difference in the cost between an emergency room and other care options.

Use this guide to best determine where to go for medical care.