



Choose the right health care setting

Where you go for medical services can make a big difference in how much you pay and how long you wait to see a health care provider.

The chart below can help you select the right setting for your needs:



TYPE OF CARE		WAIT TIME	COST**
NurseLineSM	<p>— 877-950-5083</p> <p>Speak by phone with a registered nurse any time of day, seven days a week.</p> <p>When to call*</p> <ul style="list-style-type: none"> • Help choosing the right health care setting • Information about common health problems or injuries 	<p>20-30 seconds</p> <p>Call answered, on average</p>	<p>\$0</p>
TeladocSM	<p>– 800-835-2362 or Teladoc.com</p> <p>request a consultation from a board-certified doctor any time of day, seven days a week, by phone or online. Teladoc physicians can diagnose routine ailments, recommend treatments and prescribe medications.</p> <p>When to go*</p> <ul style="list-style-type: none"> • Cold or flu • Bronchitis • Respiratory infection • Sinus problems • Allergies • Urinary tract infection • Pediatric care • Poison ivy or pink eye 	<p>17 minutes</p> <p>Approximate wait time for doctor to respond</p>	<p>\$5 Copay per consultation PPO Plans</p> <p>\$49 per consultation HSA Plan</p>
Retail clinic/ convenient care clinic	<p>Retail clinics, sometimes called convenient care clinics, are located in retail stores, supermarkets and pharmacies.</p> <p>When to go*</p> <ul style="list-style-type: none"> • Colds or flu • Sinus infections • Allergies • Vaccinations or screenings • Minor sprains, burns or rashes • Headaches or sore throats 	<p>15 minutes</p> <p>or less, on average</p>	<p>\$30 Copay Base Plan</p> <p>\$25 Copay Buy-Up Plan</p> <p>\$50-\$100 avg cost HSA Plan</p>
Urgent care/walk-in clinic	<p>Urgent care centers, sometimes called walk-in clinics, are often open in the evenings and on weekends.</p> <p>When to go*</p> <ul style="list-style-type: none"> • Sprains and strains • Mild asthma attacks • Sore throats • Minor broken bones or cuts • Minor infections or rashes • Earaches 	<p>20-30 minutes</p> <p>Approximate wait time</p>	<p>\$100 Copay PPO Plans</p> <p>\$150 -\$210 avg cost HSA Plan</p>
Clinical care (your doctor's office)	<p>Seeing your doctor is important. Your doctor knows your medical history and any ongoing health conditions.</p> <p>When to go*</p> <ul style="list-style-type: none"> • Preventive services and vaccinations • Medical problems or symptoms that are not an immediate, serious threat to your health or life 	<p>1 week or more</p> <p>Approximate wait time for an appointment</p>	<p>\$25/\$45 Co-pay Buy-Up Plan</p> <p>\$30/\$50 Co-pay Base Plan</p> <p>\$100-\$150 Avg cost HSA Plan</p>
Emergency room (ER)	<p>Visit the ER only if you are badly hurt. If you are not seriously ill or hurt, you could wait hours and your health plan may not cover non-emergency ER visits.</p> <p>When to go*</p> <ul style="list-style-type: none"> • Sudden change in vision • Sudden weakness or trouble talking • Large, open wounds • Difficulty breathing • Severe head injury • Heavy bleeding • Spinal injuries • Chest pain • Major burns • Major broken bones 	<p>3 to 12 hours</p> <p>Approximate wait time for non-critical cases</p>	<p>\$200 Co-pay PPO Plans</p> <p>\$1,200-\$1,600 avg cost HSA Plan</p>

* This is a sample list of services and is not intended to be all-inclusive.

** Costs are averages only and not tied to a specific condition or treatment. Out-of-pocket costs will vary based on your medical plan design.

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