

# Navigating the Healthcare System Confidently



## Choices for Care

When you're sick or injured, the last thing you want to do is to have to figure out where you should go for the quickest care. Should you wait to see your primary care doctor? Should you go to an urgent care center or the emergency room? Or maybe using telemedicine would be the best option? Understanding your choices for care saves you time, money, and peace of mind.

### Telemedicine via Teladoc

Get quality care from home with 24/7 phone or video visits for you and your eligible family members. U.S. Board-Certified physicians can diagnose and treat routine illnesses, provide behavioral health support, and send prescriptions to your pharmacy when appropriate.

Teladoc can help with:

- Allergies
- Cold & Flu
- Sinus Infection
- Anxiety & Stress
- Rashes
- Respiratory Infection
- Poison Ivy
- Grief Counseling
- Ear Ache
- Pink Eye
- Depression
- Family & Relationships

Your safety is our #1 priority, which is why we wanted to bring these services to your attention. The cost for telemedicine visits using Blue Cross Online Visits (Teladoc) are less than standard office visits for employees and dependents enrolled in one of our medical plans.

### How It Works

#### STEP 1: REQUEST A CONSULTATION

Access Blue Cross Online Visits (Teladoc) via phone, mobile app, or online.



1-844-606-1608

[bcbsmonlinevisits.com](https://bcbsmonlinevisits.com)



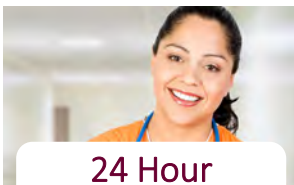
Teladoc Health  
Mobile App

#### STEP 2: TALK WITH A PHYSICIAN

A physician will review your medical history and contact you within minutes.

#### STEP 3: RESOLVE THE ISSUE

A physician will diagnose and prescribe medication, if medically necessary, and send to your pharmacy of choice.



### 24 Hour Nurse Line

The 24-Hour Nurse Line gives you 24/7 access to a registered nurse health coach who can answer health questions, help you make a medical decision, and advise on what type of provider you should seek medical care from based on your symptoms.

Call 1-800-775-2583 to speak to a nurse health coach.



### Primary Care Physician

Your primary care doctor is your total care management partner. You should see your primary care doctor for:

- Chronic conditions
- Preventive care
- Routine illnesses & injuries

Many providers are now offering virtual visits. These visits are covered at the same benefit level as an in-person office visit.



### Urgent Care

Urgent care centers are your go-to care provider when you need medical attention for non-routine illnesses or injuries, that are not severe enough to warrant a trip to the ER.

Common reasons for an urgent care visit include:

- Sprains & strains
- Animal bites
- Minor stitches
- Allergic reactions



### Emergency Room

You should visit your nearest hospital or call 911 for true emergencies!

Common emergencies include:

- Loss of consciousness
- Severe bleeding
- Broken bones
- Poisoning
- Head injury
- Numbness of the face, arm, or leg on one side of the body